



Bendigo Hospital Project: Building a World-Class Digital Health Facility

The Bendigo Hospital Project is the largest regional hospital development in Victoria, renowned for technological innovation. It has been an intense journey of planning with Stage One now complete and Stage Two poised to be completed mid-2018.

Ahead of the **Digital Healthcare Summit** taking place at [Australia Healthcare Week 2018](#), Bruce Winzar, Executive Director Information Services & Chief Information Officer at Bendigo Health explores how the hospital went about going fully digital with minimal prototyping and the key success for successful digital transformation and operational effectiveness.

Can you give a brief overview of the vision for the Bendigo Hospital Project?

Bruce: The Bendigo Hospital project is a build and management project by a Public Private Partnership (PPP). It's a fully digital, real-time health service with Electronic Medical Record (EMR), Digital Medical Record and a lot of new ICT technology enablers. It's very exciting and its one of the major regional initiatives for health in Victoria and we believe a strong contender for one of the most digital hospitals in regional Australia.

What types of technology platforms are you introducing to cater for an increasingly mobile workforce?

Bruce: The new hospital has been built on four pillars of key infrastructure. The first one is around real-time location service, which is the need to ensure that we have got the platform and the infrastructure right to then leverage to move into areas for mobility, EMR and unified collaboration tools.

We have 35 new ICT enablers, full EMR integration; we're using Microsoft Azure cloud services. We also have a full enterprise services which look after the transaction handling between facilities management systems, all of our group two systems and our clinical applications.

What benefits will the new ICT support systems have for patients and staff?

Bruce: The benefits that we believe we will get out of the implementation of the new digital hospital and EMR are based around four key areas. The first of which is quality and service improvement, which will mean that we will be able to provide a better patient experience.





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We've certainly come out of quality and safety by using medications management, electronic scheduling, clinical documentation, decision support and all of those tools and functionality that comes with EMR. We believe the quality of the data will be much richer and therefore the safety for the patient will be improved.

The next area of benefit and realisation will be around the implementation and clinical engagement and being able to ensure that we provide a good service to a wider area than Bendigo constitutes. It's a regional implementation and therefore our drawing area of 250,000 – 300,000 people will get added services such as cancer services, full in-patient site services and access to a whole range of new community health services.

What results have been realised since the completion of phase one of the project, especially in relation to the new ICT systems?

Bruce: We've implemented digital medical record which is around converting paper to electronic forms. We are seeing there are significant savings in drawing or archiving of paper medical records. There has been a move of full-time staff from filing and storage areas into now scanning areas. So we are improving the quality of our records.

We have scanned around about three million pieces of paper which are all linked electronically to the digital medical record. We are seeing access to the digital medical record anywhere, anytime; on any device that creates a richer environment for the clinician. The clinician can work from home, the clinician can be off-site or the clinician can be by the bedside. It's a fully mobile digital medical record and we're in the transition now to a full EMR. Again, we'll have by-the-bedside medication management and a range of other services.

What steps are you taking to engage staff and patients in the EMR journey?

Bruce: Clinical engagement is always going to be difficult and I think everybody has a clinical engagement model. Our model is no different to a lot of others and we have used lessons learned from other implementations.

We have a clinical informatics advisory group and we have 30 people on our EMR implementation team, ten of who are Directors of Clinical Services or senior doctors. They act as the liaison between the on the ground floor work and the ICT EMR team leads.

Our Director of Informatics has been systematically training staff in clinical informatics and certification. We now have the largest number of clinical informatics persons in Australia in any one hospital and

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we're proud of that achievement. We will continue to advance and train those people so there is a good understanding of why we need digital electronic records, data integrity, security of data and of course the workflows and the results and achievements that come from that, such as good quality care.

Interested in learning more?

Join **Bendigo Health** at the **Digital Healthcare Summit** taking place at **Australian Healthcare Week 2018**.

For more information visit www.austhealthweek.com.au or call +61 2 9229 1000 or email enquire@iqpc.com.au

