Vision

“To provide comprehensive Information Management Services to enhance and transform service delivery through the innovative use of information and technology. DHF will achieve a high level of integration of eService delivery into normal work practices and become an organisation which uses information to drive better health outcomes.”

Guiding Principles

• Best practice in information management requires key performance criteria to be met by information services, systems and supporting infrastructure. These are included in service agreements and major project plans.

• Application of on-going risk management and quality project management processes are critical to ensuring service continuity and maximising the value of information services.

• In order to use information to support business decisions and change management, strong program and clinical leadership, and information champions, are essential to information systems’ implementation and integration with work practices.

Challenges

• Increased demand for accessible, high quality information and mobile technologies to support service delivery, programs and policy.

• eHealth is a major healthcare reform enabler, and may stimulate and drive change.

• Upgrading to align with new national standards and programs including COAG Reforms, will require appropriate resources and expertise.

• Department of Health and Families is growing larger and more complex with the addition of new and diverse services and functions. This generates increased service demand for information resources, services and systems, and training in their use.
Strategies

To address the challenges in the environment, and contribute to achieving the goals outlined in the Corporate Plan 2009-12, the DHF Strategic Information Plan will focus on the following 4 core strategies:

1. **Strategy 1**
   Foster an “intelligence” driven organisation through the effective collection and use of information and knowledge at all levels.

2. **Strategy 2**
   Implement eServices using innovation to transform the way we work to improve service quality and safety.

3. **Strategy 3**
   Provide eLearning and collaboration capabilities to enhance the ability of the workforce to deliver services.

4. **Strategy 4**
   Provide Business Information Systems to allow the agency to deliver its services and meet its responsibilities.

Governance Structure

Information governance will play a key role in achieving the strategic objectives of the Department. Significant progress in the area of governance has already been made in this area with the establishment of an appropriate governance structure. This includes the Strategic Management Steering Committee (SIMSC) responsible to the Department’s Executive Leadership Group.

SIMSC provides leadership and advice in relation to the optimal use of information resources to improve business support and flexibility, alignment with strategic directions and return on investment. This committee is also the overarching Information Committee for determining strategic information direction, policy and priorities and feeds into divisional information management groups.

The Department of Health and Families has also placed a major emphasis on the development of effective collaborative working relationships and partnerships with external organisations including GP Divisions, NGOs, Aboriginal Medical Services, Tertiary and Research Organizations, Australian Government Agencies and national bodies such as NeHTA and Medicare Australia.

These relationships are critical to delivering major collaborative work programs such as Library Services, National Information Standards Development through NeHTA and Interactive Communications Development projects.
Strategy 1.
Foster an “intelligence” driven organisation through the effective collection and use of information and knowledge at all levels.

Information is used as an enabler to improve our business processes and link various parts of the organisation. We will build on our progress in the area of information governance to enable strategic decision-making and improve financial controls and accountability.

Core Business Outcomes

• A performance based culture that understands and values the use of information
• Audit ability and accountability of information management systems
• Information and knowledge to support proactive management and service reform
• Effective use of current resources
• Improve the quality of Health Service Delivery by empowering clinicians through the use of clinical data at point of care

Core Components

• An integrated Business Intelligence Architecture
• New strategic core reporting suites
  ■ HR Performance
  ■ Aboriginal Key Performance Indicators
  ■ Acute Care network
  ■ 2030 Reports
  ■ COAG Reports
• Integrated approach to research and evaluation eg Workforce Modelling, Population Surveys, Expanding Health Services Delivery Initiative
• Workforce skills to access, understand and use performance information
• Administrative datasets for reporting population health outcomes
• Identification of priority resourcing requirements to meet existing and emerging business needs
• Through prioritisation and identification of collaboration opportunities including with external research agencies
Strategy 2.
Implement eServices using innovation to transform the way we work to improve service quality and safety.

Electronic information has the potential to help ensure that consumers get the right care, that the right clinicians have access to the right information, at the right time, to deliver the right outcomes. It is therefore as much about transforming traditional processes as it is about technology.

Sharing information for the benefit of consumers is a key responsibility of DHF to provide good quality services and to help protect vulnerable individuals.

Core Business Outcomes

• Support for the National and NT “Closing the Gap” initiatives by ensuring accurate information follows consumers as they move between different health care providers
• Provide a trusted source of information for providers improving the quality of care in emergency interventions, reducing diagnostic tests and improving medications management
• Continuity of care for populations with high health needs e.g. people with chronic disease or mobile Territorians in remote areas
• A source of information for reporting on population level reports
• eHealth Program Delivery.

Core Components

• To sustain and enhance the eHealthNT Programs including:
  ■ Shared Electronic Health Record (SeHR)
  ■ Secure Electronic Messaging Service (SEMS)
  ■ Electronic Transfer of Prescriptions in Primary Care
  ■ Electronic Advanced Medication Management in Aged Care
• Development of the ‘consolidated view’ service within DHF to provide whole client views across multiple program settings
• Participation in design, development and implementation of new National Advanced Medication Management Solutions through NEHTA
• Provision of health knowledge portals for consumers and providers
• Provision of Video Conferencing and remote case management
• Development advanced consolidated care planning module.
Strategy 3.
Provide eLearning and collaboration capabilities to enhance the ability of the workforce to deliver services.

The implementation of an eLearning strategy is integral to the Department’s capacity to fulfil its educational responsibilities and become a ‘learning organisation’. This strategy will provide an integrated and collaborative learning system that will enable staff to maintain and increase their skills and knowledge, leading to improved quality of service to the community.

Core Business Outcomes

- Improved capacity and retention of workforce
- Joint responsibility in the learning contract between the organisation and the individual
- An integrated community of educators who provide teaching and learning programs in response to business needs across the whole organisation
- Support for evidence-based practice and decision making through seamless linking with DHF’s knowledge base of information resources and teaching materials
- Collaborative teaching and learning strategies through the innovative use of technology
- Collaboration through virtual ‘communities of practice’ for information sharing and peer learning.

Core Components

- Develop and implement an eLearning Strategy including a Learning Management System
- Improved quality and safety through the establishment of:
  - Teaching and learning standards
  - Universal access to mandatory training components that meet relevant standards
  - Equity of access to teaching and learning resources
  - Strengthened services from a regional perspective
  - Support for continuing professional development for all health professionals.
Strategy 4.

Provide Business Information Systems to allow the agency to deliver its services and meet its responsibilities.

The public health system is subject to increasing pressures and needs to be innovative, responsive and adaptive. DHF will provide efficient information systems to manage the business of the organisation, as well as enhancing organisational responsiveness and agility through the strategic implementation of information systems in support of strategic directions and business needs.

Core Business Outcomes

- Ability to provide high quality information to support increased service demands and service improvement and reform
- Ability to transfer information between systems (interoperability) for the benefit of the clients and for service monitoring and planning
- Ability to manage ICT and business systems to ensure they meet current and emerging business needs and maintain business continuity.

Core Components

- Development of a 3 year rolling ICT and systems investment plan including a product development roadmap and Enterprise Architecture which identifies priority investments to underpin the Department’s Corporate and Strategic Information Plan
- Improved access, collection and use of client information at the point-of-service to improve quality of service delivery and achieve compliance with policies and procedures
- New/replacement clinical and corporate systems, infrastructure and human resources to meet emerging needs
- Adoption of health identifiers and National eHealth Transition Authority (NeHTA) standards.