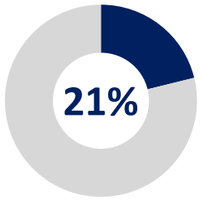
My Health Record Participation and Use Dashboard - Period ending 10 September 2017

Consumer Registrations

5,158,845
Total consumers registered nationally



Australia's total population registered for a My Health Record

70,271
New consumer registrations during the four weeks ending 10 September 2017

17,568
Average weekly rate of consumer registrations during the four weeks ending 10 September 2017

Note: as some of the graphs in this report contain weekly data aggregated to monthly buckets and the report is produced weekly, there will instances where the data for the latest month appears to be dramatically lower than the trend over previous months. This is prevalent when the report is compiled early in a month.

Chart 1. Cumulative number of CONSUMERS registered per age group and gender

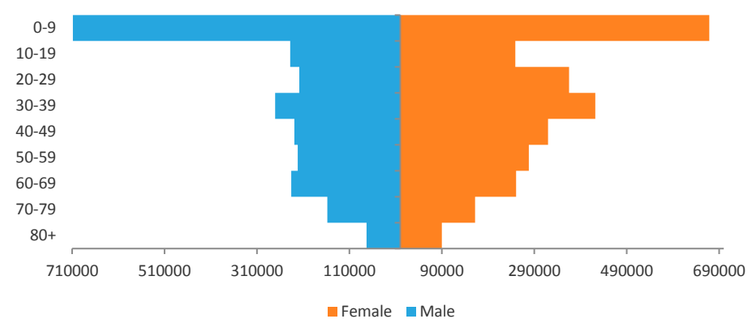


Chart 2. Number of CONSUMERS registered by channel (excluding bulk registration) each month

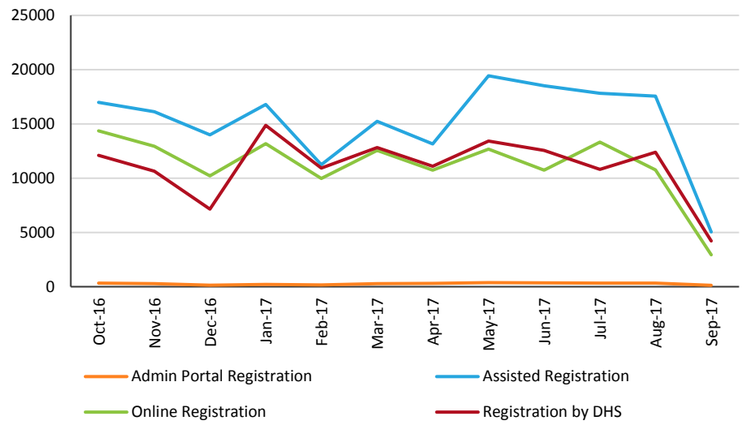


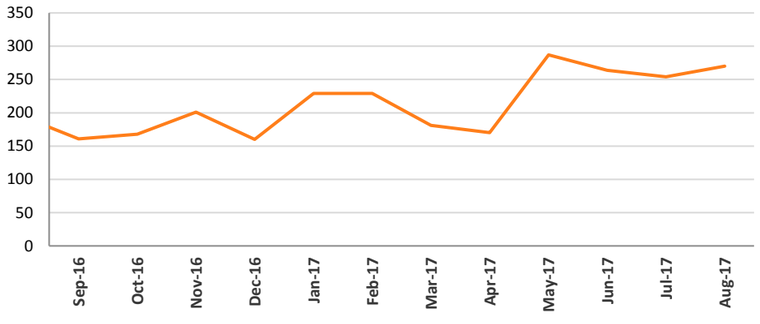
Table 1. Cumulative number of consumers registered in each jurisdiction

Jurisdiction	Number of consumers registered	% of pop registered
ACT	100,069	25%
NSW	1,717,413	22%
NT	52,463	21%
QLD	1,384,179	28%
SA	328,269	19%
Tas	109,135	21%
Vic	1,024,064	16%
WA	437,848	17%
Unidentified*	5,405	

* Consumers under the age of 18 being registered by their parents, where consent has not been given by the consumer for their address information to be transmitted to the My Health Record system, therefore jurisdiction information has not been captured.

Consumer Use

Chart 3. Consumers who have had their record viewed by 2 or more healthcare provider organisations*



* Data only available to August 2017

Chart 4. Number of DOCUMENTS uploaded by consumers each month

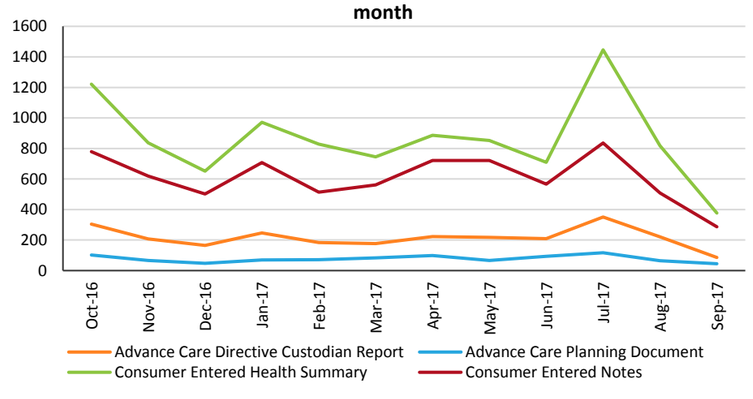


Chart 5. Number of DOCUMENTS viewed by consumers each month

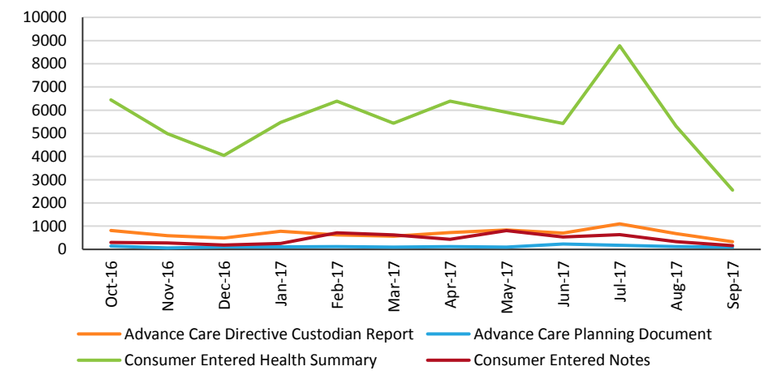


Table 2. Cumulative number of consumer documents uploaded to the My Health Record

