CONNECTING AUSTRALIAN HEALTHCARE

2022 Interoperability Benchmark Survey

June 2022

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Section 1:

Background and summary of findings

Background

The *Connecting Australian Healthcare – National Healthcare Interoperability Plan 2023-2028* (Interoperability Plan) is Australia's first national plan to deliver a connected healthcare system. The Interoperability Plan includes five priority areas relating to identity, standards, information sharing, innovation and benefits.

An action under the benefits priority area is to undertake a periodic survey to measure interoperability, starting with a baseline survey in 2022.

In 2022 the Australian Digital Health Agency commissioned fiftyfive5 to undertake the baseline interoperability survey. It is the first national interoperability survey with a total of 2,989 responses from Australian health care professionals working in public and private hospitals, community pharmacy, general practice, allied health, specialist and aged care organisations.

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Summary of findings

PUBLIC HOSPITAL

Those working in a public hospital, mostly nurses and specialists, are very **open to doing things more digitally**.

Frequency of information transfer is **significantly lower** in public hospitals, and receiving, sending and integrating information is more **dependent** on **paper, spoken** and **manual methods**. There is **momentum** around **using digital** and automatic processes but the **transition is slower** than other settings.

Benefits of interoperability for those working in a public hospital are **better clinical decision making** and improving the **safety** of the system, while barriers include **system and workflow issues** such as the seamless integration of systems.

PRIVATE HOSPITAL

Those working in a private hospital, mostly specialists and nurses, are **more reliant on email/SMS** and **paper/fax** for finding, sending and receiving information and processes are mostly **manual** for integrating data.

Like public hospitals, private have **gained momentum** around using digital and automatic processes but the **transition is slower.**

Key **benefits** of interoperability include **better coordination of care** between HCPs and **faster and easier** access to relevant information, while **lacking the technology required** is a significantly stronger **barrier** to interoperability for private hospitals.

GP PRACTICE

Those working in a GP practice are **less likely to be open** to digital ways of working.

However, the high **frequency of information** means they are **using digital systems** and **automatic processes** more than other settings.

GP practices are ahead of the curve with **significant momentum** behind the use of digital systems and automation over the last 3 years.

Key **benefits** of interoperability for a GP practice include **faster and easier** access to relevant information and **better coordination of care** between HCPs, while the **inability to access information** and **privacy and safety** of information are key barriers.

COMMUNITY PHARMACY

Those working in community pharmacies are **very open** to doing things more digitally.

This group are **frequently** finding/querying and receiving information from other health service providers but are **more likely** to be **using email/SMS** for sending/receiving and **spoken** methods for **finding/querying**.

Despite lower current use of digital systems, **momentum** behind digital is **growing significantly.**

For pharmacies, **reducing** the number of **manual errors** made is a **key benefit** of data interoperability, while **lack of use** by HCPs, **inability to access information** and **poor internet connection** are key barriers.

SPECIALIST PRACTICE OUTSIDE HOSPITALS

Those working in specialist practices outside hospitals, are finding/querying, sending, receiving and integrating information from other health providers **at a high frequency.**

This group are **more progressive** when it comes to **using digital systems** and momentum over the last 3 years is strong.

This group see the **benefit** of **improved practice efficiency**, while **fragmentation/use of different systems** across healthcare professionals is the key perceived barrier to interoperability.

ALLIED HEALTH OUTSIDE HOSPITALS

Those working in allied health practices outside hospitals are **less open** to doing things **digitally.**

Information transfer is **less frequent** and mostly reliant on **email/SMS** for finding/sending and receiving information. A large proportion also indicate **integration** processes are **always manual.**

There is momentum behind the use of digital systems but the **transition is much slower.**

This group also see the **benefit** of **improved practice efficiency**, but there are **significant barriers** at play including; implementation **costs**, practice **lacking technology**, ongoing maintenance costs, and **preference for non-digital** methods.

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Section 2:

Methodology and sampling

Methodology and sampling

METHOD

Respondents completed a **18 minute** online quantitative survey through any device

The **survey flowed**: screener, digital maturity, digital interactions, information sharing, benefits/ barriers of interoperability, and demographics

Fieldwork was conducted from 27 April 2022

until 27 June 2022

SAMPLING FRAMEWORK

Sample sourced from a reputable online panel named Ekas; we interviewed n=2,989 Australian health care professionals to discuss their interoperability needs and experiences

The target group was defined by their **occupation** and the **setting they work in**

n=2,989 interviews profile as:

	Public Hospital	Private Hospital	GP Practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals	Residential aged care	TOTAL PROFESSIONS
Pharmacists	61	31	1	508	3	2	5	611
Nurses	291	97	114	1	46	22	14	585
GPs	3	3	415	0	1	3	1	426
Allied health professionals	49	13	33	1	20	391	10	517
Medical Specialists	377	121	2	0	298	7	1	806
Aged care nurse/assistant	1	0	0	0	1	1	12	15
Other Professions*	17	3	1	0	6	2	0	29
TOTAL SETTINGS	799	268	566	510	375	428	43	2,989

NOTE: TOTAL HCP INCLUDES ALL n=2,989 RESPONSES

***Other professions** include Health Management, CEO/DCS, Contracts Manager, Procurement Manager, Hospital Medical Officer, Social Worker, Registrar specialist, Health Information Services, RMO, Junior medical officer, Clinical Coder

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Sampling achievements - jurisdictions

PRIMARY WORK SETTING AND PROFFESSIONS BY JURISDICTIONS (n)	Public Hospital	Private Hospital	GP Practice	Community Pharmacy	Specialist Practice Outside Hospitals	Residential Aged Care	Allied Health Outside Hospitals	TOTAL	Pharmacists	Nurses	GP	Allied Health	Medical Specialist	Aged Care Nurse Or Geriatrician	Other Profession*	TOTAL
NSW	269	84	184	189	136	14	186	1062	221	191	130	221	287	4	8	1062
VIC	246	82	148	134	117	12	122	861	165	179	113	143	251	5	5	861
QLD	135	53	115	98	74	12	73	560	116	98	95	93	144	5	9	560
SA	69	8	35	28	27	2	18	187	38	44	26	23	54	1	1	187
WA	53	30	67	45	14	1	16	226	51	48	48	22	52	0	5	226
TAS	15	7	9	12	5	1	3	52	15	14	7	6	10	0	0	52
ACT	6	2	6	2	1	1	7	25	2	7	6	7	3	0	0	25
NT	6	2	2	2	1	0	3	16	3	4	1	2	5	0	1	16
AU Metro	685	244	475	423	336	35	344	2542	516	474	356	423	736	12	25	2542
AU Regional/Rural	114	24	91	87	39	8	84	447	95	111	70	94	70	3	4	447
TOTAL	799	268	566	510	375	43	428	2989	611	585	426	517	806	15	29	2989

*Other professions include Health Management, CEO/DCS, Contracts Manager, Procurement Manager, Hospital Medical Officer, Social Worker, Registrar specialist, Health Information Services, RMO, Junior medical officer, Clinical Coder

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Sampling achievements - allied health

ALLIED HEALTH PROFESSIONALS BY SETTINGS	Public Hospital	Private Hospital	GP practice	Community Pharmacy	Specialist Practice outside hospitals	Residential aged care	Allied health outside hospitals	TOTAL
Audiologist	1	0	0	0	0	1	7	9
Chinese Medicine Practitioner	0	0	0	0	0	0	0	0
Chiropractor	0	0	1	0	0	0	64	65
Counsellor	0	0	0	0	0	0	2	2
Dentist	4	0	20	0	4	0	60	88
Dietitian	27	1	9	1	3	3	46	90
Exercise Physiologist	0	0	0	0	0	0	3	3
Medical radiations	3	3	0	0	0	0	1	7
Occupational Therapist	4	1	0	0	0	1	24	30
Optometrist	0	0	0	0	2	1	90	93
Osteopath	0	0	0	0	0	1	3	4
Physiotherapist	4	4	2	0	2	3	41	56
Podiatrist	2	0	1	0	0	0	4	7
Psychologist	1	1	0	0	1	0	12	15
Social Worker	0	0	0	0	1	0	3	4
Speech Pathologist	0	0	0	0	0	0	7	7
Ultra-sonographer	1	2	0	0	0	0	1	4
Naturopath	0	0	0	0	3	0	9	12
Nutritionist	0	0	0	0	0	0	5	5
Therapist	0	0	0	0	1	0	4	5
Orthodontist	1	0	0	0	1	0	1	3
Immunology	1	0	0	0	0	0	0	1
Other allied health	2	1	0	0	2	0	4	9
Total no of surveys	**51**	**13**	**33**	**1**	**20**	**10**	**391**	**519**

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Sampling achievements - specialists
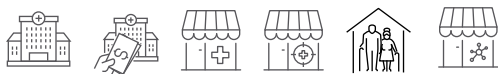
SPECIALIST PROFESSIONS BY SETTINGS	Public Hospital	Private Hospital	GP practice	Specialist Practice outside hospitals	Residential aged care	Allied health outside hospitals	TOTAL
Addiction medicine	1	0	0	0	0	0	1
Anaesthesia	19	19	0	0	0	0	38
Cardiology	21	14	0	19	0	0	54
Dermatology	2	4	0	36	0	0	42
Emergency medicine/ intensive care	20	2	0	1	0	0	23
Emergency doctor at a hospital	5	1	0	0	0	0	6
Endocrinology	14	1	0	16	0	1	32
Gastroenterology	10	4	0	10	0	0	24
General Medicine Physician (Specialist, consultant, public health)	18	2	1	5	0	0	26
Geriatric medicine	15	1	0	4	1	0	21
Haematology	32	5	0	10	0	0	47
Hepatology	1	0	0	0	0	0	1
Intensive care medicine	11	2	0	0	0	0	13
Medical oncology	34	2	0	8	0	0	44
Neurology	15	6	0	12	0	0	33
Obstetrics and gynaecology	8	6	0	18	0	0	32
Ophthalmology	5	2	0	27	0	0	34
Orthopaedic surgeon	4	6	0	4	0	0	14
Pain medicine	2	1	1	1	0	0	5
Palliative medicine	3	0	0	2	0	0	5
Pathology	2	2	0	2	0	0	6
Paediatrics and child health	15	1	0	14	0	0	30
Physician	16	2	0	9	0	1	28
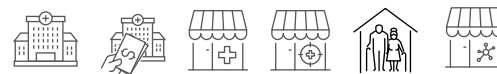
SPECIALIST PROFESSIONS BY SETTINGS	Public Hospital	Private Hospital	GP practice	Specialist Practice outside hospitals	Residential aged care	Allied health outside hospitals	TOTAL
Psychiatrist	27	8	0	37	0	0	72
Radiation oncology	6	3	0	0	0	0	9
Radiographer	1	0	0	0	0	0	1
Rehabilitation medicine	2	2	0	0	0	0	4
Sexual health medicine	4	0	0	4	0	0	8
Sport and exercise medicine	0	0	0	0	0	0	0
Surgery	12	17	0	22	0	0	51
Oral health therapist	0	0	0	0	0	4	4
Orthodontist	0	0	0	2	0	0	2
Respiratory	17	0	0	3	0	0	20
Rheumatology	9	0	0	23	0	0	32
Nephrology	13	2	0	1	0	0	16
Urology	4	5	0	4	0	0	13
Genetics	2	0	0	0	0	0	2
Immunology	2	0	0	0	0	0	2
gynaecology	0	0	0	1	0	0	1
Otolaryngology	0	0	0	2	0	0	2
Infectious diseases	0	1	0	0	0	0	1
Plastic surgeon	0	0	0	1	0	0	1
Other specialist	3	0	0	0	0	0	3
Total no of surveys	**375**	**121**	**2**	**298**	**1**	**6**	**803**

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METHODS WHEN DEALING WITH PATIENTS AND INFORMATION TRANSFER HAVE BEEN CLASSIFIED INTO FOUR MAIN TYPES

