

Digital Maturity Roadmap

» Roadmap and further learning

Click on where your practice or organisation is on the Digital Maturity Roadmap to be taken to resources for further learning to progress to the goal.



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



Digitisation and infrastructure

Incomplete	Exploratory	Established	Leading
<ul style="list-style-type: none"> » Digital opportunities not yet identified. » Basic systems in place to support information sharing, but not used in care delivery. 	<ul style="list-style-type: none"> » Building digital capability and infrastructure. » Uses traditional methods of care delivery. » Has not yet realised significant value from its investments in technology. 	<ul style="list-style-type: none"> » Proper infrastructure in place to support workflow. » Uses technology often to support care delivery. 	<ul style="list-style-type: none"> » Fully implemented digital workflow. » Leading the delivery of health through digital means.
<p>Your responses indicate that most or all your workflows are still paper-based.</p> <p>Your results also indicate that your practice or organisation may not be aware of your health identifiers (i.e. HPI-O or HPI-I). Healthcare identifiers are important as they ensure health professionals are confident that the right information is associated with the right individual at the point of care.</p> <p>If you are a general practice, you may not be aware of key tools such as HealthPathways and The Viewer.</p> <p>Your results also indicated that you are not connected or have awareness of Electronic Transfer of Prescriptions (eTP).</p>	<p>Your responses indicate that your practice or organisation is working towards digitising your workflows and key health identifiers.</p> <p>Your results also indicate that your practice or organisation may not be aware of your healthcare identifiers (i.e. HPI-O or HPI-I). Healthcare identifiers are important as they ensure health professionals are confident that the right information is associated with the right individual at the point of care.</p> <p>Your practice or organisation may also have some awareness of Electronic Transfer of Prescriptions (eTP).</p> <p>If you are a general practice, you may be aware of the key tools: HealthPathways and The Viewer.</p>	<p>Your responses indicate that whilst some workflows are still paper-based, some are also digitised. Well done.</p> <p>It seems like your practice or organisation is aware of healthcare identifiers and their use within your clinical context. Healthcare identifiers provide the foundation for data integrity within digital systems so it is important that they are maintained within your organisation or practice.</p>	<p>Congratulations, your self-assessment responses indicate that your practice or organisation is leading in your digital maturity for digitisation and infrastructure.</p> <p>It is likely that most of your workflows are digitised and you are aware of key healthcare identifiers and how to use some of the key tools to support digital connectivity.</p> <p>If you are a general practice, this includes tools such as HealthPathways, The Viewer, and electronic prescriptions.</p> <p>It is likely that most of your team members have excellent knowledge and feel confident in their use of digital tools within your clinical setting.</p> <p>Keep up the great work!</p>
<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » Consider utilising a clinical information system. » Consider learning more about health care identifiers. » Health Professional Online Services (HPOS) is the online portal to connect you to all your digital health identifiers. To learn more about digital health we recommend visiting this great page for an overview of how to get started. » General practitioners (GPs) should register to use The Viewer. This tool provides a read-only window to multiple Queensland Health systems. » GPs should also connect to their local HealthPathways sites. HealthPathways supports clinical referrals and provides the state-wide clinical prioritisation criteria and when followed, ensures better management of patient referrals to both public and private specialists. » If you are a prescriber, you can learn more about registering for eTP here. » Access free electronic prescribing training here. 	<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » Explore how your practice or organisation can utilise more digital tools within your practice. » Ensure your team have the appropriate healthcare identifiers registered. » GPs should register to use The Viewer. This tool provides a read-only window to multiple Queensland Health systems. » GPs should also connect to their local HealthPathways sites. HealthPathways supports clinical referrals and provides the state-wide clinical prioritisation criteria and when followed, ensures better management of patient referrals to both public and private specialists. » If you are a prescriber, you can learn more about registering for eTP here. » Access free electronic prescribing training here. 	<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » Here is a great article about why digitising the patient experience in healthcare is important. » Start using My Health Record more effectively within your context. My Health Record is particularly useful for reviewing patient history, recent medication changes, recent MBS billing items (i.e. 715 Indigenous Health Checks), pathology, and diagnostic imaging. » Keep your healthcare identifiers up to date » Keep promoting the use of HealthPathways. This will improve the accuracy of your patient referrals and decrease barriers for patients accessing specialist care. » Keep connecting your GPs to The Viewer within your practice. This tool will provide your GPs with a read-only view of patient hospital records. » Share this free electronic prescribing training with your team. 	



