The right information available where and when it's needed most – that's what HealthOne means for over one million people in the South Island

The Customer

Canterbury District Health Board, New Zealand's second largest DHB, serves close to 560,000 people in the Canterbury region. Canterbury District Health Board 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.

The Canterbury 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 destructive 2011 earthquake and subsequent aftershocks damaged more than 14,000 rooms so that repairs were necessary to every one of Canterbury DHB's 200 buildings. More than 630 rest home beds and 105 acute inpatient services beds were lost. Many General Practices and pharmacies were also severely disrupted. The earthquakes caused a loss of paper records and disrupted access to electronic records. So, when a displaced population signed up with a new General Practice, some did so without any medical history.

The challenge was to enable shared access to patient records across both secondary and primary care, including general practice, pharmacy and community nursing. The goals set in developing a secure shared care record were to:

- Collect patient data from secondary and primary care providers and make the data visible in a single shared patient record;

- Provide access to patient data at the point of care for multiple providers, aimed at providing better, more integrated care.

The Solution

An electronic shared care record view, HealthOne, was commissioned by a partner alliance of the Canterbury DHB, Pegasus Health, and Orion Health.

CUSTOMER NAME	Canterbury District Health Board
LOCATION	Canterbury, New Zealand
WEBSITE	www.cdhb.health.nz
ORGANISATION TYPE	District Health Board, as part of the regional South Island Alliance
ANNUAL BUDGET	NZD $1.5 billion
EMPLOYEES	9500 employees
PRODUCTS IMPLEMENTED	Orion Health Coordinate Orion Health Consult Orion Health Rhapsody Integration Engine
KEY BENEFITS	• Single shared view of patient information • Secure access to up-to-date and relevant patient information • Timely, safe and effective care through more informed decision making • View past visits, admission data and discharge information • Accessible across all five South Island District Health Boards

Additionally, many pharmacists across Canterbury using the two main pharmacy systems in New Zealand (LOTS and Toniq), contributed pharmacy data to be included in the patient record.

HealthOne takes parts of the General Practitioner record, community pharmacy dispensing information, and community care co-ordination information into a centralised store. The patient's healthcare providers in the hospital and a number of community providers can access a summary of their patient's demographics, medications, encounters, allergies, alerts and observations. They can also view past visits, admission data and discharge information - unless the patient has decided to exclude that information by opting out.

The HealthOne solution also integrates with Health Connect South, a revolutionary web-based EMR portal which provides a unified view of the complete patient Electronic Medical Record in hospitals across the South Island. These two solutions combined enable clinicians to view and contribute towards a single shared electronic record.

HealthOne is New Zealand's first example of a fully integrated care platform which allows both primary and secondary healthcare providers access to up-to-date and relevant patient information. Emergency services (through St John's Christchurch Clinical Desk) , private hospitals, community nursing providers and pharmacies all have access to the patient record according to their role in the patient's care, and the ability to update or edit the information. This facilitates timely, informed and safe decision-making.

The Results

HealthOne has had a significant impact on the workflow of primary and community healthcare providers, giving them access to up-to-date and relevant information, allowing timely, safe and more informed decision-making.

The rollout to community pharmacies began in February 2012, and now more than 450 pharmacy staff have HealthOne access.

Canterbury Community Nursing organisation, Nurse Maude, was granted access to HealthOne data via Health Connect South in December 2012. The Laura Fergusson Trust was on-boarded at the start of 2015 and more community nursing and private providers are to follow.
As of July 2016, nearly 1500 General Practice doctors, nurses and practice staff across three health districts have access.

HealthOne integrates with Health Connect South (HCS), an Orion Health solution. Health Connect South is an in-hospital,

web-based portal which provides a unified view of the complete patient electronic medical record.

Originally implemented in Canterbury, HealthOne has been extended to the rest of the South Island. Clinicians from Canterbury, Nelson-Marlborough, South Canterbury, Southern and West Coast District Health Boards all now have access to the same shared care record.

This is a remarkable achievement. The vast majority of healthcare professionals in both primary and community care environments, across all regions of the South Island, can access information relating to hospital as well as primary care encounters in any of the participating districts.

As of January 2017, more than 80 million pieces of patient data (e.g. a diagnosis, a prescription, a dispensed medication) are contained within HealthOne, with more than 1.7 million new items added every month. The system is accessed more than 75,000 times per month.

HealthOne represents a significant stride towards achieving the Government's goal of an integrated health system, confirming the patient at the centre of care and saving time, making better use of resources and improving the quality of care.

Future Developments

Further integration of HCS and HealthOne will improve patient safety and clinical efficiency through greater information sharing, more comprehensive patient insights and the support of seamless workflows throughout the South Island health system. It is fulfilling the government's vision of regionalising eHealth platforms.

Within the South Island, the objective is to continue to expand the number of clinicians and healthcare providers accessing the patient record. This has already been undertaken in Canterbury with the likes of St John, private hospitals and community health providers such as HealthCare NZ and Access Community Health all accessing and contributing data to the shared record.

The implementation of an integrated healthcare system is a long process and absolute success is not a definitive end point. The effectiveness of HealthOne will continue to grow for as long as it's scope continues to expand.

Orion Health

At Orion Health, we are building thinking software for life. Our new generation eHealth software provides an open platform that seamlessly integrates local, regional, and national data, making it more readily available to doctors, nurses, specialists and patients themselves. We believe that our software, built on new generation technology, will give everyone healthier, happier and longer lives.

Find out more at: orionhealth.com

"HealthOne has been literally a game changer for our health system. More than a million New Zealanders in the South Island now benefit from their key health service providers being better connected."

Stella Ward, General Manager Allied Health & Innovation, Canterbury District Health Board

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