1 SPOKEN

- In person
- Phone calls
- Video calls

2 PAPER/FAX

- Paper
- Traditional/electronic fax

3 EMAIL/SMS

- SMS message
- Email (including sending PDFs)
- File transfers
- Instant messaging, e.g.: WhatsApp, MS Teams Chat, Facebook Messenger

4 DIGITAL SYSTEMS

- Clinical Information System (CiS)
- Mobile app
- Secure messaging system

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Section 3:

Digital adoption

Most HCPs strongly agree that technology is important and are open to doing things more digitally

TECHNOLOGY ADOPTION TOTAL HCP

	I am **very open to doing more things digitally** (e.g., apps, online self-service) for my business	I think it is **important that I understand how to use technology** to improve health outcomes	I think it is **important that healthcare professionals understand how to use technology** to improve everyone's health	I think that it is important for the **Government to focus on technology in health**
5 - Strongly agree	61%	67%	66%	56%
4 - Somewhat agree	30%	27%	27%	34%
3 - Neither	4%	3%	3%	6%
4 - Somewhat disagree	3%	1%	1%	2%
5 - Strongly disagree	2%	1%	1%	2%
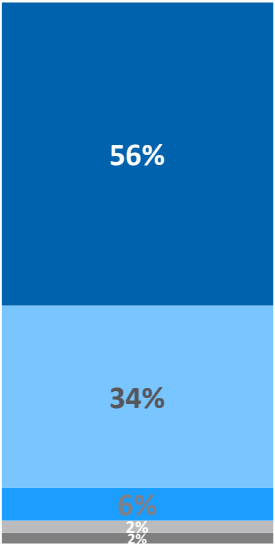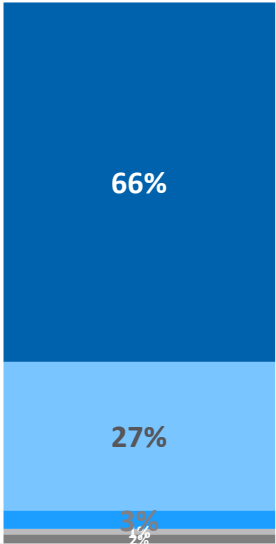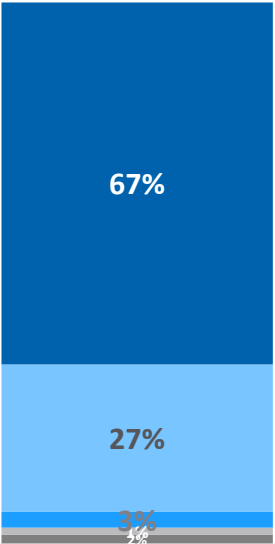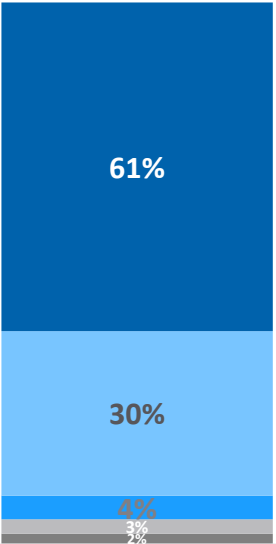
- Z1 To what extent do you agree or disagree with the following statements?
  Base: Total HCP Sample (n=2989)

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Over two thirds of healthcare professionals are technology advocates, scoring 18-20/20 on their attitudes to technology

TECHNOLOGY ADOPTION TOTAL HCP

Each person responded on a 5-point scale their level of agreement to the 4 statements

Strongly disagree – 1
Somewhat disagree – 2
Neither – 3
Somewhat agree – 4
Strongly agree – 5

- I am very open to doing more things digitally (e.g. apps, online self-service) for my business

- I think it is important that I understand how to use technology to improve health outcomes

- I think it is important that healthcare professionals understand how to use technology to improve everyone's health

- I think that it is important for the Government to focus on technology in health

TECHNOLOGY REJECTORS
6%
(4-13/20; excluded from adoption curve)

ADOPTERS
7%
(14-15/20)

SUPPORTERS
20%
(16-17/20)

ADVOCATES
24%
(18-19/20)

SUPER ADVOCATES
43%
(20/20)

4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20

Z1 To what extent do you agree or disagree with the following statements?
Base: Total HCP Sample (n=2989)

Total HCP

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2022 Interoperability Benchmark Survey – undertaken by fiftyfive5
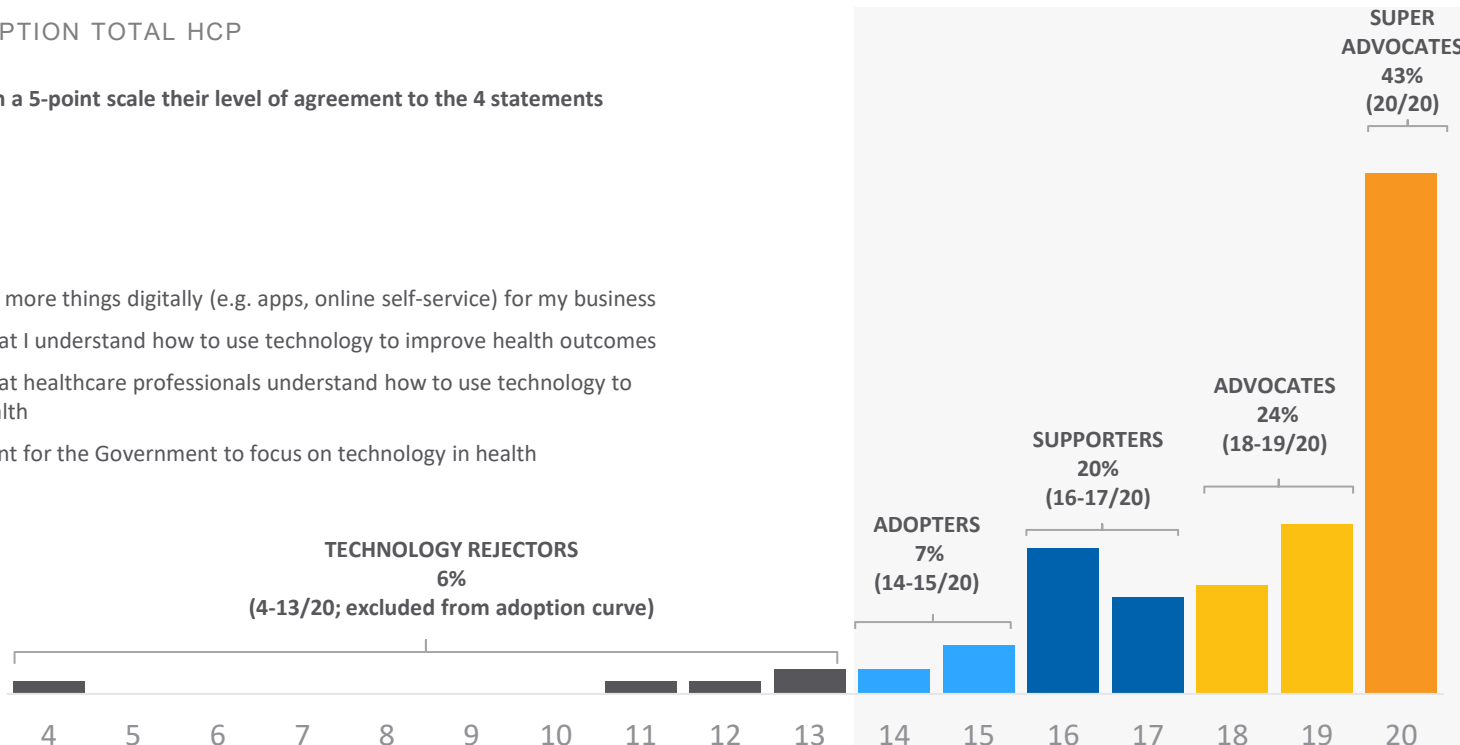
Public hospitals and community pharmacies are ahead of the technology curve, while allied health lag behind

TECHNOLOGY ADOPTION BY SETTINGS

	Total HCP	Public Hospital	Private Hospital	GP Practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals
NET: SUPER ADVOCATES/ADVOCATES	67%	77% ▲	66%	65%	69%	62%	53% ▼

Legend:
- ■ SUPER ADVOCATES (20/20)
- ■ ADVOCATES (18-19)
- ■ SUPPORTERS (16-17)
- ■ ADOPTORS (14-15)
- ■ TECHNOLOGY REJECTORS (4-13)

	Total HCP	Public Hospital	Private Hospital	GP Practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals
SUPER ADVOCATES (20/20)	43%	54% ▲	37%	38% ▼	50% ▲	40%	28% ▼
ADVOCATES (18-19)	24%	23%	28%	27%	19% ▼	22%	25%
SUPPORTERS (16-17)	20%	15% ▼	21%	22%	20%	22%	26% ▲
ADOPTORS (14-15)	7%	4% ▼	6%	6%	4% ▼	11% ▲	11% ▲
TECHNOLOGY REJECTORS (4-13)	6%	3% ▼	7%	7%	7%	6%	10% ▲
	n=2989	n=799	n=268	n=566	n=510	n=375	n=428

Z1 To what extent do you agree or disagree with the following statements?

▲▼ Significantly **higher**/**lower** than settings at 95% confidence interval

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Pharmacists are ahead of the technology curve, while allied health and GPs lag behind

TECHNOLOGY ADOPTION BY OCCUPATION
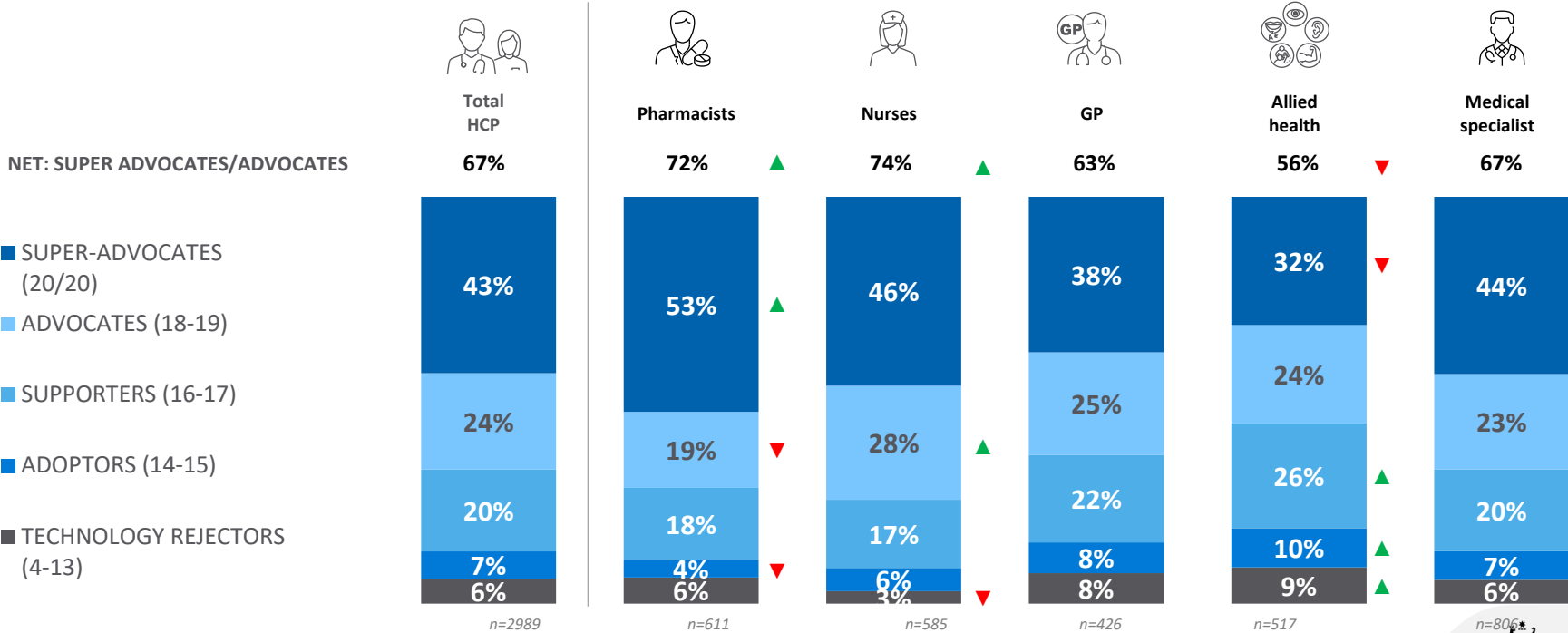
	Total HCP	Pharmacists	Nurses	GP	Allied health	Medical specialist
NET: SUPER ADVOCATES/ADVOCATES	**67%**	**72%** ▲	**74%** ▲	**63%**	**56%** ▼	**67%**

Legend	Total HCP	Pharmacists	Nurses	GP	Allied health	Medical specialist
■ SUPER-ADVOCATES (20/20)	43%	53% ▲	46%	38%	32% ▼	44%
■ ADVOCATES (18-19)	24%	19% ▼	28% ▲	25%	24%	23%
■ SUPPORTERS (16-17)	20%	18%	17%	22%	26% ▲	20%
■ ADOPTORS (14-15)	7%	4% ▼	6%	8%	10% ▲	7%
■ TECHNOLOGY REJECTORS (4-13)	6%	6%	3% ▼	8%	9% ▲	6%
	n=2989	n=611	n=585	n=426	n=517	n=806

Z1 To what extent do you agree or disagree with the following statements?

