



Accurate Patient Identification A Foundation for eHealth Initiatives An Asia Pacific Perspective

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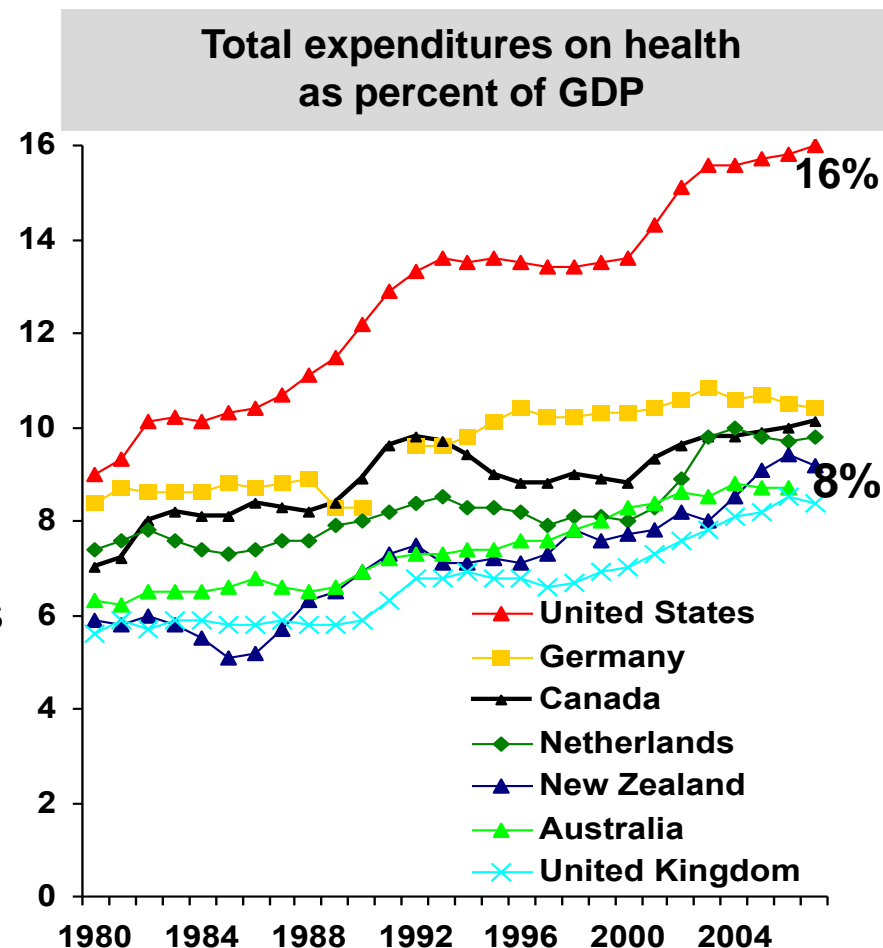
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Global Healthcare Trends

- Increase in chronic diseases
- Shortage of healthcare professionals
- Sharply rising costs and the GFC
- Aging population
- Explosion in the use of data
- This is all driving demand for smarter healthcare through eHealth programs
 - eHRs, Health Information Exchanges
 - Cost Efficiency
 - New processes – Tele-health
- Information sharing strategy
 - Connection to friends and caregivers



Costs are rising. So is the impact of new technology.



Healthcare Trends in Asia Pacific Unique challenges

- Rural vs. Urban: Vast Geographic Areas
 - Technology can reduce the gap
 - Patient History availability
- Complex Language Challenges
 - Double Byte
 - Multicultural societies
 - Similar surnames
 - Transient populations
- Disparity in Legacy Health Information Technology Deployments
 - How do you integrate old with new?
- As with the global trends
 - Increase in chronic diseases
 - Shortage of healthcare professionals
 - Sharply rising costs
 - GFC impact





The problem - They gave our mother a man's name tag *

- Tags and identity cards are part of the puzzle.
- Human errors are common
- A simple slip of the hand can result in selection of the wrong patient from among a patient list in the computer.
- Availability of information is one of the root causes for wrong-site surgery.
- Adoption of eHealth is directly related to the accuracy of the information presented.
- Proactive oversight is required to ensure mistakes that enter the healthcare ecosystem are found and fixed.
- How do you ensure that the right information is presented quickly and accurately to the people that most need it?