Document Type/Name	Cumulative document uploads	Change in the last four weeks
Consumer Documents	**147,197**	**1,997**
Consumer Entered Health Summary	92,320	1,248
Consumer Entered Notes	39,116	496
Advance Care Directive Custodian Details	14,442	190
Advance Care Planning Documents	1,319	63

Data Source: National My Health Record Statistics as at 10 September 2017 (National Infrastructure Operator and Department of Human Services)

Australian Government
Australian Digital Health Agency

My Health Record

Provider Organisation Registrations

Chart 6. Cumulative number of PROVIDER ORGANISATIONS registered

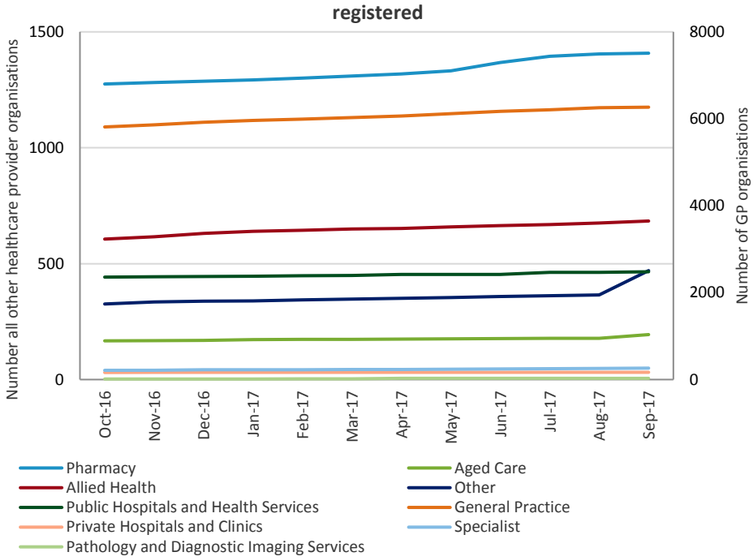


Chart 7. Number of PROVIDER ORGANISATIONS registered each month

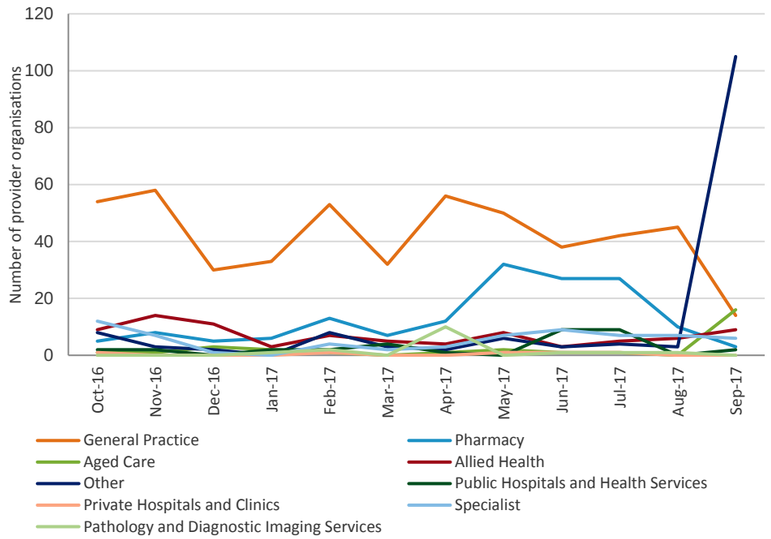
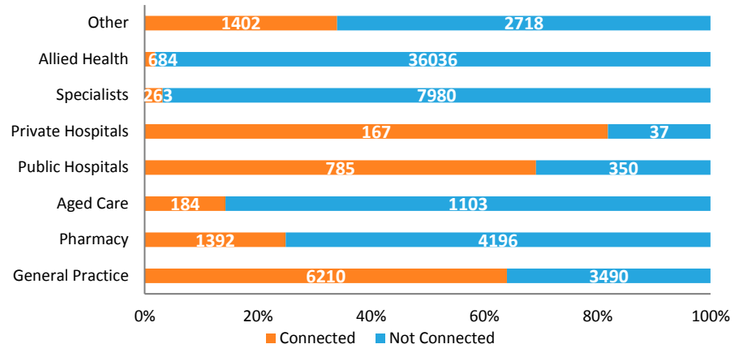


Chart 8. Proportion of PROVIDER ORGANISATIONS connected to the My Health Record



* Of the 10,419 provider organisations registered, 274 provider organisations have subsequently cancelled their registration.

** Organisation Type based on Healthcare Provider Organisation (HPI-O) data, except for Hospital provider data which is based on jurisdictional reported facilities that are connected to the My Health Record system.

*** For public hospitals, this figure represents the proportion of total facilities connected. There are approx 73% of beds across all public hospital facilities connected.

**** A list of the other types of provider organisations is located in the appendix to this report (page 9)

Provider Organisation Use

Chart 9. Number of PROVIDER ORGANISATIONS uploading the different types of documents each month