▲▼ Significantly **higher**/**lower** than other group at 95% confidence interval

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Section 4:

Overall digital maturity

HCPS are dealing with patient record/clinical information several times a day; particularly receiving and integrating information

Total HCP

INFORMATION TRANSFER FREQUENCY

	Find/query information from sources outside your organisation	**Send** information to other health service providers outside your organisation	**Receive** information from other health service providers outside your organisation	**Integrate** the information received from other health service providers into your clinical systems
AVERAGE FREQUENCY PER DAY	**7.2**	**6.9**	**8.8**	**8.2**

Legend	Find/query	Send	Receive	Integrate
20+ times per day	11%	11%	18%	17%
11-19 times per day	10%	9%	10%	10%
7-10 times per day	16%	15%	15%	13%
4-6 times per day	18%	18%	16%	15%
2-3 times per day	19%	19%	18%	17%
Once per day	6%	6%	5%	6%
2-3 times a week	12%	13%	12%	10%
	8%	10%	5%	12%
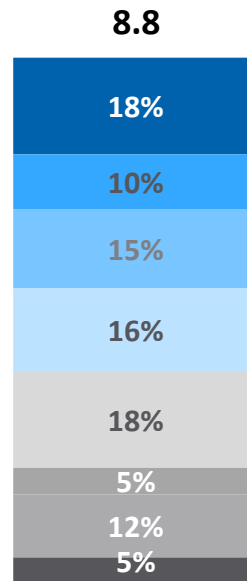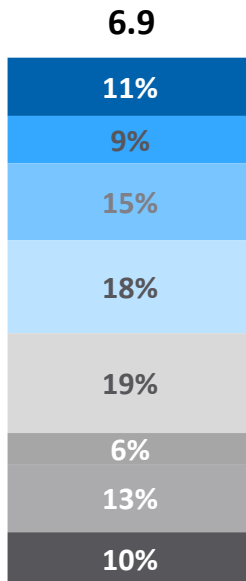
A1 When dealing with patient records/clinical information using any method (digital and non-digital), how frequently do you…?
Base: Total HCP Sample (n=2989)

Australian Government
Australian Digital Health Agency

2022 Interoperability Benchmark Survey – undertaken by fiftyfive5

HCPs working in community pharmacies, GP and specialist practices are more likely to be finding, sending, receiving and integrating patient records/clinical information frequently

INFORMATION TRANSFER FREQUENCY

AVERAGE FREQUENCY PER DAY	TOTAL HCP	Public Hospital	Private Hospital	GP Practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals	Residential Aged Care
Base (n)	2989	799	268	566	510	375	428	43
Find/query information from sources outside your organisation	7.2	6.2 ▼	7.0	8.8 ▲	8.7 ▲	8.9 ▲	3.9 ▼	7.2
Send information to other health service providers outside your organisation	6.9	4.9 ▼	6.7	9.7 ▲	6.6	11.4 ▲	3.5 ▼	6.3
Receive information from other health service providers outside your organisation	8.8	5.9 ▼	7.9	13.4 ▲	10.6 ▲	12.1 ▲	3.9 ▼	8.0
Integrate the information received from other health service providers into your clinical systems	8.2	5.3 ▼	7.7	12.3 ▲	8.7	12.4 ▲	4.2 ▼	8.3

Low base between 30 and 50

A1 When dealing with patient records/clinical information using any method (digital and non-digital), how frequently do you…?

▲▼ Significantly **higher**/**lower** than other group at 95% confidence interval

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HCPS are currently using digital systems between 24% and 31% of the time for finding, sending and receiving patient records/clinical information; a fifth of HCPS claim that integration processes are always/mostly automatic

Total HCP

METHODS FOR DEALING WITH PATIENTS RECORDS

Spoken | Paper/Fax | Email/SMS | Digital Systems

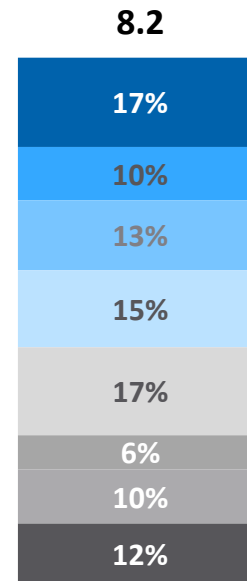| Method	Spoken	Paper/Fax	Email/SMS	Digital Systems
Find/query information from sources outside your organisation	24%	21%	24%	31%
Send information to other health service providers outside your organisation	15%	28%	32%	24%
Receive information from other health service providers outside your organisation	14%	31%	29%	27%

Always manually entered | Mostly manual, sometimes automatic | Equal mix of manual & automatic | Mostly automatic, sometimes manual | Always automatic & seamless

Method	Always manually entered	Mostly manual, sometimes automatic	Equal mix of manual & automatic	Mostly automatic, sometimes manual	Always automatic & seamless
Integrating information received electronically from other health service providers into clinical systems	27%	27%	26%	18%	2%

A2a When dealing with patient records/clinical information, how often do you use each of the following methods? A2b When integrating patient records/clinical information received electronically from other health service providers into your clinical systems, is the process...? Base: Total HCP Sample (n=2989)

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Public hospitals, GP practices and specialist practices are more engaged with digital systems when finding/querying information. Community pharmacies are more likely to speak to external sources
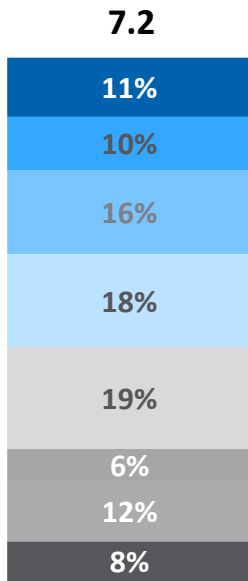
FIND/QUERY INFORMATION FROM SOURCES OUTSIDE YOUR ORGANISATION BY SETTING

	Total HCP	Public Hospital	Private Hospital	GP Practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals	Residential Aged Care
Digital systems	31%	33% ▲	27% ▼	36% ▲	26% ▼	35% ▲	27% ▼	21% ▼
Email/SMS	24%	20% ▼	24%	19% ▼	23%	23%	38% ▲	30%
Paper/Fax	21%	22%	24% ▲	24% ▲	18% ▼	23% ▲	15% ▼	20%
Spoken	24%	25%	25%	21% ▼	33% ▲	19% ▼	20% ▼	29%
	n=2989	n=799	n=268	n=566	n=510	n=375	n=428	n=43

Low base between 30 and 50

▲▼ Significantly **higher**/**lower** than other group at 95% confidence interval

A2a When dealing with patient records/clinical information, how often do you use each of the following methods? Find/query information from sources outside your organisation

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GP practices are more likely to be using digital systems but are dependent on paper/ fax to send information; pharmacies are more likely to use email/SMS and phone, while allied health are dependent on email/SMS

SEND INFORMATION TO OTHER HEALTH SERVICE PROVIDERS OUTSIDE YOUR ORGANISATION BY SETTING

	Total HCP	Public Hospital	Private Hospital	GP Practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals	Residential Aged Care
Digital systems	24%	26%	25%	29% ▲	16% ▼	34% ▲	17% ▼	18% ▼
Email/SMS	32%	26% ▼	31%	25% ▼	35% ▲	29% ▼	51% ▲	39%
Paper/Fax	28%	30%	28%	36% ▲	23% ▼	28%	22% ▼	23%
Spoken	15%	18% ▲	15%	9% ▼	25% ▲	9% ▼	10% ▼	20%
	n=2989	n=799	n=268	n=566	n=510	n=375	n=428	n=43

Low base between 30 and 50

▲ ▼ Significantly **higher**/**lower** than other group at 95% confidence interval
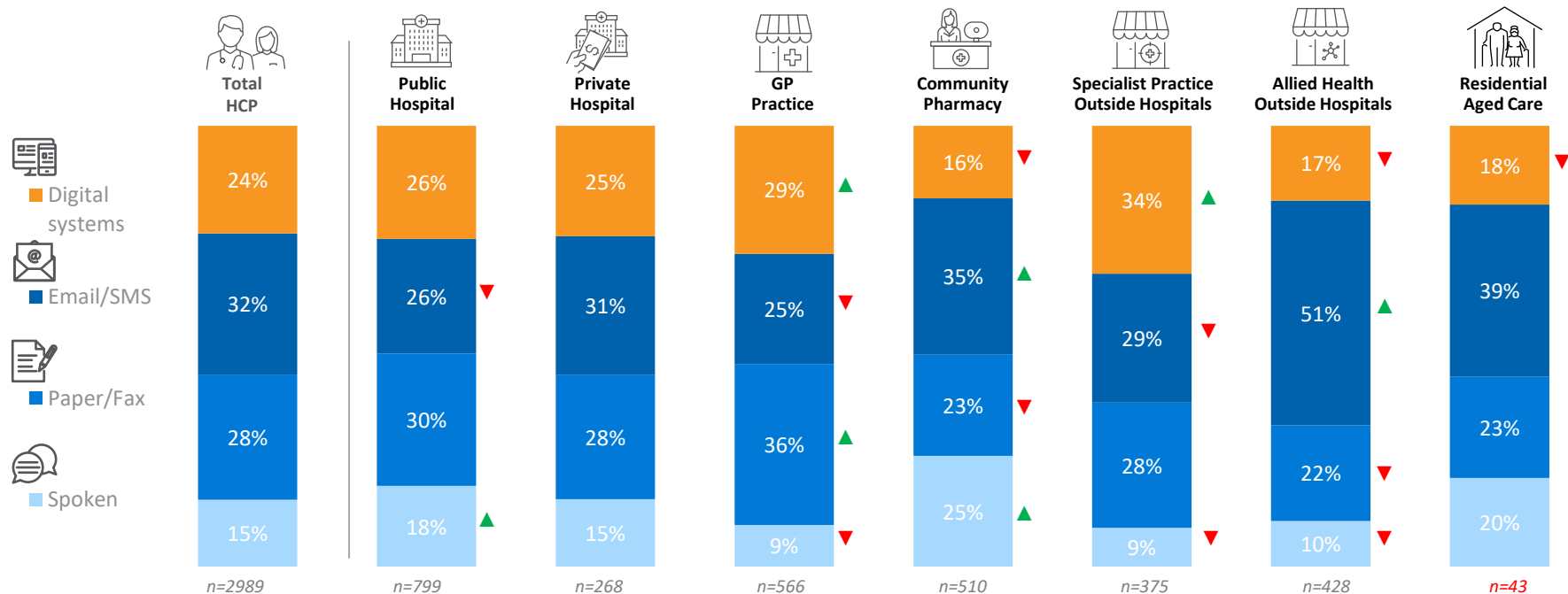
A2a When dealing with patient records/clinical information, how often do you use each of the following methods? Send information to other health service providers outside your organisation