* Source Sydney Morning Herald, *September 25, 2011*

Fragmented patient data has many undesirable outcomes such as patient safety and quality of care.



Inefficiencies Result From Fragmented Data

Clinicians Don't Have Access to Complete Information

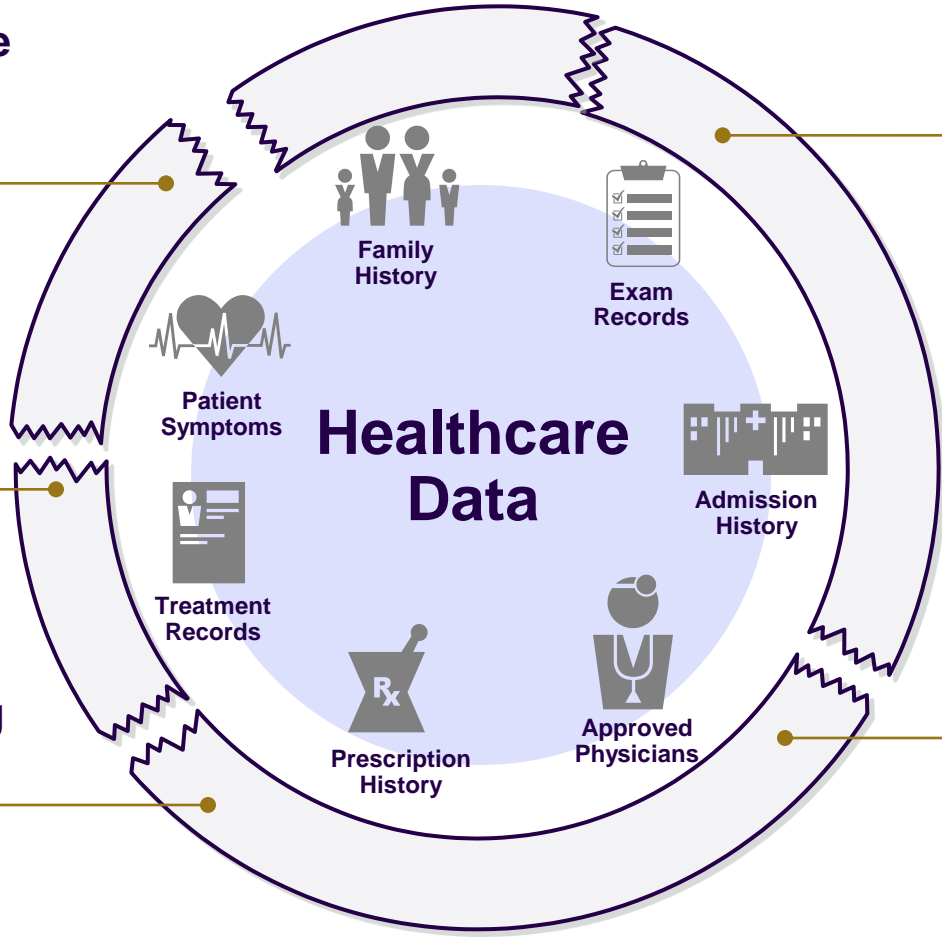
...check multiple systems for information

Costs Continue to Increase

...new projects create new data silos, do not achieve goals

Limited Data Sharing Across Boundaries

...cannot leverage patient or provider registries



Lack of Trust in Data by End Users

...unreliable data quality increases duplicate tests and records; impacts adoption of systems

Providers Are Not Recognised Consistently

...cannot notify in a timely, consistent manner or verify current credentials

A fundamental requirement of any eHealth initiative is the ability to deliver accurate patient and provider identification within and across organizations, jurisdictions and geographies.



Accurate Patient and Provider Identification Drives eHealth Success

- Support for Multiple Languages and Nationalities
 - Complex naming conventions, scale, and protect security and privacy.
- Flexible Architecture Enhances Scalability, Protects Security and Privacy
 - eHealth programs can often be an iterative process
 - Protecting data security and patient privacy
 - Sharing across multiple organizations and agencies
- Information Exchange through Efficient Interoperability and Standards
 - Complete records are available at all points of care
 - Real-time access to critical patient data and delivering it in a timely manner.
- Design for today, but keep your eyes on tomorrow
 - Scalability, multiple use cases, Healthcare transformation
- Accurate information on patient and the care givers
 - Supports the move from Acute care to Residential and Community Care
 - Lower costs and higher quality of life

National EHR success depends on One trusted source of truth for patient and provider identification



Case Studies - Patient and Provider Identification Solutions

Leading healthcare providers and government agencies worldwide have chosen IBM Initiate software as their Patient and Provider identification technology for eHealth installations including EHRs, HIEs and tele-health programs.