Information sharing

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<p>Your responses indicate that your practice or organisation may still be relying on a fax machine for all or most of your communications.</p> <p>Your practice or organisation may also not be connected or using the following information sharing tools:</p> <ul style="list-style-type: none"> » My Health Record » secure messaging » smart referrals (GPSR). 	<p>Your responses indicate that your practice or organisation may use a mix of secure messaging, fax, and email.</p> <p>Your practice or organisation may be using My Health Record to a small capacity.</p> <p>If you are a general practice, some of your GPs may be using Smart Referrals for their patient referrals into Queensland Health.</p>	<p>Your responses indicate that your practice or organisation is really embracing sharing information through digital means.</p> <p>It is also likely that your practice or organisation is a champion for My Health Record and are embracing the ability to view and share important patient updates through this tool.</p> <p>If you are a general practice, some of your GPs may be using Smart Referrals for their patient referrals into Queensland Health.</p>	<p>Congratulations, your self-assessment responses indicate that you are embracing digital as the preferred way to work within your practice or organisation.</p> <p>You are likely connected to My Health Record and utilising all aspects of this tool to ensure you have the most accurate patient or customer information.</p> <p>Where relevant, you are likely using key tools such as HealthPathways and Smart Referrals.</p> <p>Keep up the great work!</p>
<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » Consider reviewing if your patient management system or clinical information system is conformant with My Health Record. » Consider subscribing to a secure messaging provider for patient clinical information exchange, reducing the use of the fax machine. » Register your organisation and team for My Health Record. » If you are a general practice, your GPs should be using Smart Referrals (GPSR), a key tool to support electronic clinical referrals to Queensland hospitals. You can learn more about connecting here. 	<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » Below is a list of some of the secure messaging providers you may want to learn more about: <ul style="list-style-type: none"> • Argus • HealthLink • Medical-Objects • MDEXchange • MMEx • ReferralNet Agent » If you need more support around using My Health Record, you can find some free training here. » You can learn more about connecting here. » Check if your software is My Health Record conformant here. 	<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » Visit the My Health Record training portal to see if there is any training your team could use 	



Data quality and completeness

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<p>Your responses indicate that your practice or organisation is not using, or are rarely using, clinical coding in your software for patient diagnoses. This question may also be not applicable for your practice.</p> <p>Your practice or organisation may not be using data as a foundation for quality improvement activities such as patient recalls.</p>	<p>Your responses indicate that your practice or organisation may have some limited use of standardised medical terminology libraries, such as SNOMED, to code patient diagnoses.</p> <p>Providers occasionally use a medical vocabulary to code patient diagnoses.</p>	<p>Your responses indicate that your practice or organisation is using some form of clinical coding within your practice or organisation.</p> <p>Your practice or organisation may have also indicated that you are using data for quality improvement across some areas of your practice or organisation.</p>	<p>Congratulations, your self-assessment responses indicate that you are embedding the use of clinical coding within your practice or organisation.</p> <p>It's likely that you are also utilising data for quality improvement across some areas of your practice or organisation.</p> <p>Keep up the great work!</p>
<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » There are many benefits to quality clinical data, please review this article for more information. 	<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » Learn more about why clinical coding is important here. » Consider establishing a quality data improvement activity plan for your practice or organisation. Quality improvement can support better patient health outcomes, improve revenue, relationships, and data. Here is an example of a quality improvement activity for general practice. » Check out our resources area for toolkits to support quality improvement. 	<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » Learn more about why clinical coding is important here. » A great presentation about SNOMED CT-AU and ICD-10-AM use in Australia is available here. » Consider establishing a quality data improvement activity plan for your practice or organisation. Quality improvement can support better patient health outcomes, improve revenue, relationships and data. Here is an example of a quality improvement activity for general practice. » Check out our resources area for toolkits to support quality improvement here. <p>If you are a general practice here are some additional resources for your review</p> <ul style="list-style-type: none"> » Data cleansing and clinical coding » Practice Incentive Payments linked to quality improvement. 	



Health intelligence

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<p>Your responses indicate that your practice or organisation is not using any population health tools to identify patients.</p>	<p>Your responses indicate that your practice or organisation has some limited use of tools for population health management.</p> <p>Looking at your practice or organisation cohort as a group may help you develop cost-effective programs to support better health outcomes.</p>	<p>Your responses indicate that your practice or organisation is starting to utilise data in your practice or organisation to support population health management.</p> <p>Your practice or organisation may be reviewing your patient or customer cohort and regularly designing recall campaigns or programs to target similar groups.</p> <p>If you are a general practice, you are probably using a tool such as CAT4 to find and recall patients that are due for annual health assessments or have health indicators (i.e. blood pressure, BMI, smoking status, etc.) that require follow up.</p> <p>You are likely to be using My Health Record frequently to upload and view patient or customer health data.</p>	<p>Congratulations, your self-assessment responses indicate that you are leading the way with using data to improve health intelligence within your practice or organisation.</p> <p>It's likely you are tracking patient or customer progress by using data benchmarking reports.</p> <p>You and your team are likely accessing and updating information to and from My Health Record regularly using data such as:</p> <ul style="list-style-type: none"> » Medicare Billing Schedule (MBS) Items claimed » immunisation data » prescription data » discharge summaries and other key documents. <p>Keep up the great work!</p>
<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » If you are a general practice, NQPHN invites you to register for the data program to get access to our population health management tool. Read more about our data program here. 	<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » If you are a general practice, consider joining our data program. » Check out our resources area for toolkits to support quality improvement. 	<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » Design quality improvement activities to embed the use of data within your practice. » Keep up to date with My Health Record training. 	