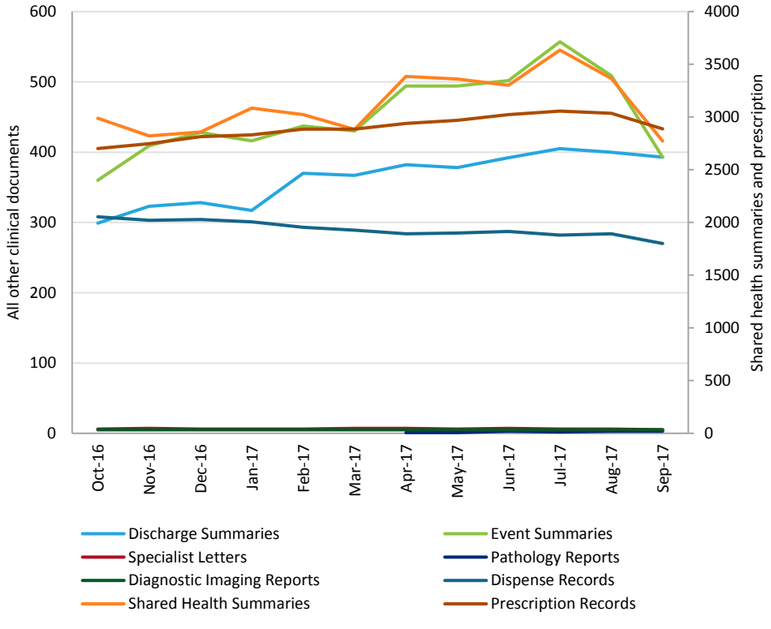


Chart 10. Number of CLINICAL DOCUMENTS uploaded by providers each month

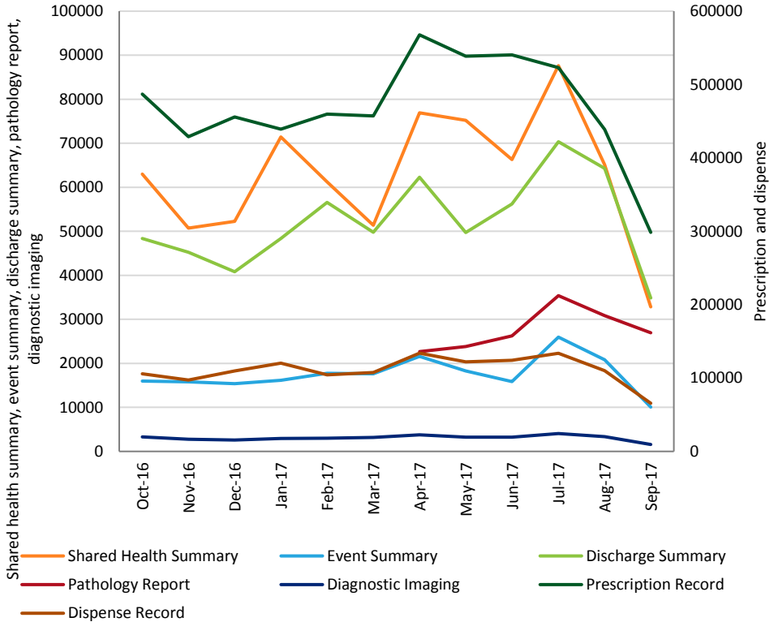
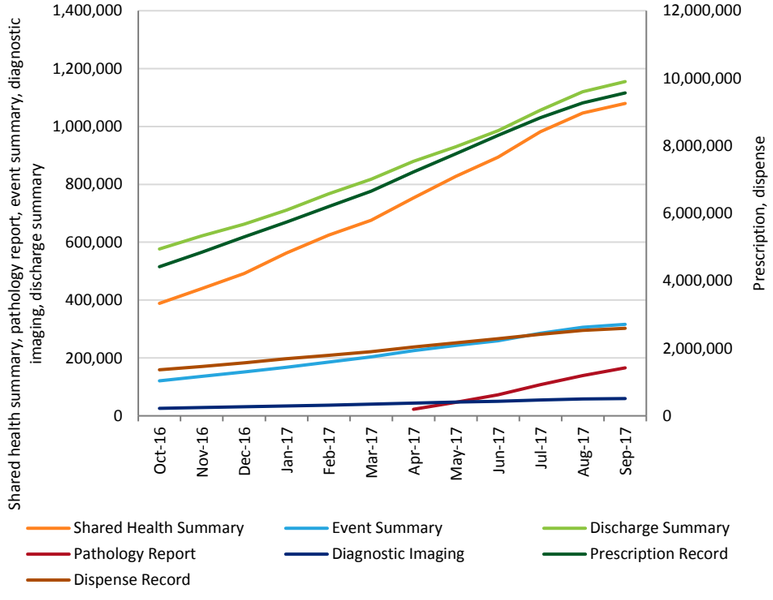


Chart 11. Cumulative number of CLINICAL DOCUMENTS uploaded by provider organisations



Note: the upload of Pathology Reports commenced in early April 2017

Data Source: National My Health Record Statistics as at 10 September 2017 (National Infrastructure Operator and Department of Human Services)

Provider Organisation Use

Chart 12. Number of PROVIDER ORGANISATIONS viewing the different types of documents each month