Australian Government
Australian Digital Health Agency

GP and specialist practices have more interactions via digital systems when receiving information from other health service providers

RECEIVE INFORMATION FROM OTHER HEALTH SERVICE PROVIDERS OUTSIDE YOUR ORGANISATION BY SETTING

	Total HCP	Public Hospital	Private Hospital	GP Practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals	Residential Aged Care
Digital systems	27%	26%	25%	39% ▲	17% ▼	34% ▲	19% ▼	21%
Email/SMS	29%	24% ▼	28%	22% ▼	35% ▲	25% ▼	45% ▲	33%
Paper/Fax	31%	33% ▲	32%	31%	29% ▼	32%	27% ▼	26%
Spoken	14%	18% ▲	15%	8% ▼	19% ▲	9% ▼	9% ▼	20% ▲
	n=2989	n=799	n=268	n=566	n=510	n=375	n=428	n=43

Low base between 30 and 50

A2a When dealing with patient records/clinical information, how often do you use each of the following methods? Receive information from other health service providers outside your organisation

▲▼ Significantly higher/lower than other group at 95% confidence interval

Australian Government
Australian Digital Health Agency

There is a clear relationship between the frequency of information transfer and the use of digital systems to find, send and receive patient records/clinical information

Total HCP

INFORMATION TRANSFER FREQUENCY X USE OF DIGITAL SYSTEMS

AVERAGE INFORMATION TRANSFER PER DAY

USING DIGITAL SYSTEMS

FREQUENT INFORMATION TRANSFER AND HIGHER USE OF DIGITAL SYSTEMS,

FREQUENT INFORMATION TRANSFER AND HIGHER USE OF DIGITAL SYSTEMS,

INFREQUENT INFORMATION TRANSFER AND LOWER USE OF DIGITAL SYSTEMS,

FREQUENT INFORMATION TRANSFER AND LOWER USE OF DIGITAL SYSTEMS,

Labels on plot: GP practice, Specialist practice, Public Hospital, Allied health practice, Private Hospital, Community Pharmacy

FIND | SEND | RECEIVE

PUBLIC HOSPITAL | PRIVATE HOSPITAL | GP PRACTICE | SPECIALIST PRACTICE OUTSIDE HOSPITAL | ALLIED PRACTICE OUTSIDE HOSPITAL | COMMUNITY PHARMACY

A1 When dealing with patient records/clinical information using any method (digital and non-digital), how frequently do you...?
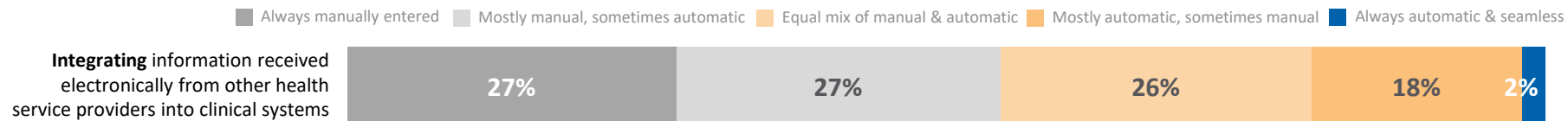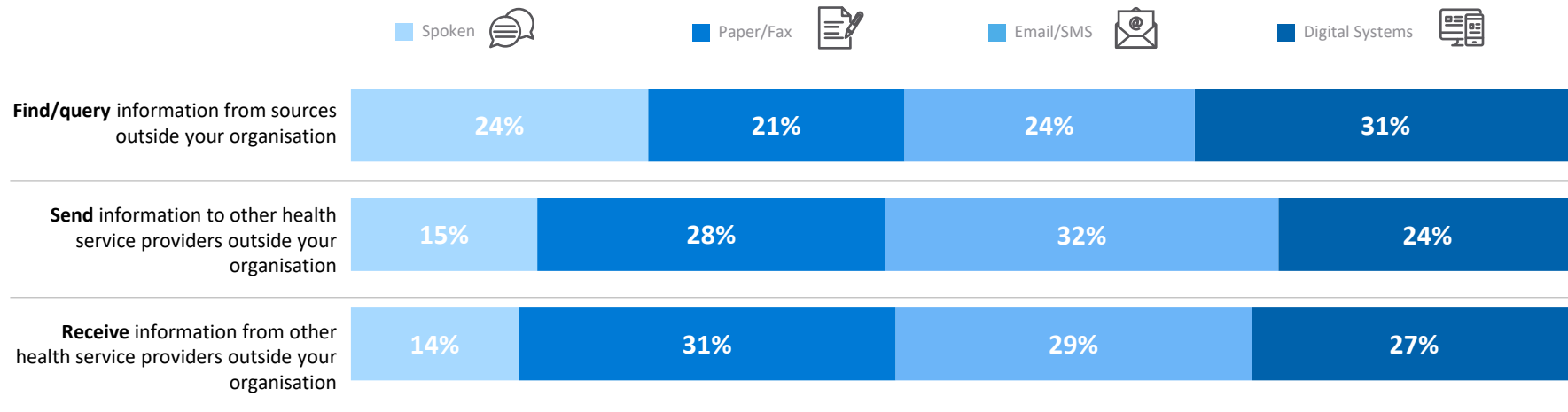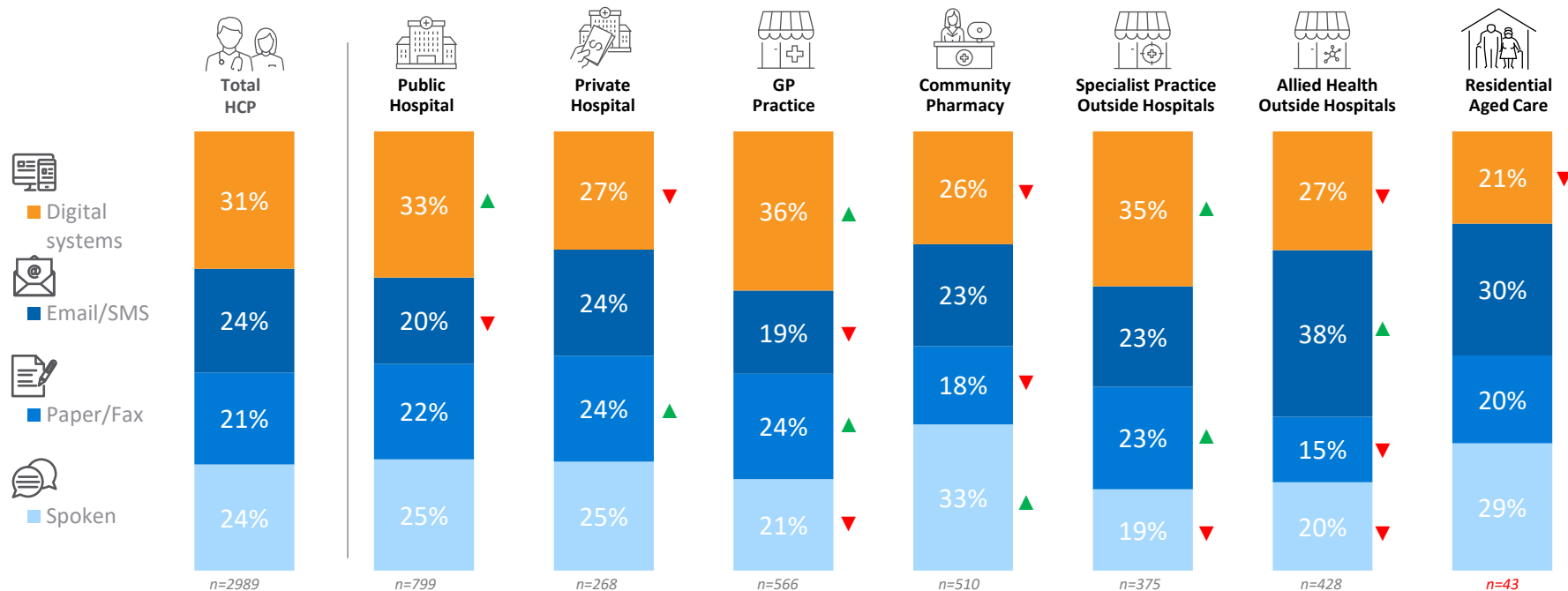A2a When dealing with patient records/clinical information, how often do you use each of the following methods?
Base: public Hospital (n=799), Private Hospital (n=268), GP Practice (n=566), Community Pharmacy (n=510), Specialist Practice outside Hospitals (n=375), Allied Health outside Hospitals (n=428)

Australian Government
Australian Digital Health Agency

When integrating patient records, GP and specialist practices are more likely to have automatic processes, while public hospitals and allied health are most dependent on manual methods

INTEGRATING PATIENT RECORDS BY SETTING
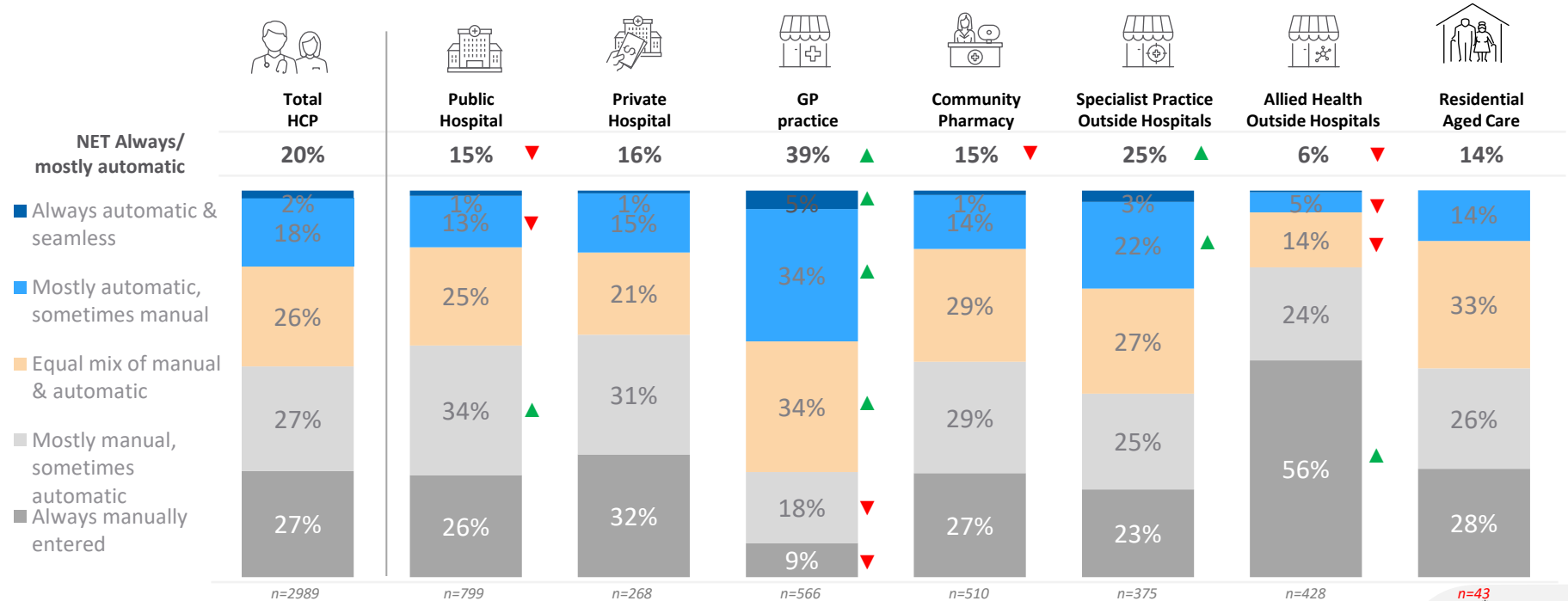
	Total HCP	Public Hospital	Private Hospital	GP practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals	Residential Aged Care
NET Always/ mostly automatic	**20%**	**15%** ▼	**16%**	**39%** ▲	**15%** ▼	**25%** ▲	**6%** ▼	**14%**
Always automatic & seamless	2%	1%	1%	5% ▲	1%	3%	5% ▼	14%
Mostly automatic, sometimes manual	18%	13% ▼	15%	34% ▲	14%	22% ▲	14% ▼	
Equal mix of manual & automatic	26%	25%	21%	34% ▲	29%	27%	24%	33%
Mostly manual, sometimes automatic	27%	34% ▲	31%	18% ▼	29%	25%	56% ▲	26%
Always manually entered	27%	26%	32%	9% ▼	27%	23%		28%
	n=2989	n=799	n=268	n=566	n=510	n=375	n=428	n=43

