Canterbury DHB implements New Zealand’s first Advance Care Plan via the HealthOne electronic medical record

The Customer
With close to 560,000 people living in the Canterbury region, Canterbury District Health Board is New Zealand’s second largest DHB. Canterbury DHB is the main planner and funder of health services in Canterbury; a tertiary provider of hospital and specialist services for the Canterbury population, as well as some specialist services for people living elsewhere in New Zealand.

Canterbury DHB’s vision is of an integrated health system that keeps people healthy and well in their own homes, providing the right care and support, to the right person, at the right time and in the right place.

The Challenge
The Advance Care Plan (ACP) enables a competent person to think about, discuss with their families and primary care clinicians, their wishes concerning the medical care and treatment they want to receive in future. Their wishes can then be documented online.

Canterbury DHB first implemented electronic ACPs in 2014, where they were stored in the Connected Care Management Solution (CCMS). However, sharing this information across providers was difficult, especially in acute care.

A connected interface was the biggest challenge for Canterbury DHB - ensuring the patient’s future care plans were stored in a safe, user friendly and accessible platform. It was crucial all healthcare providers across the South Island had access to the ACPs, whenever and wherever necessary, so that important information for patients could be viewed and transferred seamlessly.

The Solution
HealthOne, an electronic shared care record, was commissioned by a partner alliance of Canterbury DHB, Pegasus Health and Orion Health in 2012, and is currently used across the South Island to provide access

| CUSTOMER NAME | Canterbury District Health Board |
| LOCATION | Canterbury, New Zealand |
| WEBSITE | www.Canterbury DHB.health.nz |
| ORGANISATION TYPE | District Health Board, as part of the regional South Island Alliance |
| ANNUAL BUDGET | $1.5 billion |
| EMPLOYEES | 9500 employees |
| PRODUCTS IMPLEMENTED | Orion Health Care Pathways |

KEY BENEFITS
- Patients can express their preferences for future care while they are well and able
- Timely, safe and effective care through more informed decision making
- Improved accessibility and visibility for health professionals – with Advance Care Plans (ACPs) incorporated into Health Connect South and accessible to the wider health community via HealthOne
- The ability, in future, for patients to view ACPs via a patient portal
- User-friendly template interfaces
to more than 80 million patient data items (e.g. diagnoses, prescribed and dispensed medicines and more).

The implementation and subsequent growth of HealthOne has opened up huge opportunities for additional platforms, such as Advance Care Plans (via Health Connect South accessed via HealthOne), to be implemented in the system.

ACPs were created via Care Pathways – an Orion Health toolkit that enables workflow solutions to be built across the entire healthcare network, through a series of tasks, rules and forms. These workflow solutions can then be accessed via a shared portal.

Because information is stored electronically in Health Connect South, and accessed via HealthOne, it gives family members and healthcare professionals (and through them, family members) accessible and up to date information on the patient’s medical records and their wishes for how they would like to be cared for at the end of their life, breaking down communication barriers and reducing stress, when the patient can no longer make decisions for themselves.

“"This is a New Zealand first, and possibly a global first, as we strive to ensure a strong patient voice throughout the continuum of health care in Canterbury.”

David Meates – CEO, Canterbury District Health Board

The Results
Within months of implementation, there was a notable overall improvement in operational efficiency and clinical effectiveness.

Other prominent results include:

- In conjunction with Orion Health, a new, more intuitive platform to share electronic ACPs was introduced in July 2016. As a result the number of ACPs added to Health Connect South (HCS)/HealthOne increased by 45% from January-June 2016 to July-December 2016. 31 additional general practices created their first eACPPlan in the 6 months after the ACP electronic platform was updated.
- The addition of ‘Care Plan’ alerts in HCS/HealthOne during this upgrade has increased ACP’s visibility. Since the Orion solution was introduced there has been a 27% improvement in the number of ACPs independently identified by clinical staff when a patient is admitted to Christchurch Hospital.
- The Orion Health-developed platform for sharing electronic ACPs is proving to be a valuable tool with GPs and facilitators speaking highly of the solution.

“"My experience of using the new system is that it is fast, responsive and it works really well. Overall I am really happy with the new product and believe it will positively impact on the implementation of ACP in the Canterbury region”

Jane Goodwin – Advance Care Planning Facilitator, Canterbury District Health Board

Future Developments
Over the past 12 months, the migration of electronic records for all South Island patients to HealthOne has been completed. The rest of the South Island is also looking to implement a region-wide Advance Care Plan, based on the agreed national template.

Orion Health
Orion Health is a health technology company that provides solutions which enable healthcare to over 100 million patients in more than 25 countries. Its open technology platform Orion Health Amadeus seamlessly integrates all forms of relevant data to enable population and personalised healthcare around the world.

Find out more at: orionhealth.com