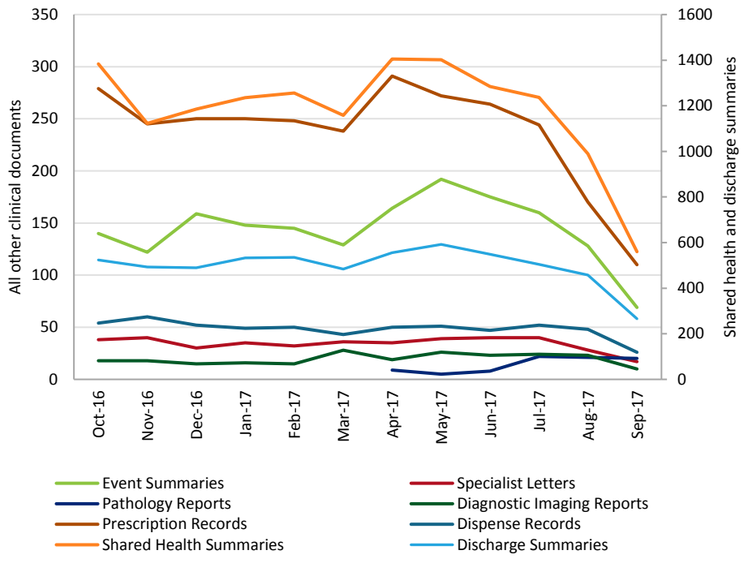


Chart 13. Number of DOCUMENTS viewed by provider organisations each month

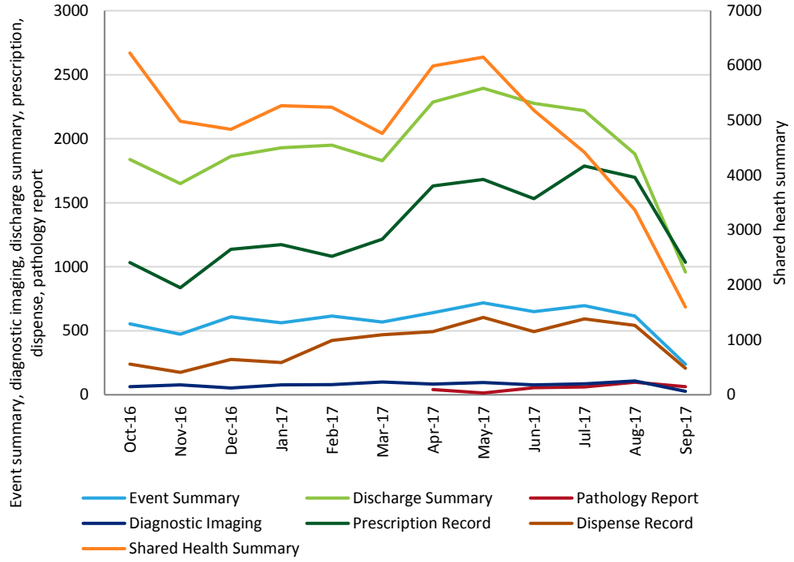
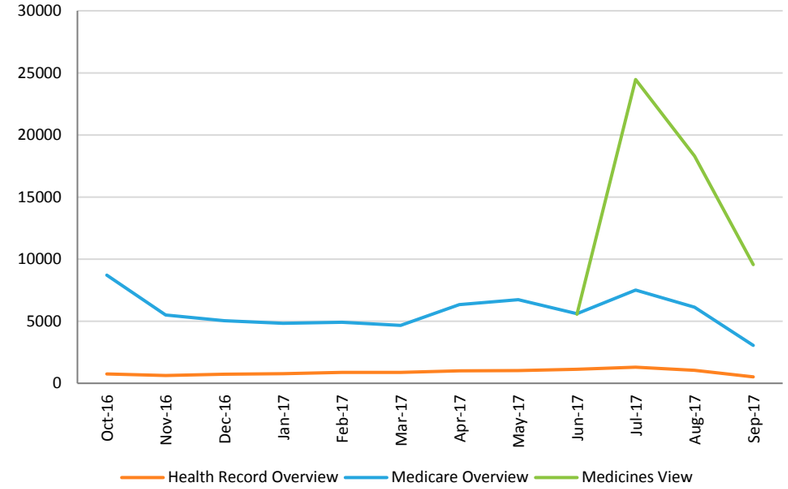


Chart 14. Number of VIEWS viewed by provider organisations each month



ded to the My Health Record in mid June 2017.

Chart 12. Number of PROVIDER ORGANISATIONS viewing the different types of documents each fortnight

Chart 15. Number of CROSS PROVIDER ORGANISATION document views each month

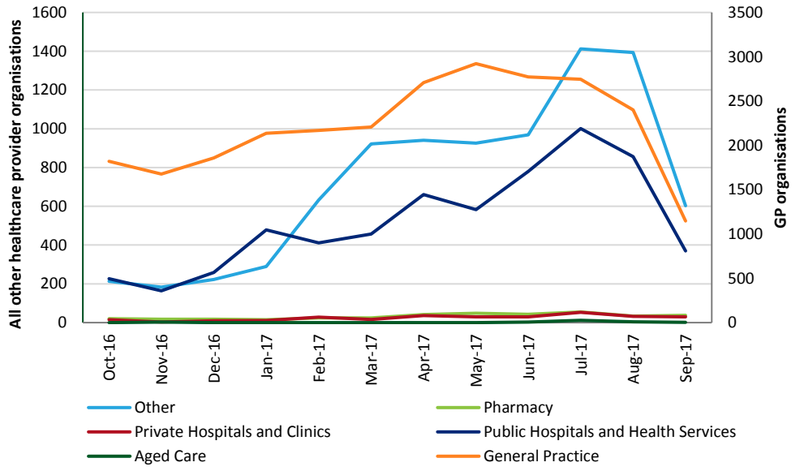


Chart 16. Type of DOCUMENTS viewed by GP organisations each month

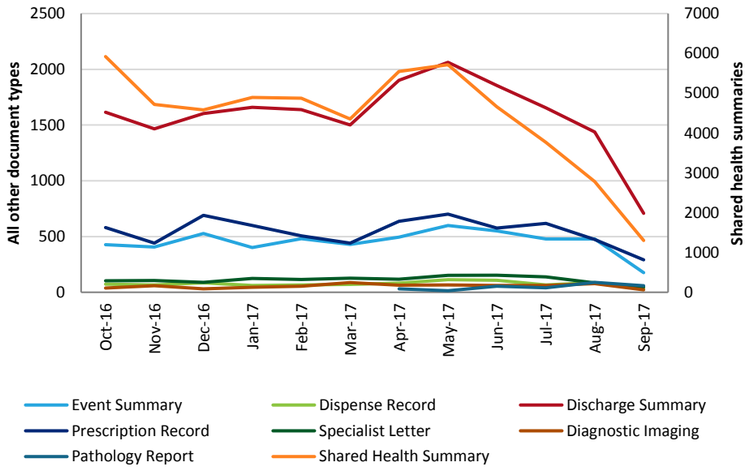
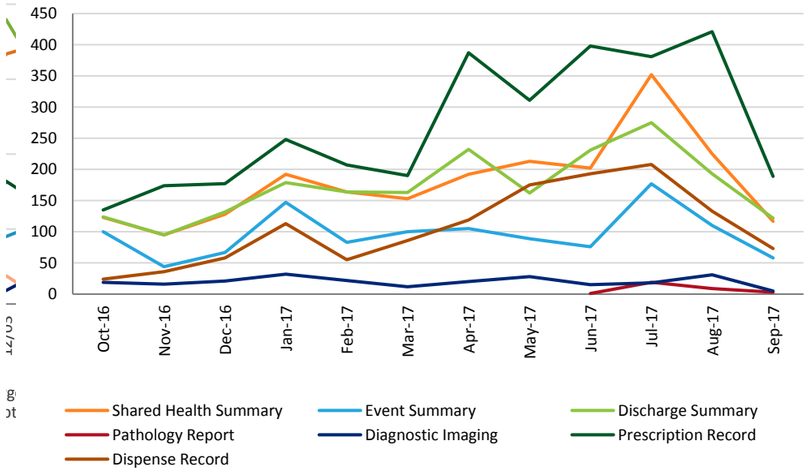


Chart 17. Types of DOCUMENTS viewed by Hospitals (public and private) each month



Provider Organisation Use

Table 3. Cumulative number of provider organisation documents uploaded to the My Health Record

Document Type/Name	Cumulative document uploads	Change - last 4 weeks
Clinical Documents	**2,911,824**	**161,397**
Shared Health Summary	1,078,530	49,012
Discharge Summary	1,208,037	53,657
Event Summary	336,506	16,669
Specialist Letter	55,858	1,775
eReferral Note	31	0
Pathology Report	171,286	37,854
Diagnostic Imaging Report	61,576	2,430
Prescription and Dispense Documents	**12,615,144**	**547,309**
Prescription	9,874,547	443,479
Dispense	2,740,597	103,830
Medicare Documents	**552,683,707**	**12,241,537**
Australian Immunisation Register	1,559,024	43,828
Australian Organ Donor Register	513,584	7,913
Medicare /DVA Benefits Report	324,849,254	6,830,322
Pharmaceutical Benefits Report	225,761,845	5,359,474
Total Provider Organisation Documents in My Health Record	**568,210,675**	**12,405,364**

HI Service and NASH Operations Dashboard

Summary

HI/NASH

HI Service
- There continues to be a substantial use of the HI Service with 36 million transactions in total for the reporting period (May 2017 to June 2017).
- Number of primary active identifiers as at the end of reporting period: 26,620,383 IHIs; 787,048 HPI-Is; 10,648 HPI-Os; 70 vendors with production access.