Data privacy, compliance, and cybersecurity

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<ul style="list-style-type: none"> » Digital opportunities not yet identified. » Basic systems in place to support information sharing, but not used in care delivery. 	<ul style="list-style-type: none"> » Building digital capability and infrastructure. » Uses traditional methods of care delivery. » Has not yet realised significant value from its investments in technology. 	<ul style="list-style-type: none"> » Proper infrastructure in place to support workflow. » Uses technology often to support care delivery. 	<ul style="list-style-type: none"> » Fully implemented digital workflow. » Leading the delivery of health through digital means.
<p>Your responses indicate that your practice or organisation may not have any privacy or cybersecurity in place. Additionally, you may not be aware of compliance related to your healthcare practice.</p> <p>Your practice or organisation may not be reviewing team members passwords, your privacy policy, and patient privacy regularly.</p>	<p>Your responses indicate that your practice or organisation has some knowledge of privacy, compliance, and cybersecurity.</p>	<p>Your responses indicate that your practice or organisation has established knowledge of privacy, compliance, and cybersecurity.</p>	<p>Congratulations, your self-assessment responses indicate that you are leading in your data, privacy, and compliance maturity.</p> <p>It is likely that you have an embedded review cycle around all your key policies that support digital enablement, including My Health Record, patient privacy, and cybersecurity.</p>
<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » We recommend all staff complete this free training annually - Privacy in Practice. » We recommend reviewing your privacy policy regularly, here is some further information to assist. » Ensure that your team have strong passwords, and these are regularly updated. Here is some further information about password security. 	<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » Review the essential eight, which is a nationally supported model built to support the implementation of preventative measures against cyber threats. » We recommend all staff complete this free training annually - Privacy in Practice. » We recommend reviewing your privacy policy regularly, here is some further information to assist. » Ensure that your team have strong passwords, and these are regularly updated. Here is some further information about password security. » The Australian Digital Health Agency have some free training available about cyber security. 	<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » Review the essential eight, which is a nationally supported model built to support the implementation of preventative measures against cyber threats. » We recommend all staff complete this free training annually - Privacy in Practice » We recommend reviewing your privacy policy regularly, here is some further information to assist. You can find an example of a privacy policy for general practice here. » Ensure that your team have strong passwords, and these are regularly updated. Here is some further information about password security. 	<p>We recommend your teams visit the free training around Privacy in Practice delivered by the OIAC to remain up to date with any changes to healthcare privacy.</p> <p>Keep up the great work!</p>



Patient health literacy

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<ul style="list-style-type: none"> » Digital opportunities not yet identified. » Basic systems in place to support information sharing, but not used in care delivery. 	<ul style="list-style-type: none"> » Building digital capability and infrastructure. » Uses traditional methods of care delivery. » Has not yet realised significant value from its investments in technology. 	<ul style="list-style-type: none"> » Proper infrastructure in place to support workflow. » Uses technology often to support care delivery. 	<ul style="list-style-type: none"> » Fully implemented digital workflow. » Leading the delivery of health through digital means.
<p>Your responses indicate that your practice or organisation may not be providing your patients or customers with limited or no health literacy.</p> <p>Your practice or organisation may also be providing limited or no information to your patients or customers about how you use and store their data.</p>	<p>Your responses indicate that your practice or organisation provides some health literacy information to your patients or customers.</p> <p>Patients and customers are also provided some information around how their data is used within your practice or organisation.</p>	<p>Your responses indicate that your practice or organisation is regularly providing health literacy information to your patients or customers.</p> <p>Your practice or organisation may also be keeping your patients and customers informed about how you collect and utilise their patient data and may be collecting their informed consent. Your teams are aware of how to access educational resources online.</p>	<p>Congratulations, your self-assessment responses indicate that you are providing regular health literacy to your patient and customers.</p> <p>You may even provide this information electronically via SMS, waiting room TVs, or software health literacy tools such as GoShare.</p> <p>Your patients and customers are well-informed about how you use their data to support their healthcare because you regularly review and update policies, sharing these with your patients and customers.</p> <p>You are an advocate for My Health Record and promote this within your practice or organisation.</p> <p>People with higher health literacy are more likely to adopt healthier behaviours and be able to receive and act on health information.</p> <p>Keep up the great work!</p>
<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » Consider informing patients through health literacy material (i.e. waiting room TVs, SMS content, or hard copy resources). » Ensure all patients are aware of how you use their data (i.e. new patient form, practice newsletter, countertop display). » If you are connected to My Health Record, ensure you have a policy in place. 	<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » Consider informing patients through health literacy material (i.e. waiting room TVs, SMS content, or hard copy resources). » Ensure all patients are aware of how you use their data (i.e. new patient form, practice newsletter, countertop display). » Consider seeking feedback from your patients or customers through a patient experience survey. 	<p>Recommendations (where relevant to your practice or organisation):</p> <ul style="list-style-type: none"> » Continue to disseminate health literacy information to your patients. » Ensure your patients and consumers are aware of how you use their data (i.e. new patient form, practice newsletter, countertop display). » Embed patient experience surveys to start leveraging this data. » Review your My Health Record and ensure you have a policy. » Regularly review the security of your patient or customer data. » Provide regular training for your team around data and privacy. 	

