

Is the management of records in a health service a fine art or more of a balance and juggle?

Jennie Hyland

Information Management Coordinator

About Jennie

- ▶ 21 years at Latrobe Community Health Service
 - ▶ 2019: Information Management Coordinator
 - ▶ 2005 - 2018: Records Management Officer | Privacy Officer
 - ▶ 2002 - 2004: Senior Administrative Officer | Project Officer
 - ▶ 1998: Senior Private Secretary to Manager Client Services

- ▶ Qualifications:
 - ▶ Certificate IV in Business (Recordkeeping)
 - ▶ Advanced Diploma Recordkeeping
 - ▶ FOI Basics & Advanced Training

How we began

- ▶ Formed in February 1995 through amalgamation of the Churchill, Moe/Narracan, Morwell and Traralgon Community Health Centres
- ▶ Transfer of non core hospital services to LCHS and successful tendering assisted expansion
- ▶ During 1997/98 operation revenue grew from \$2.683m to \$5.465m
- ▶ Incorporated organisation and Registered Funded Agency under the Health Services Act, 1998
- ▶ Providing community based health and support services for residents in the Latrobe Valley and the former Shire of Narracan



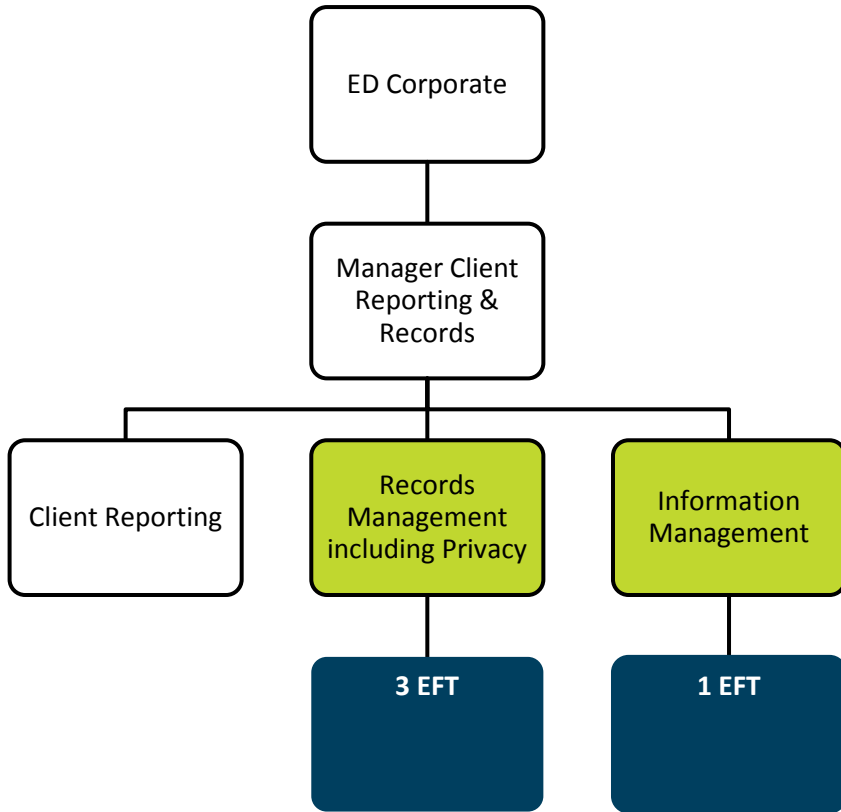
LCHS today

- ▶ One of Australia's faster growing health services and one of 32 independent services in Victoria
- ▶ In 2009 incorporated under the Corporations Act 2001 as a Company Limited by Guarantee and is regulated by the Australian Charities & Not-for-profits Commission Act 2012. It is also registered with the Victoria Government as a community health centre under the Health Services Act 1988
- ▶ Operating revenue, excluding capital grants, increased to \$117.7m
- ▶ Operates from more than 40 sites in Victoria and employs around 1000 staff.
- ▶ Origins are in Gippsland, but have grown rapidly in recent years, with GP services in metro Melbourne, partner agency with NDIS, home care packages across the state and in May 2019 commenced Veterans Home Care assessment & coordination across 11 regions in Western Australia