NASH
- There was a total of 1,207 NASH PKI certificates issued during this reporting period: 310 Individuals, 822 Organisations, 4 Supporting Organisations, 71 Test.
- Number of active NASH PKI certificates as at the end of reporting period: 9,583 Organisations; 5,156 Individuals; 25 Supporting Organisations.

HI Service

HI Service Availability

This month	100%	Last month	99.68%

Summary:
- During the reporting period there was a 2 hour and 20 minute outage. DHS have identified the root cause and mitigated.

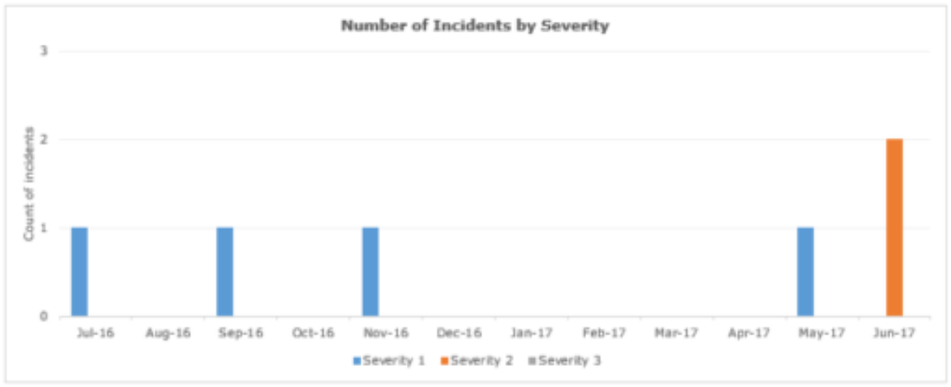
HI Service Transaction Volumes

This month	600k	Last month	637k

Summary:
- HI Service average daily transactions per month for the reporting period are below the SLA capacity.

HI Service Incident Management

This month	Severity 1	100%	Last month	Severity 1	100%
	Severity 2	100%		Severity 2	100%
	Severity 3	100%		Severity 3	100%



Summary:
- In this reporting period there was one Severity 1 incident which resulted in an outage and two Severity 2 incidents where users would have experienced delayed response times.

HI Service Call Centre

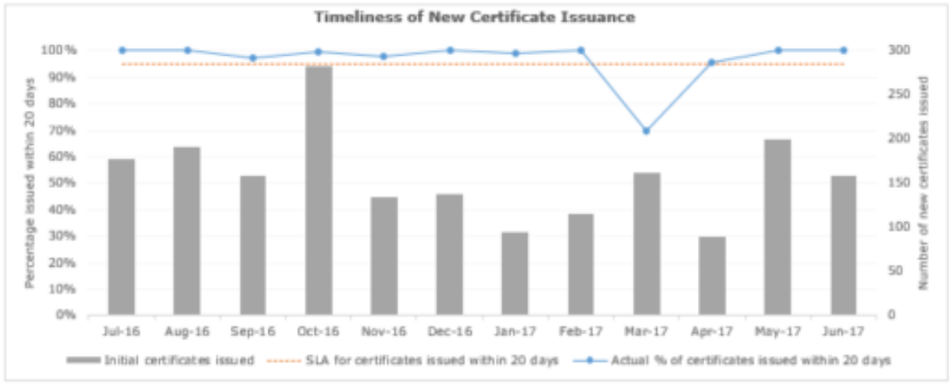
This month	96%	Last month	85%

Summary:
- The service level was not met for May 2017, DHS advised the Call Centre was facing a number of competing priorities.

NASH

NASH New Request Fulfilment

This month 100.00% | Last month 100.00%

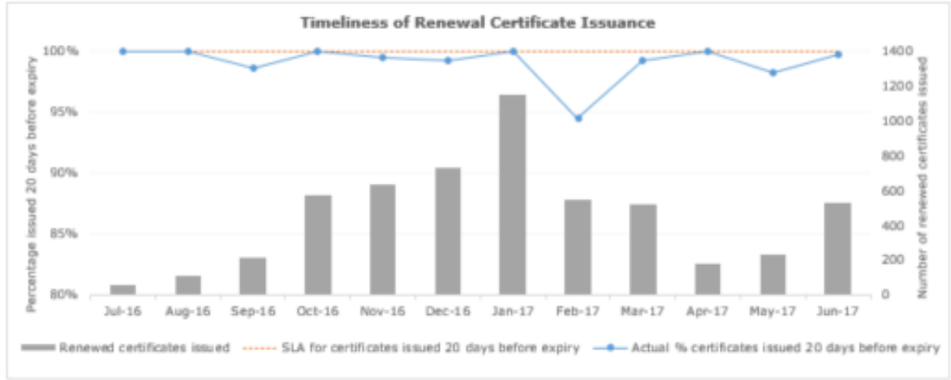


Summary:

- The service levels were met for the reporting period. All certificates were dispatched within 20 business days.

NASH Renewal Fulfilment

This month 99.81% | Last month 98.25%



Summary:

- The service levels were not met for the reporting period, certificates were unable to be issued due to out of date organisation details. 754 of 759 certificates were dispatched at least 20 business days prior to expiry.

NCTS: AMT and SNOMED CT-AU Operations Dashboard

National Clinical Terminology Service (NCTS)

