

JustHealth Consultants is the consultancy service of AHHA, launched to support Australian healthcare organisations at national, state, regional hospital and community levels across all sectors to meet complex governance and organisational requirements of today's healthcare system.

SERVICE EXAMPLE:

MY HEALTH RECORD TRAINING

Client	Australian Government Department of Health
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Services	Design and development of an online training package for healthcare providers
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Context

AHHA's strong record of training development, reputation and industry knowledge resulted in its appointment by the Commonwealth Government to develop the training package for the My Health Record, previously known as the Personally Controlled Electronic Health Record – a secure online summary of an individual's health information. The Department of Health required design and development for a nationally consistent, integrated and targeted education and training package for healthcare providers to support eHealth and My Health Record system outcomes, with the aim of achieving greater uptake and use of the system by healthcare providers.

The training package was to target clinical and non-clinical staff employed in general practices, and clinical and non-clinical staff in community pharmacies, residential aged care facilities, medical specialist, allied health and hospital settings.

The deliverables of the contract were highly reliant on data obtained from health professionals relating to the meaningful uptake of the My Health Record program, much of which was confidential and was handled as such. The contract was complex due to the short time frame faced by the team and the volume of work to be delivered in the allotted time.

Approach

AHHA established a strong team with expertise in health service delivery, health professional education, project management and online course development. The team that worked on the My Health Record training portal consisted of eight members comprised of five internal staff and three external consultants.

The AHHA recognised that sector engagement was critical to the success of this project. The team conducted a desktop review and stakeholder survey to identify priority training needs of the different groups of health providers to inform the design and development of the My Health Record education and training package.

Prior to release, extensive user evaluation demonstrated a high level of positive feedback.

Result

This project resulted in an online user-friendly, practical and engaging training and resources package designed to support clinical and non-clinical staff to understand the uses and functions of the My Health Record System.

Through the project, the AHHA team demonstrated significant capacity to quickly understand the legislative context in which this work was being undertaken, and was fully aware of the details and nuances of the system, as well as the communication activities, risks and governance related to it.

AHHA's robust project and risk management procedures alleviated any potential issues caused by the short turnaround in the contract and ultimately the project was completed to a high level of satisfaction for the client.

The portal is now hosted on the Australian Digital Health Agency's training platform (see <https://www.digitalhealth.gov.au/using-the-my-health-record-system/digital-health-training-resources/my-health-record-online-training>).

Date completed June 2016