A2b When integrating patient records/clinical information received electronically from other health service providers into your clinical systems, is the process...?
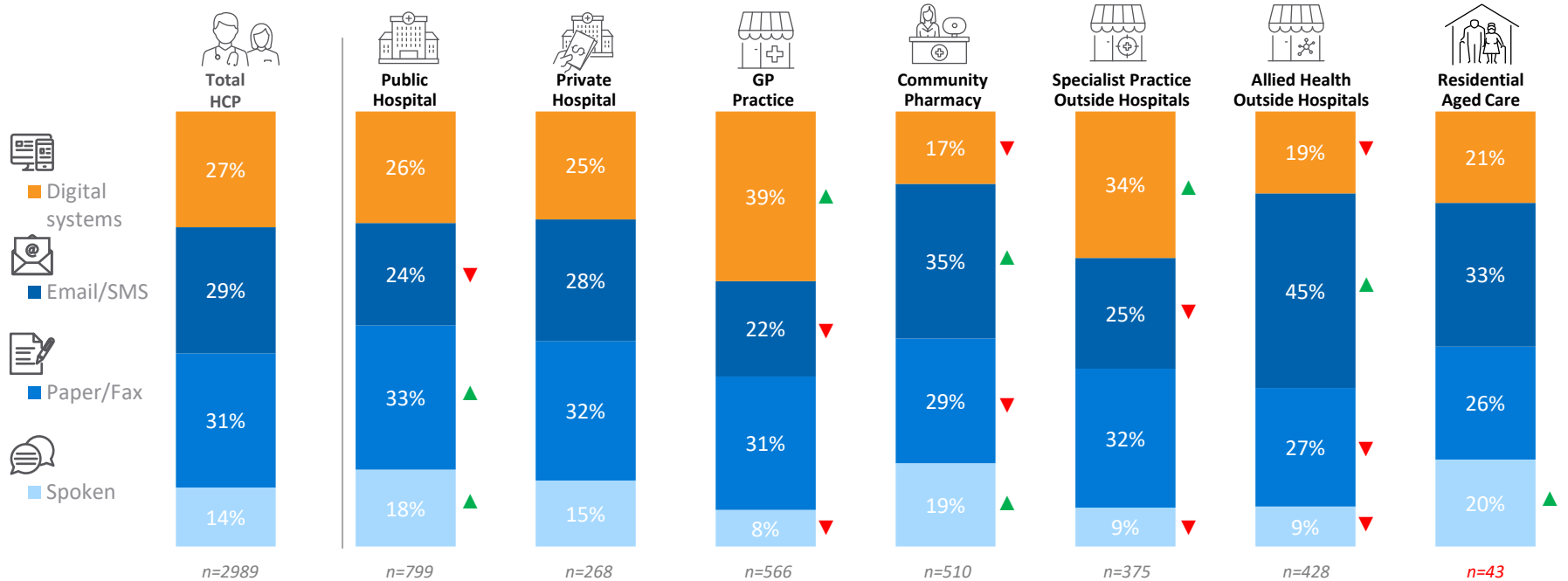
Low base between 30 and 50

▲ ▼ Significantly **higher**/**lower** than other group at 95% confidence interval

Australian Government
Australian Digital Health Agency

Two thirds of HCPs indicate that digital systems and automation are gaining momentum, while a third say they are using it at the same level to three years ago

DIGITAL SYSTEMS AND AUTOMATION MOMENTUM

	Much less often than three years ago	A little less than three years ago	About the same as three years ago	A little more than three years ago	A lot more than three years ago	NET: A lot more/ a little more
Find/query information from sources outside your organisation	3%	4%	28%	33%	32%	65%
Send information to other health service providers outside your organisation	3%	3%	30%	33%	32%	65%
Receive information from other health service providers outside your organisation	3%	3%	26%	34%	35%	69%

	Much less automated than three years ago	A little less automated than three years ago	About the same as three years ago	A little more automated than three years ago	A lot more automated than three years ago	NET: A lot more/ a little more
Integrating information received electronically from other health service providers into clinical systems	2%	3%	34%	42%	20%	62%

A3a When dealing with patient records/clinical information, would you say you are using digital systems to..?
When integrating information received from other health service providers into your clinical systems, would you say the process is...
Base Total HCP: (n=2989)

Australian Government
Australian Digital Health Agency

Digital momentum is strongest for GP practices and community pharmacies when finding/querying Information from other health service providers

DIGITAL MOMENTUM - **FINDING/QUERYING** INFORMATION FROM SOURCES OUTSIDE BY SETTING
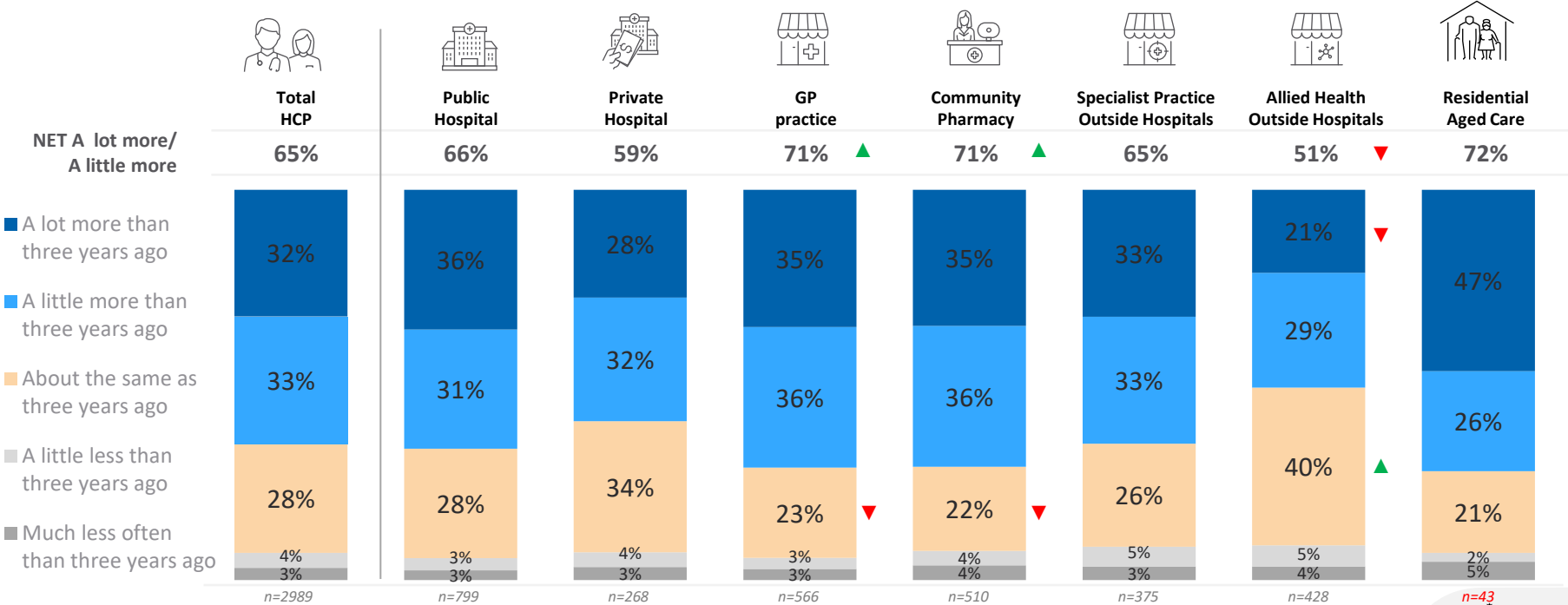
	Total HCP	Public Hospital	Private Hospital	GP practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals	Residential Aged Care
NET A lot more/ A little more	**65%**	**66%**	**59%**	**71%** ▲	**71%** ▲	**65%**	**51%** ▼	**72%**
A lot more than three years ago	32%	36%	28%	35%	35%	33%	21% ▼	47%
A little more than three years ago	33%	31%	32%	36%	36%	33%	29%	26%
About the same as three years ago	28%	28%	34%	23% ▼	22% ▼	26%	40% ▲	21%
A little less than three years ago	4%	3%	4%	3%	4%	5%	5%	2%
Much less often than three years ago	3%	3%	3%	3%	4%	3%	4%	5%
	n=2989	n=799	n=268	n=566	n=510	n=375	n=428	*n=43*

A3a When dealing with patient records/clinical information, would you say you are using Digital Systems to...?

Low base between 30 and 50

▲ ▼ Significantly **higher**/**lower** than other group at 95% confidence interval

Australian Government
Australian Digital Health Agency

Digital momentum is strongest for GP practices when sending information to other health service providers