SNOMED Licences Issued

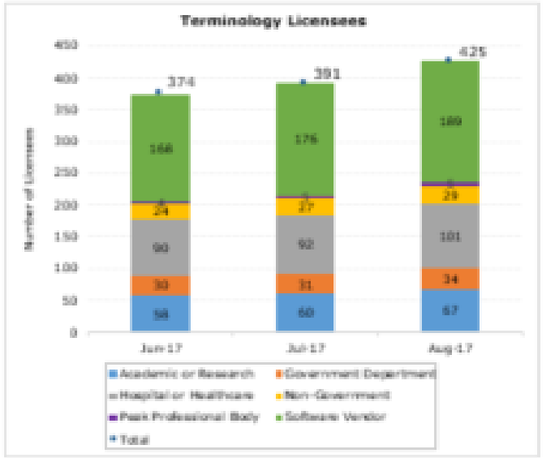
The Terminology Story

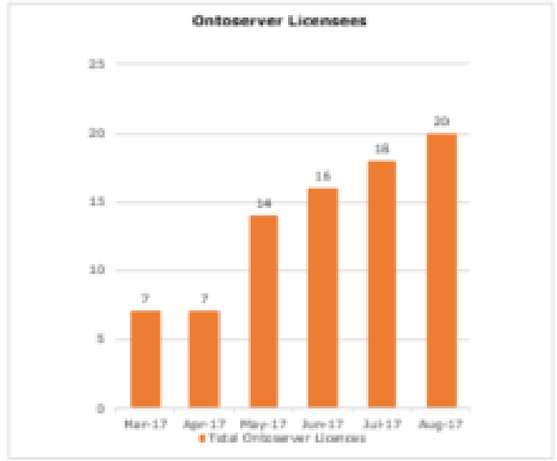
Clinical terminologies, e.g. SNOMED CT and the Australian Medicines Terminology (AMT) are structured vocabularies covering complex concepts such as diseases, operations, treatments and medicines.

They can be used in clinical practice to aid health professionals with more easily accessible and complete information regarding medical history, illnesses, treatments, laboratory results, and similar facts.

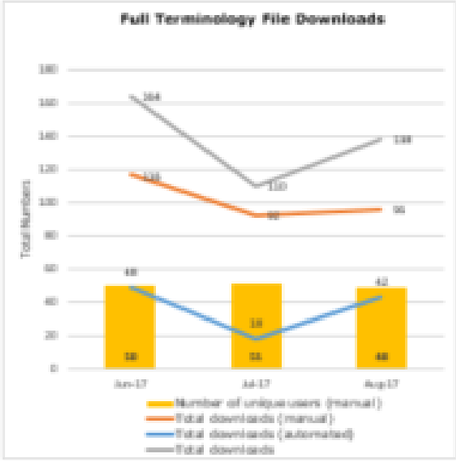
SNOMED CT is the most comprehensive and precise clinical health terminology in the world and is used by clinicians, to document patient conditions at the point of care. It captures data at the primary source, the original medical record.

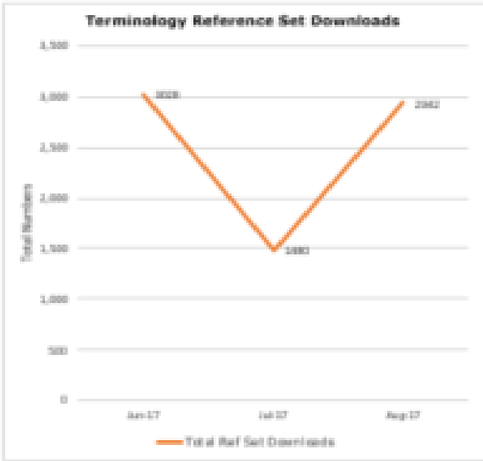
The Australian Medicines Terminology (AMT) delivers unique codes to unambiguously identify originator and generic brands of medicines commonly used in Australia and provides standard naming conventions and terminology to accurately describe medications.





Terminology Downloads





Licence Summary:
Access to and download of licenced NCTS or third party terminology products and tools, including SNOMED CT-AU/AMT, Royal College of Pathologists of Australasia (RCPA) pathology terminology and information model resources, Ontoserver and Snapper requires acceptance of licence agreements. Access to and download of all other content, including education material and implementation guidance is freely available.

Ontoserver is a terminology server that enables organisations to more easily manage the use and distribution of national terminology and local terminology data sets into their clinical systems. Ontoserver can syndicate with the NCTS National Syndication Service, which is the primary source of national terminology content, so the latest versions of SNOMED CT-AU and other content are always readily available. The ability to use Ontoserver is of particular interest to larger organisations or those who do not have their own proprietary terminology server.

The types of terminology licence holders are shown in the Terminology Licensees graph above. Both licence graphs show growth in numbers of both SNOMED and Ontoserver licensees, likely due to increased awareness of the NCTS through stakeholder engagement, plus training and education sessions. Increases are expected as terminology interest and adoption grow and is expected to flatten as interest stabilises.

NCTS Downloads Summary:
The full terminology file Bundle contains the SNOMED CT core terminology files, (Concepts, Descriptions, Relationships, Identifiers), the Australian Dialect Reference Set and all other reference sets. There are four file bundle types available to download: Full (contains full history), Snapshot (contains only the latest status), Delta (contains only changes from the previous release) or All (contains each of the above).

Users can download the full files either manually or via the national syndication service (automated). For those users who do not require the full terminology dataset they can also choose to download just one or more individual reference sets. e.g. Adverse reaction types.

The most representative way to show changes in the file download metrics is to track the number of unique users, as each user may vary how many file types they choose to download each month, leading to fluctuations in total downloads. The number of unique users for reference set or automated full file downloads is currently not available.

The decreased number of all downloads in July are probably related to a change in the location of the files on the NCTS portal.

AMT Release Metrics and Work Actioned

The Terminology Story

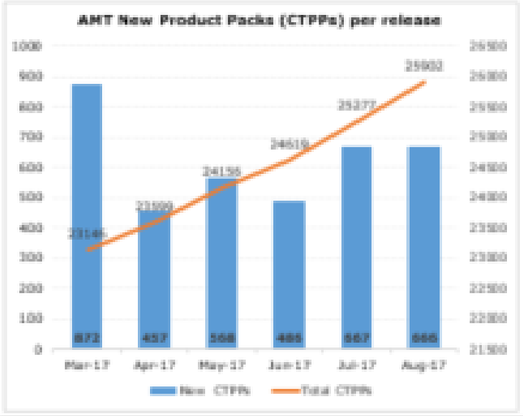
SNOMED CT-AU, the AMT and other associated tools are available from the National Clinical Terminology Service (NCTS), which went live on the 10th October 2016.

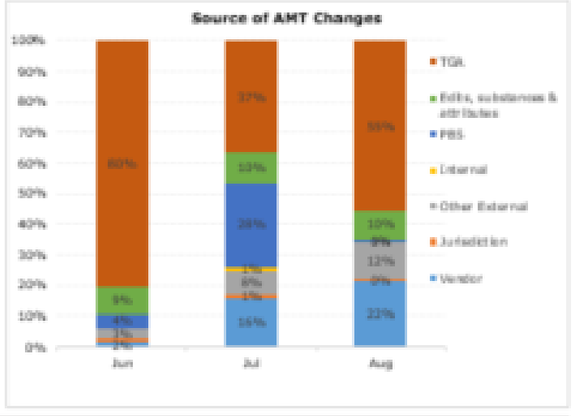
The purpose of the NCTS is to facilitate and support the correct use of national, clinical terminologies within healthcare organisations and systems in Australia. The vision is for the NCTS to be the first preference for terminology solutions by healthcare organisations and implementers.

