

# How can a Digital Care Record help a population with complex needs?



# Orion Health Case Study



## CUSTOMER DETAILS

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<b>Customer name</b>	eHealth New South Wales Justice Health New South Wales
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<b>Location</b>	New South Wales (NSW), Australia
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<b>Population serviced</b>	<b><i>eHealth NSW Clinical Information Exchange (HealthNet):</i></b> Amadeus Digital Care Record supporting over 8 million people across NSW. <b><i>Justice Health Electronic Health System (JHeHS):</i></b> Amadeus Digital Care Record supporting over 30,000 people per annum across correctional centres in the NSW criminal justice system.
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<b>Products implemented</b>	<ul style="list-style-type: none"><li>• Amadeus Digital Care Record:<ul style="list-style-type: none"><li>• Clinical Portal</li><li>• Clinical Data Repository</li><li>• Forms / Care Pathways</li><li>• Problem List</li><li>• Results</li><li>• Orders</li><li>• Medication Management &amp; Administration</li></ul></li></ul>
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**LISA O'DONNELL,**  
Nurse Unit Manager





## The Customers

**eHealth NSW** is the digital centre of excellence for NSW Health, delivering world-class ICT services to Australia's largest health system. Supporting over 228 public hospitals across 15 Local Health Districts (LHDs), eHealth NSW manages digital health infrastructure, analytics, interoperability, cybersecurity, and training for 176,000 personnel serving NSW's eight million residents.

Built using Orion Health technology, HealthNet is a secure platform that facilitates health information exchange among healthcare providers and organisations. It allows authorised clinicians to access patient records, including medical history, allergies, and test results, in real-time across various LHDs. Integrated into the local EMR, clinicians can view interactions from across NSW, even when they are not readily available in the local EMR. HealthNet also acts as a gateway to My Health Record (MHR) and is used to send hospital discharge summaries to the Primary Care network.

**Justice Health and Forensic Mental Health Network** provides healthcare services to adults and young people involved with the criminal justice and forensic mental health systems in NSW. They help to improve the lives of those who need it most, serving more than 30,000 patients per year with complex health needs in community, inpatient and custodial care settings.

## The Challenge

Managing the care of inmates is uniquely challenging due to the prevalence of mental health issues, frequent transfers between facilities, and evolving medication plans. Inmates often receive care in several different places meaning information is scattered across settings, leading to a disruption of continuity in care.

Correctional centres had previously relied upon a paper-based system, complicating already challenging workloads for its staff. Crucially, this was also leaving clinicians to make decisions with incomplete records, leading to potential risks for patient safety.

Justice Health wanted a solution that would connect vital information across its care settings, including medical histories, treatment plans, and medication data, to reduce the risk of errors, improve decision making and streamline workflows for more effective care management.

## The Solution

In 2014, the Justice Health and Forensic Mental Health Network (JH&FMHN) selected Orion Health's Amadeus Digital Care Record as the foundation for its EMR. Justice Health Electronic Health System (JHeHS) was designed to streamline and manage health information for individuals in the justice system. JHeHS integrates data from a Patient Administration system, two custodial systems, six laboratories, and one radiology system. Patient data—such as allergies, health conditions, pathology and radiology results, immunisations, and medications—is consolidated in a single patient-centric record.

JHeHS also uses several Amadeus products to manage clinical documentation, progress notes, medication records, and administration while ensuring information security and feeding data to state-level reporting systems. Digital forms within the EMR are modelled on Justice Health's workflows for common encounters such as Drug and Alcohol, Mental Health, and nurse-led Medical Care. This makes it simpler for staff to create patient records and helps standardise care coordination processes where appropriate.

The Amadeus Digital Care Record also provides Justice Health with a comprehensive electronic medication administration chart (eMAR) solution. The eMAR solution supports prescribers with medication ordering, review, and updates, while nurses can record medication administration in the eMAR solution. Additionally, JHeHS allows clinicians to identify patient cohorts, such as those with specific health conditions or medications, offering valuable insights across the network.

In March 2024, JHeHS was integrated with eHealth NSW's state-wide Clinical Information Exchange, HealtheNet. HealtheNet is also built on Orion Health's Amadeus Digital Care Record, technology that is used to support HIEs and shared care records globally. Just like other LHDs around NSW, data from HealtheNet integrates with JHeHS to provide a complete picture of the patient's interactions with NSW Health so they can make necessary clinical decisions. Where patients have undergone assessment, diagnosis, treatment or review in LHDs, data from HealtheNet, including pathology, radiology, medications, and discharge summaries, is available to Justice Health clinicians, reducing unnecessary testing and improving workflow efficiency, benefiting clinicians and patients alike.

# The Results

JHeHS has been helping Justice Health improve care for its patients for more than a decade. Since its go-live in 2014, it has brought many benefits including:

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## **Single Unified Patient Record**

Patient and encounter information captured across a wide range of workflows is aggregated into one digital care record and made available in real-time for clinicians across the Justice Health network, improving quality and continuity of care.

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## **Improved Medication Management**

The integrated eMAR solution improves medication chart visibility across the network, allowing clinical decisions to be based on accurate, up-to-date information for more responsive care.

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## **Simplified Processes with Care Pathway**

Forms capturing common encounters help to standardise data collection across multiple settings at each stage of an inmate's journey, reducing clerical errors and simplifying process.

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## **Simplified Reporting in Real-time**

Integration with Justice Health reporting tools gives access to detailed patient information for organisational-level decision making and provides the ability to identify patient cohorts to gain valuable insights across the network.

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The integration of HealtheNet to JHeHS in March 2024 is helping to improve inmate care even further. The Justice Health team at Wellington has been using HealtheNet since it was implemented, with Nurse Unit Manager Lisa O’Donnell describing that the introduction of HealtheNet integration with JHeHS has resulted in safer care based on real-time information.

“We are able to forward plan our day and provide informed care to our patients,” Lisa said. “We have been able to garner information from the LHD’s and GP and can see pathology, radiology, medications, discharge summaries, operation reports and multi-modal care plans.”

“Our entire team at Wellington have adopted the use of HealtheNet and we can now practice predictive care.”

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**“My advice to other clinicians is to start using HealtheNet if you are not already,” Lisa said. “...It is now one of the first things our reception staff look for to assist with their reception screening.”**

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Recently, the Justice Health team at Wellington received a new patient who had complex fractures. The patient was to be non-weight bearing until a review by the Orthopaedic team six days later. Using HealtheNet, the onsite clinician was able to see the X-rays and discharge letter from the external hospital and jointly discussed a more appropriate model of care for the patient. The patient was then transferred to a Local Health District (LHD) facility to await appropriate care.

Following another encounter with a patient who had multiple co-morbidities, the reception team was able to access current medications via HealtheNet and work with ROAMS (Records of Outcomes for Assessment and Management Systems) to have the medications charted, allowing seamless transition to medication administration.

“My advice to other clinicians is to start using HealtheNet if you are not already,” Lisa said. “... It is now one of the first things our reception staff look for to assist with their reception screening.”



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