DIGITAL MOMENTUM - **SEND** INFORMATION TO OTHER HEALTHCARE PROVIDERS BY SETTING

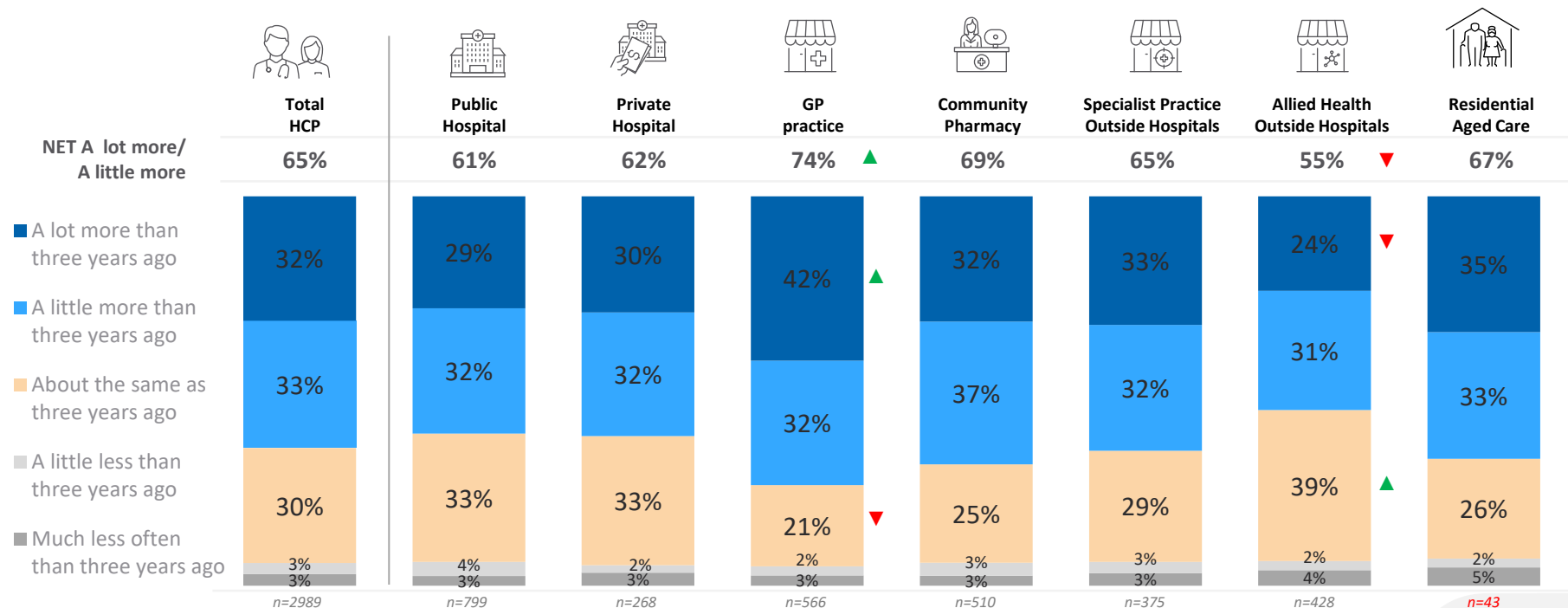|	Total HCP	Public Hospital	Private Hospital	GP practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals	Residential Aged Care
NET A lot more/ A little more	**65%**	**61%**	**62%**	**74%** ▲	**69%**	**65%**	**55%** ▼	**67%**
A lot more than three years ago	32%	29%	30%	42% ▲	32%	33%	24% ▼	35%
A little more than three years ago	33%	32%	32%	32%	37%	32%	31%	33%
About the same as three years ago	30%	33%	33%	21% ▼	25%	29%	39% ▲	26%
A little less than three years ago	3%	4%	2%	2%	3%	3%	2%	2%
Much less often than three years ago	3%	3%	3%	3%	3%	3%	4%	5%
	n=2989	n=799	n=268	n=566	n=510	n=375	n=428	n=43

A3a When dealing with patient records/clinical information, would you say you are using Digital Systems to…?

Low base between 30 and 50

▲ ▼ Significantly **higher**/**lower** than other group at 95% confidence interval

Australian Government
Australian Digital Health Agency

Digital momentum is strongest for GP practices and community pharmacies when receiving information to other health service providers

DIGITAL MOMENTUM - **RECEIVE** INFORMATION FROM OTHER HEALTH SERVICE PROVIDERS BY SETTING

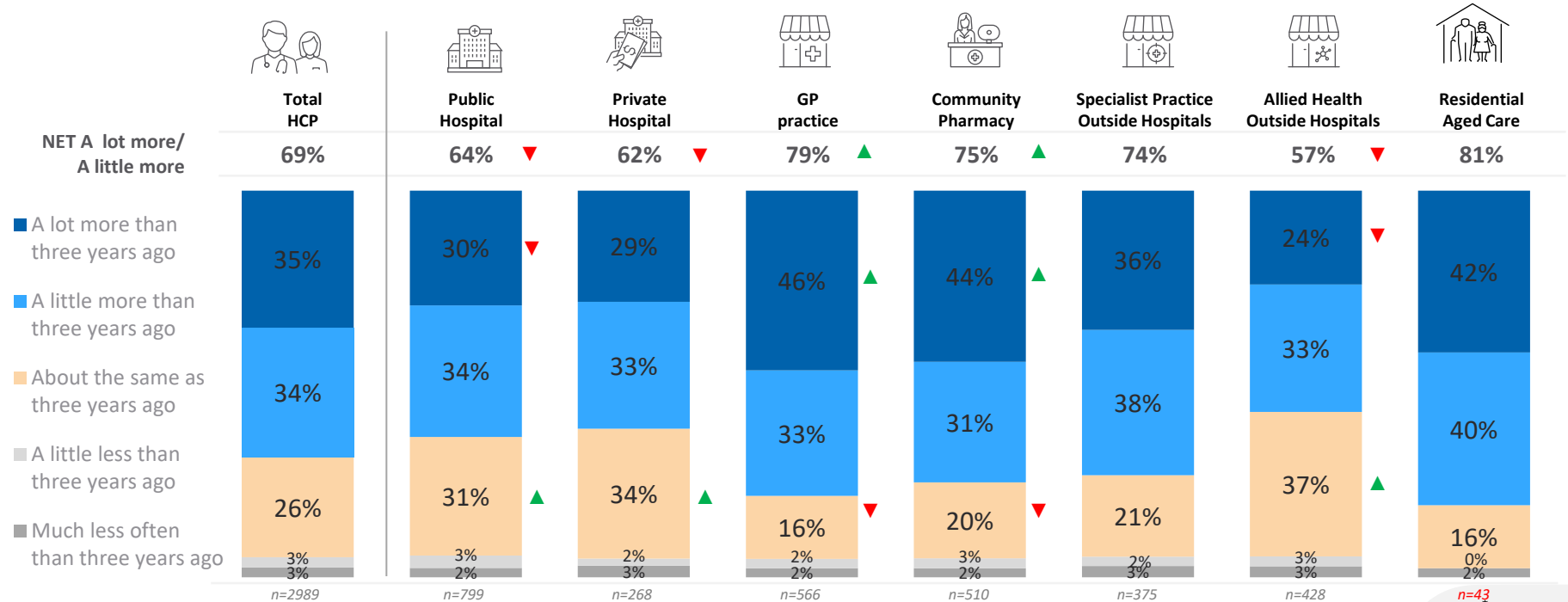|	Total HCP	Public Hospital	Private Hospital	GP practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals	Residential Aged Care
NET A lot more/ A little more	**69%**	**64%** ▼	**62%** ▼	**79%** ▲	**75%** ▲	**74%**	**57%** ▼	**81%**
A lot more than three years ago	35%	30% ▼	29%	46% ▲	44% ▲	36%	24% ▼	42%
A little more than three years ago	34%	34%	33%	33%	31%	38%	33%	40%
About the same as three years ago	26%	31% ▲	34% ▲	16% ▼	20% ▼	21%	37% ▲	16%
A little less than three years ago	3%	3%	2%	2%	3%	2%	3%	0%
Much less often than three years ago	3%	2%	3%	2%	2%	3%	3%	2%
	n=2989	n=799	n=268	n=566	n=510	n=375	n=428	n=43

A3a When dealing with patient records/clinical information, would you say you are using Digital Systems to…?

n=43
Low base between 30 and 50

▲ ▼ Significantly **higher**/**lower** than other group at 95% confidence interval

Australian Government
Australian Digital Health Agency

Automation momentum is strongest for GP practices and community pharmacies when integrating information from other health service providers

	Total HCP	Public Hospital	Private Hospital	GP practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals	Residential Aged Care
NET More automated	62%	58% ▼	57%	77% ▲	70% ▲	59%	46% ▼	56%
A lot more automated than three years ago	20%	17% ▼	18%	29% ▲	25% ▲	22%	9% ▼	21%
A little more automated than three years ago	42%	41%	39%	48% ▲	45%	37%	37%	35%
About the same level of automation as three years ago	34%	38% ▲	38% ▲	20% ▼	24% ▼	37%	49% ▲	40%
A little less automated than three years ago	3%	3%	3%	2%	4%	3%	2%	2%
Much less automated than three years ago	2%	1%	2%	2%	2%	1%	2%	2%
	n=2989	n=799	n=268	n=566	n=510	n=375	n=428	n=43
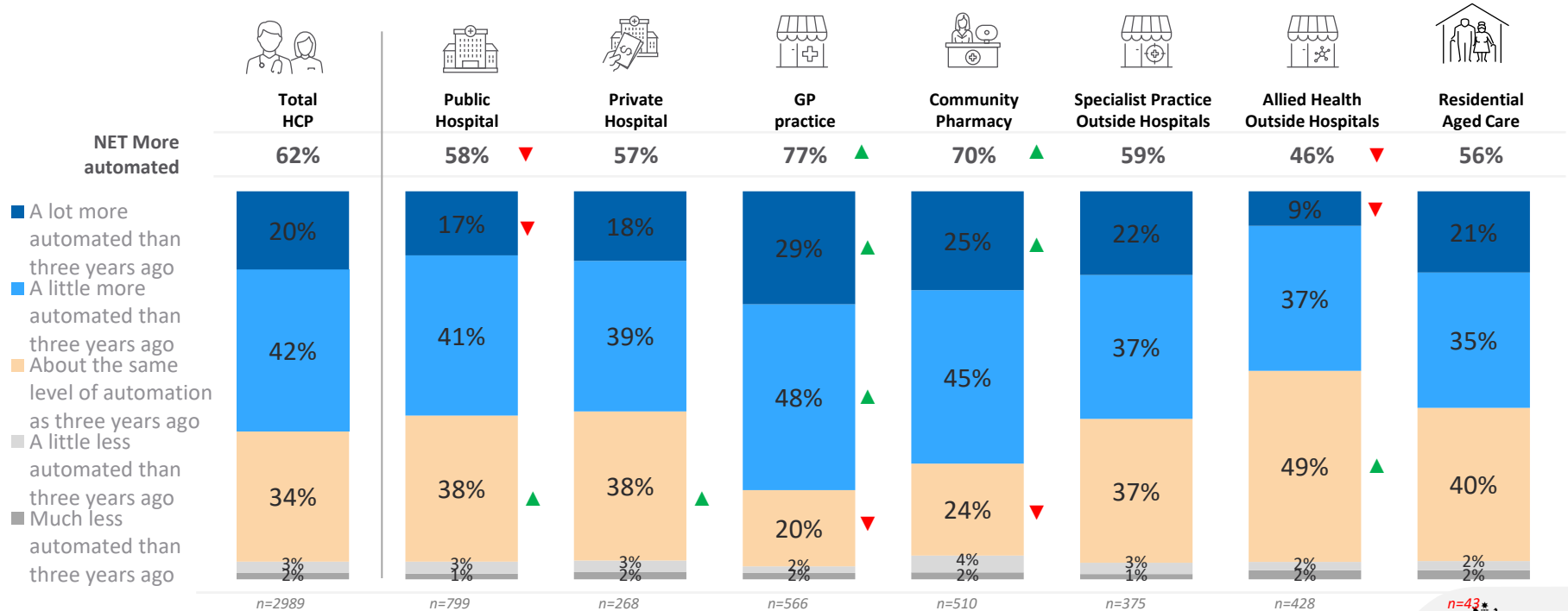
A3b When integrating information received from other health service providers into your clinical systems, would you say the process is...

Low base between 30 and 50

▲▼ Significantly **higher**/**lower** than other group at 95% confidence interval

Australian Government
Australian Digital Health Agency

HCPs working in WA in a public and private hospital setting are more likely to say that the use of digital systems and automation when integrating is about the same as three years ago

DIGITAL SYSTEMS/AUTOMATION MOMENTUM X STATE AND SETTING

ABOUT THE SAME AS THREE YEARS AGO

	Public Hospital					Private Hospital					GP practice					Community Pharmacy				Specialist practice outside hospitals			Allied health outside hospitals		
	NSW	VIC	QLD	WA	SA	NSW	VIC	QLD	WA	NSW	VIC	QLD	WA	SA	NSW	VIC	QLD	WA	NSW	VIC	QLD	NSW	VIC	QLD
FIND USING DIGITAL SYSTEMS	25%	30%	25%	40%	33%	36%	35%	21%	50%	27%	21%	21%	25%	23%	18%	26%	22%	24%	26%	26%	30%	38%	45%	47%
SEND USING DIGITAL SYSTEMS	34%	32%	30%	45%	36%	36%	38%	21%	37%	23%	24%	17%	16%	29%	20%	30%	29%	24%	29%	25%	36%	37%	39%	40%
RECEIVE USING DIGITAL SYSTEMS	29%	33%	31%	40%	28%	38%	34%	21%	43%	18%	18%	13%	16%	14%	18%	23%	19%	18%	24%	16%	28%	37%	37%	40%
INTEGRATE AUTOMATION	35%	38%	40%	53%	30%	35%	44%	28%	50%	22%	18%	17%	15%	26%	20%	27%	27%	31%	39%	35%	39%	52%	48%	44%
Base (n)	269	246	135	53	69	84	82	53	*30*	184	148	115	67	*35*	189	134	98	*45*	136	117	74	186	122	73

A3a When dealing with patient records/clinical information, would you say you are using digital systems to..?
A3b. When integrating information received from other health service providers into your clinical systems, would you say the process is...

