



bestpractice Newsletter

DECISION

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www.bestpractice.net.nz



bestpractice Enjoys Success at Best of Health Awards

bestpractice eReferrals Wins Award

At the recent Waikato DHB Best of Health awards, *bestpractice*, in association with Midlands Health Network, won the Collaboration Award for the roll out of the *bestpractice eReferral generic template* to Waikato DHB general practice.

According to the Waikato DHB, "the collaboration category is designed to recognise and reward outstanding examples of collaboration within our health services, across primary and secondary health sectors, and intersectorally."

"These collaborations must have contributed to service improvements or better health outcomes to be considered for the awards."



"The project has the potential to be replicated widely, with the results being very impressive."

Judges Comments

The judging panel called this an excellent collaborative project that is to be applauded. "It shows thinking outside the square... The project has the potential to be replicated widely, with the results being very impressive."

Rollout Continuing

Meanwhile, the collaboration partners continue to roll out the eReferrals solution throughout the Midlands region. Recent additions include:

- Jan 2012: **Tairāwhiti** - Outpatient and community referrals
- Feb 2012: **Waikato Radiology**
- March 2012: **Waikato** - Emergency Department
- April 2012: **Bay of Plenty** - Outpatient & community referrals
- April 2012: **Tairāwhiti** - Emergency Department
- April 2012: **Thames Radiology**
- May 2012: **Waikato** - Mental Health

For more information on how the *bestpractice* eReferral system works and the roadmap for further developments, see overleaf.

Electronic Referrals

The *bestpractice* electronic referral system (eReferrals) offers marked advantages over paper-based referrals.

The *generic eReferral* meets the requirements for the majority of referrals that are sent to other primary health care or secondary service providers. Using this form ensures the data is in a standard, readable format and all mandatory data is included.

A generic eReferral form may be inadequate for some conditions where triaging a referral depends on additional clinical data. In order to bridge this gap, *bestpractice*, in collaboration with Midlands Project Group, has devised a solution that enhances the generic eReferral form by displaying a *specialty-specific* section when an appropriate specialty is selected. This functionality is currently being piloted in the Bay of Plenty.

In the Waikato, the main recipients of eReferrals are DHB secondary services (including Radiology and the Emergency Department) and in the future, NGOs. These services are now able to provide notification to primary care that a patient:

- Has arrived in the Emergency Department
- Has been admitted as an inpatient
- Was discharged

These notifications are selected from a standardised list. If required, additional information may be added in the form of a free-text note. The status message is then transmitted to:

- The General Practitioner's inbox
- Message logging within *bestpractice*
- The patient's stored referral in the MedTech outbox

This functionality provides an audit trail for the referral process, allowing the General Practitioner to view the current status and to track progress.

Further functionality is being trialled to enable the recipient (DHB/NGO) to record comments pertaining to the referral in the patient's audit log.

In the next phase, the eReferral will merge information into the Hospital Patient Management system (PMS) and store the referral within the internal patient file. Upon completion, this platform will be utilised to send discharge or Out Patient letters directly from the Hospital PMS to the GP inbox.

For the richest source of information about all aspects of *bestpractice*, visit the *bestpractice* website:

www.bestpractice.net.nz

Nationally Funded Modules

The Nationally Funded suite is a group of eleven modules that are available free of charge to New Zealand health professionals. The modules are funded by a variety of organisations. The funding organisations and modules are listed below.

Ministry of Health

- Depression in Adults
- Depression in Young People
- Depression in the Elderly
- Ante/Postnatal Depression

Ministry of Justice

- First Trimester Termination of Pregnancy

PHARMAC

- Acne Management
- Childhood Asthma
- Childhood Asthma - Action Plan
- Isotretinoin

Medsafe

- Adverse Drug Reaction Reporting

BPAC Inc

- INR/Warfarin

The screenshot displays the *bestpractice* website interface. At the top, there is a navigation bar with 'Home', 'Features', 'Tools & Views', and 'Support'. Below this is a banner for the 'Diabetes Review' module, which includes text about completing patient records and accessing resources. The main content area features several highlighted services: 'bestpractice Decision Support by BPAC Inc', 'eACCIB information', 'Getting started', 'All about modules', and 'Award winning'. The 'Award winning' section mentions the 'Best of Health AWARDS 2012'.

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Feedback

Please address comments about any aspect of *bestpractice* to DSFeedback@bpac.org.nz. Your comments are appreciated and help us to improve our service to you.

