



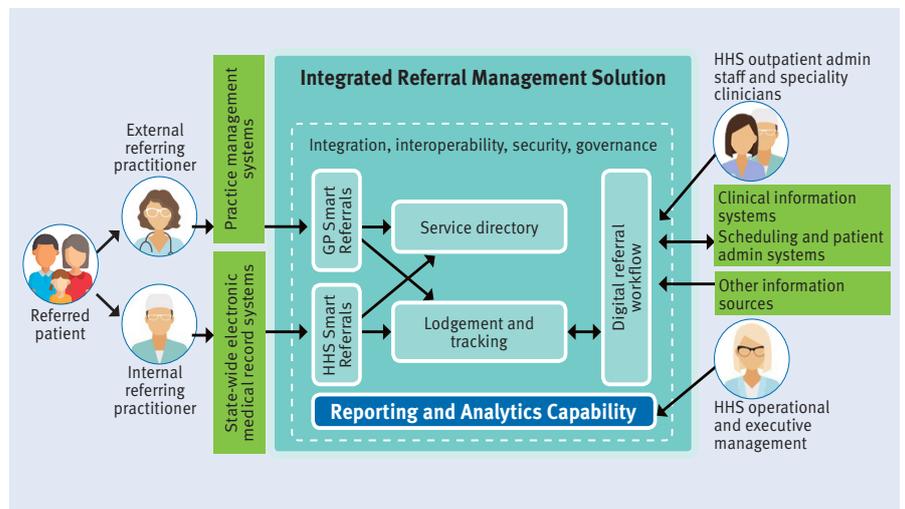
Smart Referrals Reporting and Analytics Capability

The Reporting and Analytics Capability project (R&AC) will make it possible to integrate, analyse and report from data. This will provide better support for clinical decisions and process improvements. It will capture near real-time data from key Queensland Health (QH) systems that support end-to-end specialist outpatient services (SOS) referrals.

Users will be able to prepare ad-hoc reports at any point and identify peaks and troughs in referral activity.

This capability will provide QH and HHSs with a centralised ability to:

- electronically track the progress of referrals from when a patient referral is first submitted to a specialist outpatient service/s right through to when the outpatient is discharged.
- improve analytical capability to identify bottlenecks, and manage and anticipate patient flow through the system.
- enhance workflow efficiency by providing a single view of statewide demand.
- optimise population health and identify behavioural activity by providing centralised monitoring of the referral status of cohorts of patients.
- enable a view on waitlists to support better planning and resourcing.
- generate static, adhoc and performance reporting and analytics.



About the project

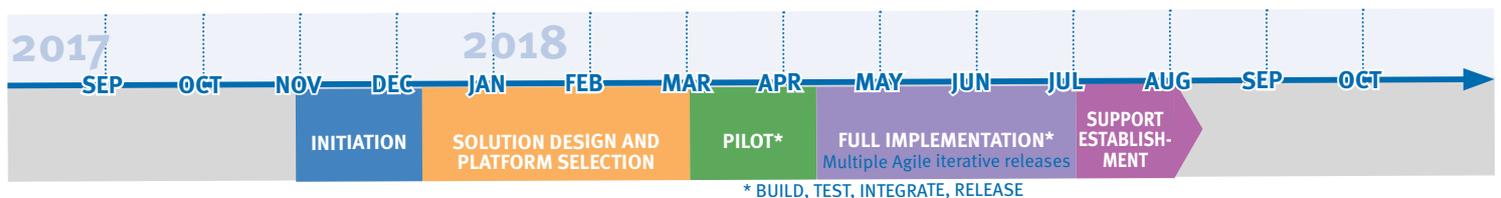


R&AC is part of the state-wide Smart Referrals program (formerly iRMS).

It is part of initiatives being delivered under Queensland's Health's Specialist Outpatient Strategy and implemented by CHQ's Digital Future program.

Project rollout

The project initiation and funding phase was complete in Nov 2017. The team progressed to solution design and platform selections required to initiate the pilot phase, which will begin in quarter one 2018.



Contact the team

CHQ-iRMS@health.qld.gov.au





Smart Referrals - Reporting and Analytics Capability

Frequently asked questions

What is the objective of the Reporting and Analytics Capability (R&AC) project?

The R&AC project aims to:

- deliver a pilot that will create the ability to integrate data from selected systems, and
- build out this data integration to deliver as much capability as possible within the project budget and timeframes.

The pilot will deliver one user story/report requirement that will track the journey of a patient referral via the CHQ workflow engine (eRefer) and appointment scheduling system (ESM).

It will use production data and capture timestamps at each point of system integration and referral status change.

What systems will integrate with R&AC?

Information/data scope includes clinical and administrative information related to the delivery of specialist outpatient services for the in-scope HHSs and all data processed or generated by Integrated Referral Management Solution (iRMS) components.

Candidate source systems outside of iRMS may include (but are not limited to):

- Referral workflow engines
- ieMR/ESM
- Internal eReferrals
- External eReferrals
- RSD
- RLaT
- Health provider portal
- The Viewer
- HBCIS
- Client Directory
- ePADT
- SATR
- Enterprise Active Directory

When will R&AC be available?

During the second half of 2018, R&AC will be available at:

- Children's Health Queensland
- Metro North Hospital and Health Service
- Metro South Hospital and Health Service
- Sunshine Coast University Hospital.

After the pilot has been completed and evaluated, the project will continue to add further capability and system integration until it is deemed ready for the Smart Referrals program to roll out statewide.

What is the difference between 'iRMS R&AC' and 'Smart Referrals'?

The R&AC project is part of the wider Smart Referrals iRMS program of work. For more information on Smart Referrals, email CED_SmartReferrals@health.qld.gov.au.

Will all data be held within Australia?

The project requires that all data is securely held within Australia.

Who will be hosting the platform?

The R&AC project aligns with eHealth Queensland's cloud-first policy. The final data platform will be endorsed by eHealth Queensland.

Who is running this project?

The iRMS R&AC Project team are:

Project Manager - Mark Macdonald

Business Analyst - Seodhna Sims

Solution/Data Architect - Cameron Hawthorne

Project Support Officer - Britney Dargusch

Contact the team

CHQ-iRMS@health.qld.gov.au

