

My Health Record Training

Client: Australian Government – Department of Health

Services: Design and development of an online training package for healthcare providers

Context

The 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 targets 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.

This project will result 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.

Approach

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.

To date, a draft training portal for General Practice training has been provided to the Department of Health for review and is currently being user-tested. Core documents to support the build of a training portal for allied health, hospital and aged care providers are also being examined by the Department with the portal to be provided by early 2016.

Result

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