The SNOMED CT-AU Australian Dialect Reference Set (ADRS) specifies the Australian preferred terms and synonyms considered necessary to support the recording of clinical information in Australia.

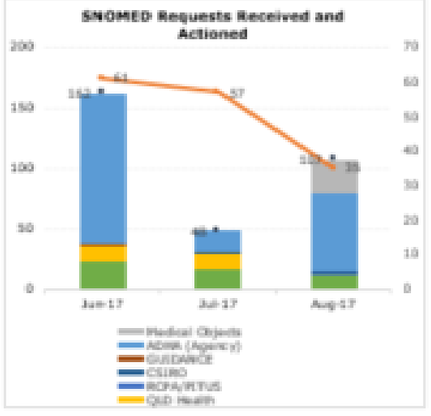
The ADRS was developed as SNOMED CT content does not always contain the relevant local language variants used in the Australian healthcare sector.

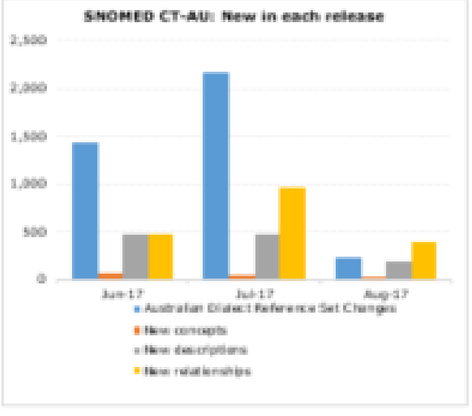
The NCTS consistently delivers on time, monthly releases of SNOMED CT-AU (which incorporates the AMT) in multiple release formats to suit implementer needs.





Terminology Release Metrics and Request Submissions





AMT Summary:
The containered trade product pack (CTPP) is a concept used in the AMT. It is the packaged product supplied for direct patient use. Examples are a blister pack of Amoxil, (Amoxil 500 mg hard capsule, 20, blister pack), or a bottle of Keflex, (Keflex 250 mg/5 mL powder for oral liquid, 100 mL, bottle).

High product pack numbers in March were from a concentrated work effort, a 5 week release month, new processes and readily available authoring backlogs to draw from. This resulted in positive increases of the number of total CTPPs added to the AMT each month, fulfilling goals to increase content and decrease backlogs. Monthly variation may also be attributed to the different number of available work days each month and other business priorities.

The 'Source of AMT Changes' graph shows the relative contribution of each source of AMT content changes and additions. In each AMT monthly release, content additions are mostly driven from external sources with each release primarily reflecting changes in the PBS and TGA data, plus customer requests. All PBS changes are incorporated as first priority followed by registered TGA products and customer requests. Where PBS changes are low, e.g. August, more time is available to add other content, such as the customer requests, which may be prioritised above the TGA content. Backlogs are worked through according to content priority and SLA timelines. July figures shown in the 'Source of AMT changes' have been amended for the October report to correct a technical data collection issue.

SNOMED Summary:
The growth in SNOMED CT-AU requests is related to increased adoption nationally. Content requests and concept creation generally peak in relation to a specific planned or actual implementation go-live. Requests can be related to procedures, pathology, clinical findings, substances or administrative items.

The high number of external requests in August from Medical Objects were to add 'occupation' concepts into SNOMED CT-AU.

The high number of Australian Dialect Reference Set (ADRS) changes in June and July, plus the high number of Agency requests in June and August are due to ongoing improvement of data quality and standardisation of SNOMED content by the Terminology team. This reporting period focused on enhancement and addition of concept relationships in the terminology to fully define content, ensuring it can be used for specified queries in secondary use scenarios.

In August, the work focussed mostly on the definition of the relationships described above; this is more time intensive and shows lower numbers than work done previously.

NCTS: Implementation Dashboard

Summary

NCTS

Summary & Information:

- Total implementations of AMT and SNOMED CT-AU (clinical information systems) are categorised into two phases - live and in progress
- One way to track the maturity of AMT and SNOMED CT-AU implementations is by categorising them into types - native or mapping.

Implementation Metrics

Implementation Metrics

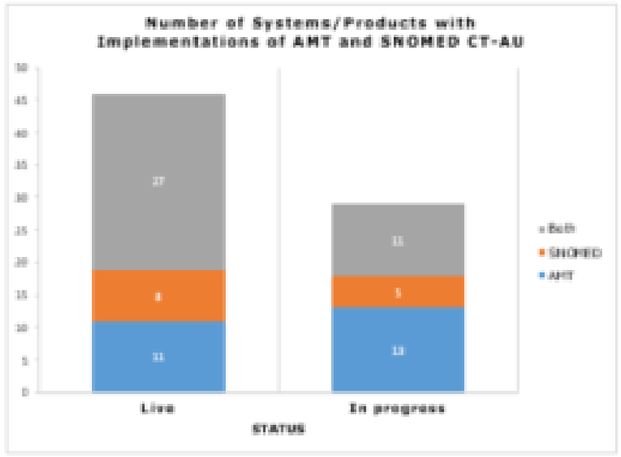
The Terminology Implementation Story

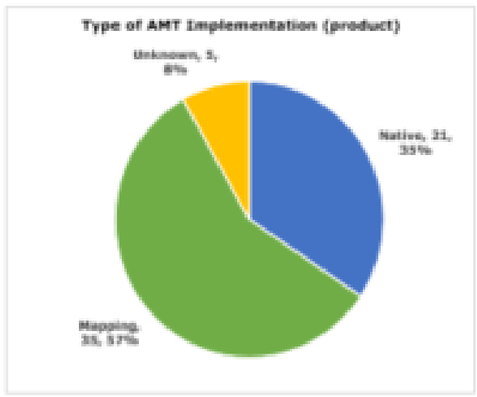
Terminology is a foundation for effective electronic records management, but must first be implemented and used in a clinical system.