NOTE: Base <30 too low to report SA, TAS, NT, ACT (<50) (public hospital SA base included). WA, allied health and specialist practice

Low base between 30 and 50
▲▼ Significantly **higher**/**lower** than other group at 95% confidence interval

Australian Government
Australian Digital Health Agency

Those seeing less patients are more likely to be using digital systems and automation to integrate information about the same as three years ago

DIGITAL SYSTEMS/AUTOMATION MOMENTUM X STATE AND SETTING

ABOUT THE SAME AS THREE YEARS AGO

NUMBER OF PATIENTS SEEN PER WEEK

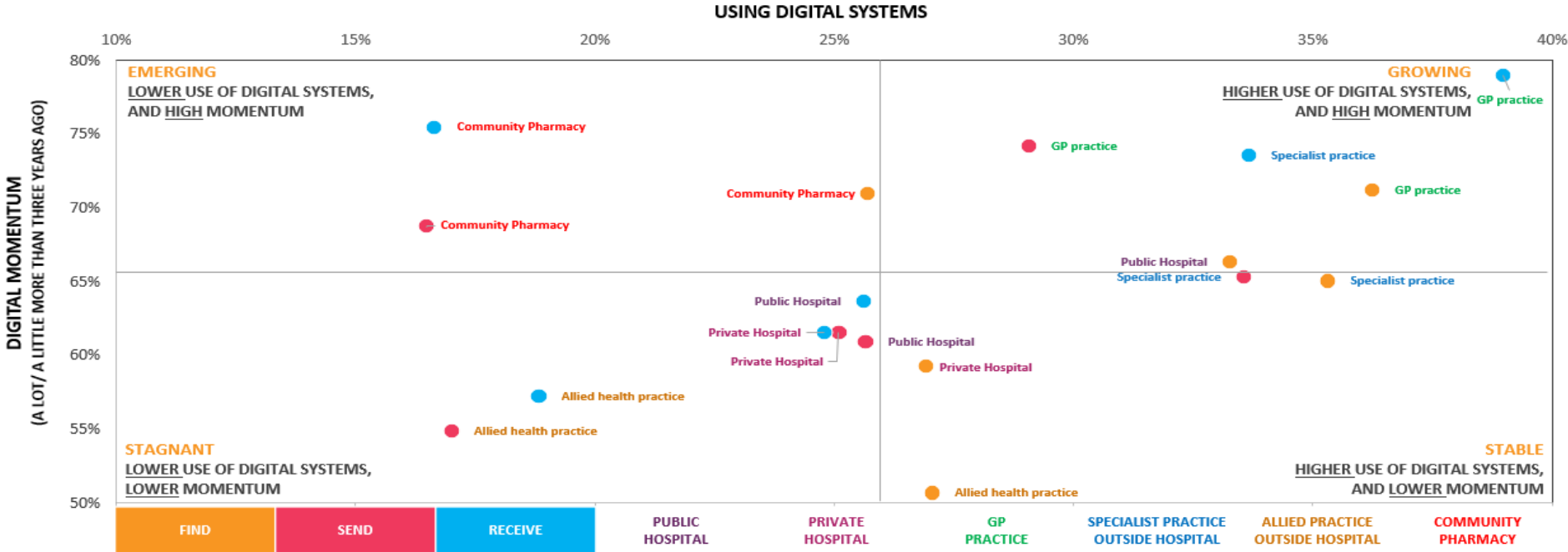|	1-20	20-40	40-80	80-200	200+
FIND USING DIGITAL SYSTEMS	38% ▲	32% ▲	29%	26%	22% ▼
SEND USING DIGITAL SYSTEMS	42% ▲	34% ▲	30%	25% ▼	24% ▼
RECEIVE USING DIGITAL SYSTEMS	39% ▲	30% ▲	29% ▲	20% ▼	17% ▼
INTEGRATE AUTOMATION	45% ▲	40% ▲	38% ▲	28% ▼	24% ▼
Base (n)	*298*	*512*	*725*	*658*	*617*

A3a When dealing with patient records/clinical information, would you say you are using digital systems to..?
A3b. When integrating information received from other health service providers into your clinical systems, would you say the process is...

▲ ▼ Significantly **higher**/**lower** than other group at 95% confidence interval

Australian Government
Australian Digital Health Agency

Digital systems are gaining most momentum among HCPs working in community pharmacies, GP and specialist practices, while hospitals and allied health practices are transitioning more slowly

USE OF DIGITAL SYSTEMS (FIND/QUERY, SEND, RECEIVE) X DIGITAL MOMENTUM
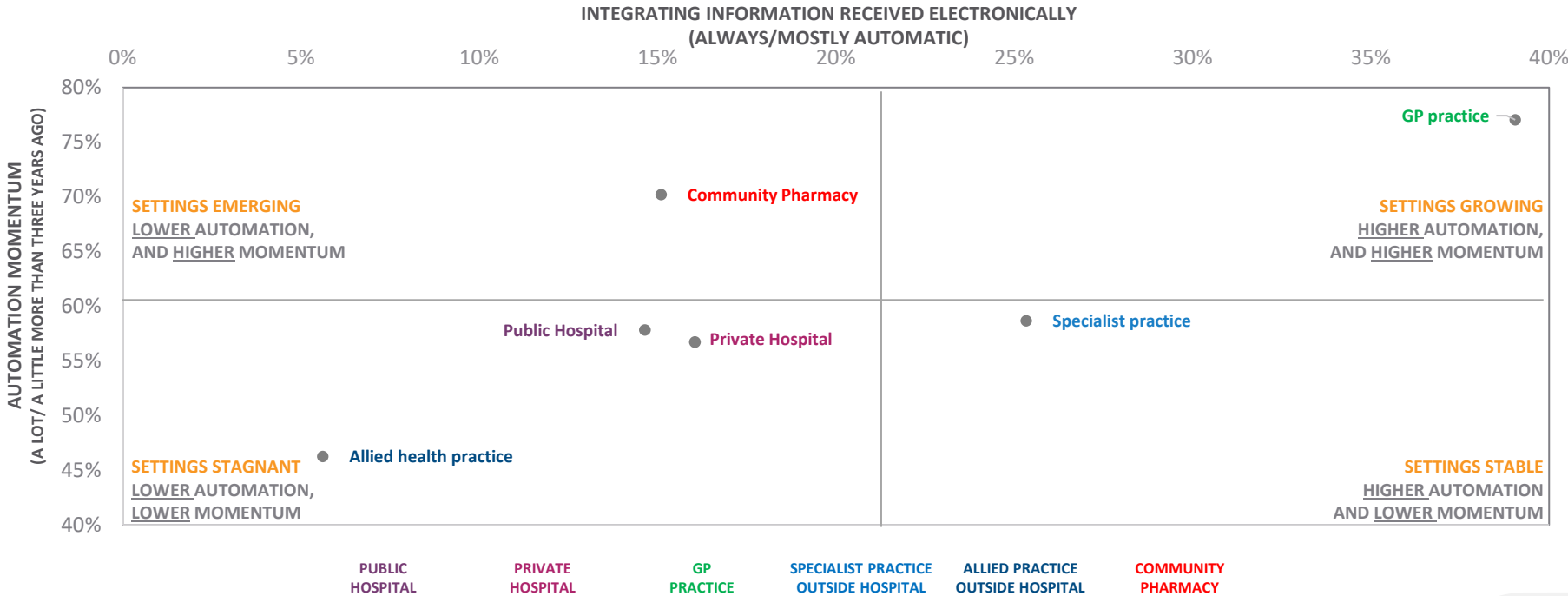

USING DIGITAL SYSTEMS

DIGITAL MOMENTUM (A LOT / A LITTLE MORE THAN THREE YEARS AGO)

EMERGING
LOWER USE OF DIGITAL SYSTEMS, AND HIGH MOMENTUM

GROWING
HIGHER USE OF DIGITAL SYSTEMS, AND HIGH MOMENTUM

STAGNANT
LOWER USE OF DIGITAL SYSTEMS, LOWER MOMENTUM

STABLE
HIGHER USE OF DIGITAL SYSTEMS, AND LOWER MOMENTUM

Data point labels: Community Pharmacy; Community Pharmacy; Community Pharmacy; GP practice; Specialist practice; GP practice; GP practice; Public Hospital; Specialist practice; Specialist practice; Public Hospital; Private Hospital; Private Hospital; Public Hospital; Private Hospital; Allied health practice; Allied health practice; Allied health practice

Legend: FIND | SEND | RECEIVE | PUBLIC HOSPITAL | PRIVATE HOSPITAL | GP PRACTICE | SPECIALIST PRACTICE OUTSIDE HOSPITAL | ALLIED PRACTICE OUTSIDE HOSPITAL | COMMUNITY PHARMACY

Australian Government
Australian Digital Health Agency

When integrating patient/clinical information, community pharmacies and GP practices are charging ahead of other settings on automation

USE OF DIGITAL SYSTEMS (INTEGRATE) X DIGITAL MOMENTUM

INTEGRATING INFORMATION RECEIVED ELECTRONICALLY
(ALWAYS/MOSTLY AUTOMATIC)

AUTOMATION MOMENTUM
(A LOT/ A LITTLE MORE THAN THREE YEARS AGO)

SETTINGS EMERGING
LOWER AUTOMATION,
AND HIGHER MOMENTUM

SETTINGS GROWING
HIGHER AUTOMATION,
AND HIGHER MOMENTUM

SETTINGS STAGNANT
LOWER AUTOMATION,
LOWER MOMENTUM

SETTINGS STABLE
HIGHER AUTOMATION
AND LOWER MOMENTUM

GP practice
Community Pharmacy
Public Hospital
Private Hospital
Specialist practice
Allied health practice

PUBLIC HOSPITAL · PRIVATE HOSPITAL · GP PRACTICE · SPECIALIST PRACTICE OUTSIDE HOSPITAL · ALLIED PRACTICE OUTSIDE HOSPITAL · COMMUNITY PHARMACY

A2b When integrating patient records/clinical information received electronically from other health service providers into your clinical systems, is the process...?
A3b When integrating information received from other health service providers into your clinical systems, would you say the process is..?
Base: Public Hospital (n=799), Private Hospital (n=268), GP Practice (n=566), Community Pharmacy (n=510), Specialist Practice outside Hospitals (n=375), Allied Health outside Hospitals (n=428)

Australian Government
Australian Digital Health Agency

Across most settings, HCPs residing in QLD are significantly more likely to be using digital systems when dealing with patient information

METHODS FOR DEALING WITH PATIENT RECORDS/CLINICAL INFORMATION X STATE AND SETTING

	Public Hospital					Private Hospital				GP Practice					Community Pharmacy				Specialist Practice Outside Hospitals			Allied Health Outside Hospitals		
	NSW	VIC	QLD	WA	SA	NSW	VIC	QLD	WA	NSW	VIC	QLD	WA	SA	NSW	VIC	QLD	WA	NSW	VIC	QLD	NSW	VIC	QLD
FIND USING DIGITAL SYSTEMS	30%	29%	43% ▲	28%	40%	23%	22%	42% ▲	26%	32%	35%	44% ▲	38%	27%	24%	26%	28%	26%	31%	34%	46% ▲	27%	24%	31%
SEND USING DIGITAL SYSTEMS	22%	24%	33% ▲	26%	22%	20%	23%	37% ▲	31%	23% ▼	25%	43% ▲	32%	20% ▼	17%	13%	17%	23%	29%	29%	47% ▲	18%	13%	19%
RECEIVE USING DIGITAL SYSTEMS	23%	23%	33% ▲	25%	22%	22%	23%	34%	26%	36%	36%	47%	42%	36%	16%	14%	20%	23%	29% ▼	30%	47% ▲	20%	15%	22%
INTEGRATE ALWAYS/MOSTLY AUTOMATIC	13%	14%	18%	13%	16%	12%	17%	25%	17%	39%	39%	44%	34%	34%	15%	12%	16%	16%	21%	24%	34%	4%	11%	1%
Base (n)	269	246	135	53	69	84	82	53	*30*	184	148	115	67	*35*	189	134	98	*45*	136	117	74	186	122	73

A2a When dealing with patient records/clinical information, how often do you use each of the following methods?
A2b. When integrating patient records/clinical information received electronically from other health service providers into your clinical systems, is the process…?

