



Higher quality health care delivered through business information resource governance

A large state government health care agency eliminated information flow blockages and unified practices throughout its offices and clinics, with the primary goal of reducing cost inefficiencies, and enjoyed the unexpected bonus of improving the quality of the health care its agencies deliver.

A large, state-based government health care agency, let's call it HealthCo, is dedicated to the elimination of a wide-spread disease through population screening. It has grown to operate 43 fixed, and 13 mobile, screening clinics throughout the state, in the decade since its inception. The challenge HealthCo faced was that it operated in a total of 160 locations across the state, covering 8 different health districts. Each of these districts operated their own processes and systems to capture information from the screening activities of HealthCo in their areas. This led to inconsistent data collection, unreliable data quality and questionable statistics for use by the central office staff. It also meant that when patients moved from one health district to another, their records were rarely transferred and so changes over time could not be monitored.

The challenges of HealthCo's business information management

It was easy to recognise that a unified, single system of administration across the entire HealthCo network would solve the issues they experienced in information flow.

However, HealthCo was also aware that simply developing a system or purchasing a software package for use across the program would not ensure compliance. A full governance framework was required.

The development of this framework needed to acknowledge and understand the existing systems, how they differed, why they differed and the challenges that would be faced by staff when transferring to a new system. This would ensure staff remained active, engaged and consistently following protocol to ensure appropriate legislative compliance to best practice was achieved.

Intraversed staff were engaged to facilitate the development of this governance framework and establishing solid governance of data and information throughout the network.

Intraversed's approach

Intraversed believe that the only truly effective solutions are those that are born from a thorough understanding of the causes of the problems needing to be solved. To this end, the engagement at HealthCo started with assessments of the current data governance practices across each of the health districts in which HealthCo operated.

Once we understood the current landscape and had our HealthCo team in place, we could begin the alignment process.

Next, regular facilitated sessions were conducted to establish standards, roles, responsibilities and processes for governance staff. This allowed us to identify where capabilities needed to be developed in order to successfully align the many practices employed by HealthCo's agents.

Establishing common language and understanding

Intraversed established processes for term definition to ensure consistent communication and understanding across all centres.

Management processes were written for quality assurance, metadata, reference data, reporting, security and data use, and the roles and functions of roles within these management processes were defined.

Intraversed then established an issues management process, allowing staff a clear and structured way to raise problems and issues with the new system. This is a fundamental element in delivering a successful solution, as it gives those managing the solution implementation a real-time understanding at how well the new system is working for those who must use it every day.

With the groundwork set up to ensure success in the delivery phase of the solution project, Intraversed established hierarchies of responsibility which included Information Managers (IM) in each of the health districts, who were HealthCo's direct source of feedback and the avenue through which further changes and adjustments would be made. These IM were instrumental in the successful implementation of the Electronic Health Record system chosen by HealthCo as their single, state-wide software system.

Outcomes of the successful solution implementation

As the new single system became normal and fully functional, and as the benefits of smoother management and governance processes became evident, it became possible to expand the governance processes to the two sister screening programs. The new system was robust and delivering a data management environment that the other programs did not enjoy.

It was at this point that HealthCo realised that, with the flow of information about a single patient across all its screening centres, it had given doctors and health practitioners a fuller picture of patient medical history, which had previously been impossible. This information allowed them to make the best recommendations for patient's medical treatment choices. The improvement in the quality of health care that this adjustment provided was expected to return significant results in patient outcomes over time.

If you think your organisation is facing a complicated alignment project as part of your larger strategic direction, Intraversed can help you achieve the best quality outcomes for your project and your business.

[Take our free assessment at intraversed.com.au](https://www.intraversed.com.au), we'd love to help you find areas you can address for early benefits.



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