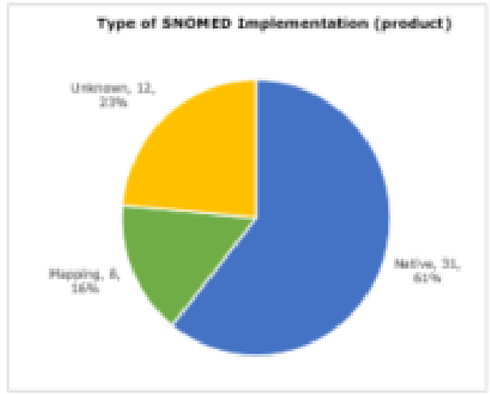
A terminology implementation can be native or mapped. For example:

Mapped: The AMT may be integrated within a clinical information system by mapping it to the existing local or proprietary medicine list. This allows continued system operation without large changes to the user experience and enables use of the AMT 'behind the scenes' for digital information exchange and reporting/analysis.

Native: An alternative is to directly implement the AMT (in part or full) which results in the terminology being visible to the user. Taking the AMT in full, with all it's relationships and attributes, allows for a richer experience including greater







Implementation Summary:

These graphs represent an implementation within a clinical information system (CIS) or other product, not the number of sites using the product. The extent of coverage across the healthcare sector of AMT or SNOMED is dependent on the market size of each of these products.

The depth of content implemented is not depicted. A product may natively implement or map the full SNOMED CT-AU or AMT terminology or just one or more reference sets according to need. This information along with understanding the specific terminology encoded outputs of each product will be collected over the coming months to provide a broader view of implementation status.

This reporting period shows a slight increase for CIS products that now include both AMT and SNOMED, i.e. up from a total of 23 in the last reporting period, to a total of 27 in the current period.

Jurisdictions

The Terminology Implementation Story

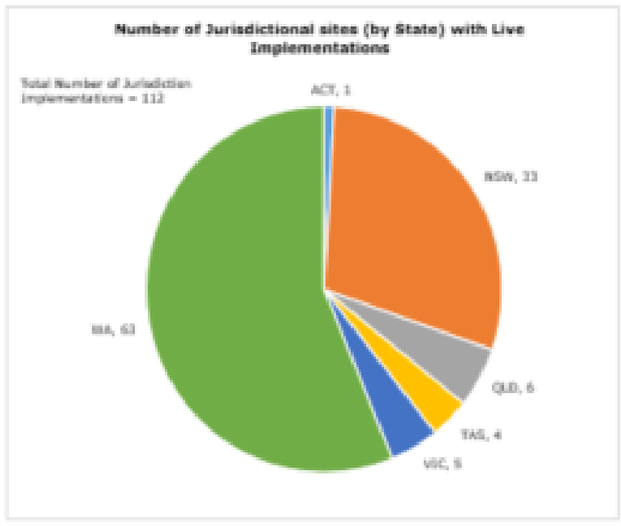
SNOMED CT-AU and the AMT have been successfully implemented and deployed in a variety of sites and clinical applications across Australia.

Examples include:

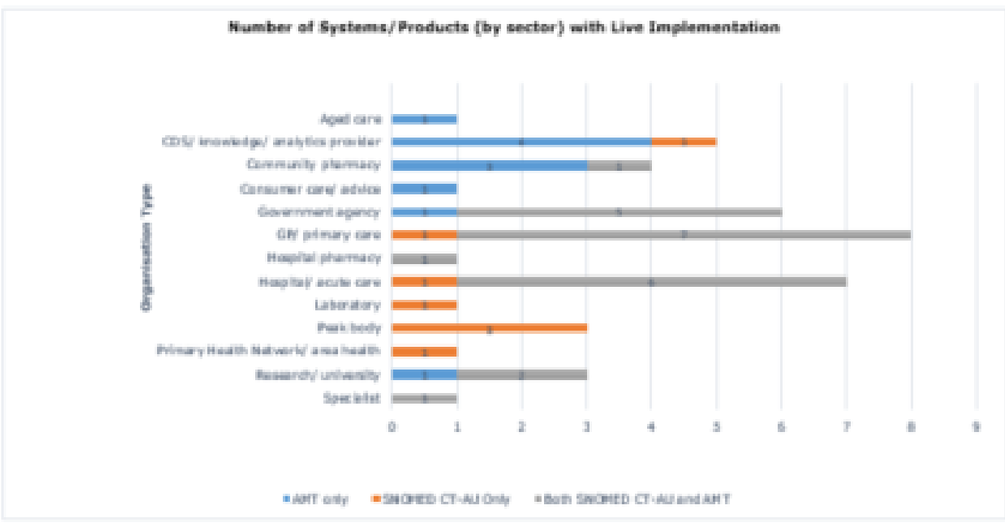
1) HealthCare Software: Use SNOMED CT-AU natively to record Adverse Reactions and Allergies in the EMR, and send AMT coded prescription records and dispense records from Tasmanian hospitals;

2) MIMS: Provide an AMT map that is used by many GP vendors to enable AMT encoded medicines information in clinical documents; and

3) WA Health: Deliver SNOMED CT-AU and AMT coded discharge summaries to My Health Record through the Notification and Clinical Summaries project (NaCS).



Vendors and Stakeholders



Live Implementations:

A live implementation of SNOMED CT-AU that is Australia-wide is one implemented and used by the Royal Australasian College of Surgeons (RACS) for clinical education purposes.

Live implementations of AMT that are also used Australia-wide include the Pharmaceutical Benefits Division (PBD), MIMS Australia, Healthdirect, PDS Works and Comcare.

Live implementations that include both SNOMED CT-AU and AMT and are used Australia-wide are the Australian eHealth Research Centre / CSIRO, Genie Solutions, Medical Director, Best Practice, Communicare, Zedmed and Medtech Global.

Appendix

Channel definitions

Channel Type	Definition
Online	The internet portal where consumers register themselves online.
Phone/Mail/F2F	Admin Portal - Used by Department of Human Services (DHS) staff to register consumers who have contacted DHS via phone, mail or by attending a DHS Shopfront.
Face-to-face (DHS)	DHS direct registration for simple registrations.
Face-to-face (Provider)	Consumer registration performed by healthcare providers e.g. GP.

Provider Organisation type breakdown

Provider Organisation	Comprises
General practice	General practice and super clinics
Hospital	Hospitals (except Psychiatric Hospitals) Mental Health Hospitals
Pharmacy	Retail Pharmacy
Specialists	Specialist Medical Services
Aged care providers	Aged care providers
Other	Central Government Healthcare Administration Chiropractic and Osteopathic Services Contract Service Providers (CSP) Dental Services General Health Administration Local Government Healthcare Administration Optometry and Optical Dispensing Other Allied Health Services Other Healthcare Services Other Professional, Scientific and Technical Services Other Residential Care Services Other Social Assistance Services Pathology and Diagnostic Imaging Services Physiotherapy Services Provision and administration of public health program State Government Healthcare Administration