Canada Infoway
80% of US Healthcare
Belgium
United Kingdom, Wales
Switzerland
Australia
New Zealand
Singapore
China - Jiaxin Healthcare Bureau, Wenzhou



eHealth Programs Leveraging Patient Identification Solutions

China - Wenzhou Citizen Data Center & Data Exchange Platform

- Wenzhou city is implementing reform policy to improve public service quality & efficiency.
- Automatic exchange of information between government agencies including healthcare
- Single unified view of the citizen across government agencies
- Manage and track government provided services
- Better view of which citizen's are using which services
- Manage the relationships between citizens & services & citizens & service providers
- Improve governmental service quality and efficiency
- Raise the standard of citizen's services





eHealth Programs Leveraging Patient Identification Solutions

Singapore Ministry of Health

- Highly controlled national ID for all citizens also used for the health identifier
- Singapore's vision is to improve the quality of healthcare for its citizens, lower the costs of health services
- Deployed a National Electronic Health Record (NEHR) system. A new Architecture.
- Enables information sharing across the two clusters and community services.
- Key enabler of Singapore's vision towards an integrated healthcare system
- Provides an accurate, 360-degree view of patient medical information



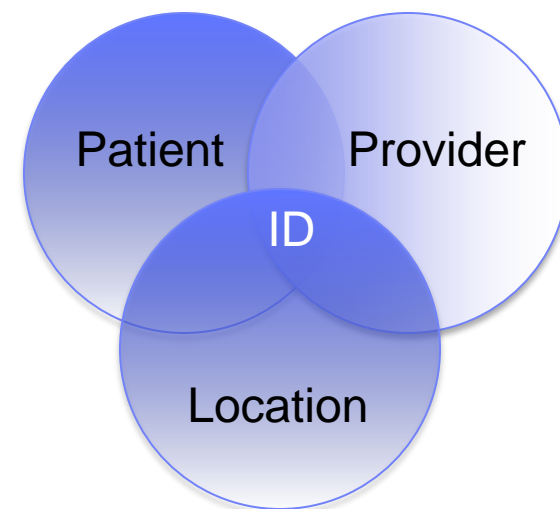
Singapore National Health Identification Service is the foundational layer to Electronic Health Record system accurately identifying Patients, Clinicians & Facilities



eHealth Programs Leveraging Patient Identification Solutions

New Zealand Health

- Rising costs, increasing demand for services, an aging population and international workforce shortages
- Rethink on how to provide sustainable services where and when they are needed
- New Zealand has been a world leader in establishing unique identifiers with the establishment of a National Health Index in the 1980s
- Health Identity Programme as a vital foundational investment for the National Health IT Plan.
- To ensure that health information shared or exchanged within the health and disability sector is accurate, protected, and trusted. Patient to Provider to Location (Facility/Organisation)
- The key to accurate real-time information is the management of Patient, Provider and Location and their relationships



Health Identity Programme ensures that when health professionals use personal health information to help them treat a patient, they need to know that the information is accurate, protected and trusted



eHealth Programs Leveraging Patient Identification Solutions

ACT Health

- The Australian Capital Territory has a transient population
- Existing patient records could not be effectively managed across multiple institutions or identified at the point of registration
- Facilitates the participation in the national Healthcare Identifier service (HI) and provide identification services for the ACT and national EHRs.
- The PMI is improving outcomes for ACT Health and its patients through more accurate patient identification, increased data quality and improved quality of care



Enabled legacy system integration to new National Health Identifier service



Key Take Ways

- Accurate patient identification is the key to information sharing, safety and successful patient outcomes
- No matter how hard you try, there will always be errors, we are human.
- Proactive oversight to maintain health of the ecosystem
- Security and privacy – separation of data – clinician and identification (demographics)
- Collaboration and engagement
- Identification accuracy and flexibility
- The new wave of health is the data and how you use it effectively



Smarter Healthcare, Smarter Planet



Thank you

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