Records team at LCHS

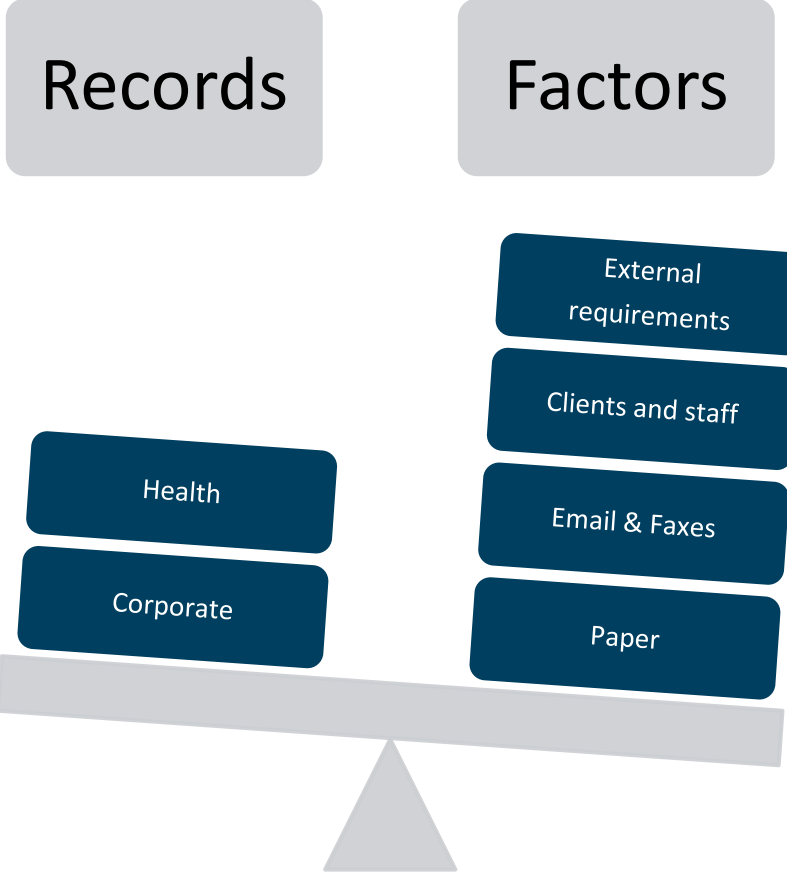
Records team:



Functions:

- ▶ Information Management Coordinator:
 - ▶ Implementing & managing an EDRMS
- ▶ Records team:
 - ▶ Health Access requests
 - ▶ Privacy Officer
 - ▶ Data Quality within client databases
 - ▶ Archiving records (corporate & health)
 - ▶ Support with records enquiries

Recordkeeping at LCHS



Reporting, compliance and legislative requirements

Reporting

- ▶ Internal reporting to:
 - ▶ Board and/or subcommittee
 - ▶ Executive
 - ▶ Managers
- ▶ Stats and data to Funding bodies on monthly or quarterly basis
- ▶ Internal & External auditors
- ▶ Annual Report & Quality of Care report

Legislation

- ▶ ASIC Act 2001
 - ▶ Charter of Human Rights & Responsibilities Act 2006
 - ▶ Drug Poisons & Controlled substances
 - ▶ Equal Opportunity Act 2010
 - ▶ Health Services Act
 - ▶ Health Records Act 2001 (Vic)
 - ▶ Privacy & Data Protection Act 2014 (Vic)
 - ▶ Privacy Act 1988 (Cmth)
 - ▶ Registration Acts for Physios, Podiatrists etc
 - ▶ Public Records Act 1973
- + many more

Challenges

- ▶ 47 locations with 1000 staff
 - ▶ 20+ PO Boxes
 - ▶ 47 street addresses
 - ▶ 1000+ email address
 - ▶ 10+ fax numbers
- ▶ Multiple client databases – 10+
- ▶ No EDRMS
- ▶ Shared drives
- ▶ Partnership arrangements eg NDIS
- ▶ Source documentation post scanning
- ▶ Transition from paper files to electronic
- ▶ Adding services:
 - ▶ Existing
 - ▶ New funding
- ▶ AHPRA practitioner requirements
- ▶ Recordkeeping with health records – separating health information from statistical requirements
- ▶ Changing technology
- ▶ Resourcing
- ▶ Responding within timelines for health access requests
- ▶ Keeping policies and procedures up to date
- ▶ Changes to landscape eg FVISS and CISS
- ▶ Compliance with privacy principles with changing environment

Opportunities

- ▶ Harness the power of technology and foster innovation to:
 - ▶ develop or streamline processes
 - ▶ Manage our records in an evolving manner
- ▶ Join with similar agencies to develop information that can be shared to help maintain records
- ▶ Minimise the creation of paper
- ▶ Use growth of organisation to drive or influence work practice changes



Lessons learnt

- ▶ Have confidence and speak with confidence
- ▶ Be approachable
- ▶ Don't be afraid to ask – why reinvent the wheel
- ▶ Learn and understand processes (not just records)
- ▶ Join networking groups
- ▶ You will always be ahead of another organisation and slightly behind another
- ▶ Treat challenges as learning opportunities – getting guidance can be personal development
- ▶ Share the knowledge – people will eventually listen
- ▶ Listen and find a balance with practice v. recordkeeping

Conclusion:
Recordkeeping in the health sector is the fine art of juggling and balancing!