NOTE: Base <30 too low to report including; SA for private hospital, community pharmacy, specialist and allied health practices, and WA for specialist and allied health practice

Low base between 30 and 50

▲ ▼ Significantly higher/lower than other group at 95% confidence interval

Australian Government
Australian Digital Health Agency

Use of digital systems is largely consistent by region across setting; those in specialist practices are more likely to be using digital systems in metro areas for sending information than regional/remote

USE OF DIGITAL SYSTEMS BY SETTING X REGION

	Public Hospital		Private Hospital		GP Practice		Community Pharmacy		Specialist Practice Outside Hospitals		Allied Health Outside Hospitals	
	Metro	Regional/ Remote	Metro	Regional/ Remote	Metro	Regional/ Remote	Metro	Regional/ Remote	Metro	Regional/ Remote	Metro	Regional/ Remote
FIND	33%	36%	27%	28%	36%	36%	26%	24%	36%	30%	28%	23%
SEND	25%	27%	25%	25%	29%	31%	17%	16%	35% ▲	23% ▼	17%	16%
RECEIVE	25%	27%	25%	22%	38%	42%	17%	17%	35%	26%	19%	17%
Base (n)	685	114	244	*24*	475	91	423	87	336	*39*	344	84

Low base between 20 and 50

▲ ▼ Significantly **higher**/**lower** than other group at 95% confidence interval

A2a When dealing with patient records/clinical information, how often do you use each of the following methods?

Australian Government
Australian Digital Health Agency

Digital momentum is largely consistent across states within settings, however digital momentum is higher in QLD in private hospitals

DIGITAL SYSTEMS/AUTOMATION MOMENTUM X STATE AND SETTING

A LOT MORE / A LITTLE MORE THAN THREE YEARS AGO

	Public Hospital					Private Hospital					GP practice					Community Pharmacy				Specialist practice outside hospitals			Allied health outside hospitals		
	NSW	VIC	QLD	WA	SA	NSW	VIC	QLD	WA	NSW	VIC	QLD	WA	SA	NSW	VIC	QLD	WA	NSW	VIC	QLD	NSW	VIC	QLD
FIND USING DIGITAL SYSTEMS	70%	64%	69%	55%	61%	56%	62%	74%	33% ▼	68%	70%	75%	72%	66%	72%	65%	77%	64%	63%	68%	62%	55%	47%	42%
SEND USING DIGITAL SYSTEMS	61%	61%	62%	49%	58%	60%	56%	77%	57% ▲	73%	70%	79%	79%	63%	73%	60%	70%	69%	63%	71%	58%	58%	53%	53%
RECEIVE USING DIGITAL SYSTEMS	67%	62%	64%	55%	62%	56%	61%	79%	50% ▲	78%	75%	85%	79%	74%	76%	70%	80%	76%	71%	79%	66%	57%	57%	58%
INTEGRATE AUTOMATION	59%	58%	58%	43%	64%	58%	51%	66%	50% ▲	74%	78%	80%	81%	69%	74%	65%	71%	67%	54%	62%	58%	44%	48%	51%
Base (n)	269	246	135	53	69	84	82	53	*30*	184	148	115	67	*35*	189	134	98	*45*	136	117	74	186	122	73

A3a When dealing with patient records/clinical information, would you say you are using digital systems to..?
A3b. When integrating information received from other health service providers into your clinical systems, would you say the process is…

NOTE: Base <30 too low to report SA, TAS, NT, ACT (<50) (public hospital SA base included). WA, allied health and specialist practice

Low base between 30 and 50
▲▼ Significantly **higher**/**lower** than other group at 95% confidence interval

Australian Government
Australian Digital Health Agency

Section 5:

Digital maturity by setting

Digital maturity summary: public hospital
Current use of digital and momentum is in line with the average HCP

DEALING WITH **PATIENTS RECORDS/CLINICAL INFORMATION**

Public Hospital

CURRENT METHODS

Legend:
- Spoken
- Paper/Fax
- Email/SMS
- Digital Systems

MOMENTUM

Legend:
- Much less often than 3 years ago
- A little less often than 3 years ago
- About the same
- A little more often
- Much more often than 3 years ago

TOTAL HCP: DIGITAL SYSTEMS

TOTAL HCP: MUCH MORE/ A LITTLE MORE

Method	Spoken	Paper/Fax	Email/SMS	Digital Systems	TOTAL HCP: DIGITAL SYSTEMS	Much less	A little less	About the same	A little more	Much more	TOTAL HCP: MUCH MORE/A LITTLE MORE
Find/query information from sources outside your organisation	25%	22%	20%	33%	**31%**	3%	3%	28%	31%	36%	65%
Send information to other health service providers outside your organisation	18%	30%	26%	26%	**24%**	4%	3%	33%	32%	29%	65%
Receive information from other health service providers outside your organisation	18%	33%	24%	26%	**27%**	3%	2%	31%	34%	30%	69%

CURRENT AUTOMATION

Legend:
- Always manually entered
- Mostly manual, sometimes automatic
- Equal mix of manual & automatic
- Mostly automatic, sometimes manual
- Always automatic & seamless

MOMENTUM

Legend:
- Much less automated than 3 years ago
- A little less automated than 3 years ago
- About the same
- A little more automated than 3 years ago
- Much more automated than 3 years ago

TOTAL HCP: MOSTLY/SOMEWHAT AUTOMATIC

TOTAL HCP: MUCH MORE/ A LITTLE MORE

Automation	Always manual	Mostly manual	Equal mix	Mostly automatic	Always automatic	TOTAL HCP: MOSTLY/SOMEWHAT AUTOMATIC	Much less	A little less	About the same	A little more	Much more	TOTAL HCP: MUCH MORE/A LITTLE MORE
Integrating information received electronically from other health service providers into clinical systems	26%	34%	25%	13%	1%	**20%**	3%	1%	38%	41%	17%	62%

A2a When dealing with patient records/clinical information, how often do you use each of the following methods? A2b When integrating patient records/clinical information received electronically from other health service providers into your clinical systems, is the process...?
A3a When dealing with patient records/clinical information, would you say you are using digital systems to..? A3b When integrating information received from other health service providers into your clinical systems, would you say the process is..?
Base: Public hospital (n=799)

Australian Government
Australian Digital Health Agency

Digital maturity summary: private hospitals
Current use of digital and momentum is slightly lower than average

DEALING WITH PATIENTS RECORDS/CLINICAL INFORMATION
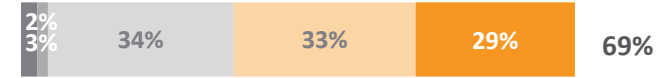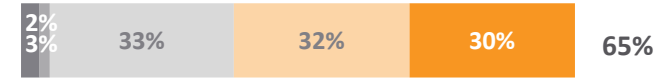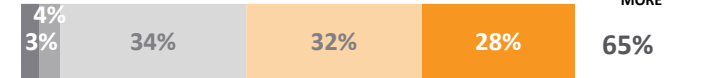
Private Hospital

CURRENT METHODS

Legend:
- Spoken
- Paper/Fax
- Email/SMS
- Digital Systems

MOMENTUM

Legend:
- Much less often than 3 years ago
- A little less often than 3 years ago
- About the same
- A little more often
- Much more often than 3 years ago

	Spoken	Paper/Fax	Email/SMS	Digital Systems	TOTAL HCP: DIGITAL SYSTEMS		Much less	A little less	About the same	A little more	Much more	TOTAL HCP: MUCH MORE/ A LITTLE MORE
Find/query information from sources outside your organisation	25%	24%	24%	27%	**31%**		4%	3%	34%	32%	28%	**65%**
Send information to other health service providers outside your organisation	15%	28%	31%	25%	**24%**		2%	3%	33%	32%	30%	**65%**
Receive information from other health service providers outside your organisation	15%	32%	28%	25%	**27%**		2%	3%	34%	33%	29%	**69%**

CURRENT AUTOMATION

Legend:
- Always manually entered
- Mostly manual, sometimes automatic
- Equal mix of manual & automatic
- Mostly automatic, sometimes manual
- Always automatic & seamless

MOMENTUM

Legend:
- Much less automated than 3 years ago
- A little less automated than 3 years ago
- About the same
- A little more automated than 3 years ago
- Much more automated than 3 years ago

	Always manual	Mostly manual	Equal mix	Mostly auto	Always auto	TOTAL HCP: MOSTLY/SOMEWHAT AUTOMATIC		Much less	A little less	About the same	A little more	Much more	TOTAL HCP: MUCH MORE/ A LITTLE MORE
Integrating information received electronically from other health service providers into clinical systems	32%	31%	21%	15%	1%	**20%**		3%	2%	38%	39%	18%	**62%**

A2a When dealing with patient records/clinical information, how often do you use each of the following methods? A2b When integrating patient records/clinical information received electronically from other health service providers into your clinical systems, is the process...? A3a When dealing with patient records/clinical information, would you say you are using digital systems to..? A3b When integrating information received from other health service providers into your clinical systems, would you say the process is..?
Base: Private hospital (n=268)

Australian Government
Australian Digital Health Agency

Digital maturity summary: GP practices
More digitally mature than the average and have strong momentum

GP Practice

DEALING WITH PATIENTS RECORDS/CLINICAL INFORMATION

CURRENT METHODS

- Spoken
- Paper/Fax
- Email/SMS
- Digital Systems

TOTAL HCP: DIGITAL SYSTEMS

Find/query information from sources outside your organisation	21%	24%	19%	36%	**31%**

Send information to other health service providers outside your organisation	9%	36%	25%	29%	**24%**

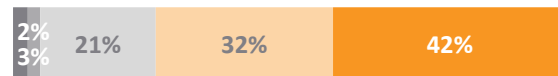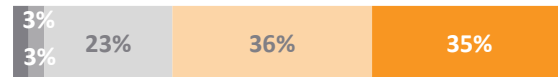| Receive information from other health service providers outside your organisation	8%	31%	22%	39%	**27%**

MOMENTUM

- Much less often than 3 years ago
- A little less often than 3 years ago
- About the same
- A little more often
- Much more often than 3 years ago

TOTAL HCP: MUCH MORE/ A LITTLE MORE

Find/query	3%	3%	23%	36%	35%	**65%**

Send	2%	3%	21%	32%	42%	**65%**

Receive	2%	2%	16%	33%	46%	**69%**

CURRENT AUTOMATION

- Always manually entered
- Mostly manual, sometimes automatic
- Equal mix of manual & automatic
- Mostly automatic, sometimes manual
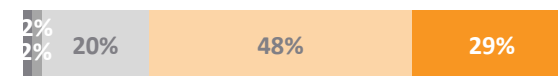- Always automatic & seamless

TOTAL HCP: MOSTLY/SOMEWHAT AUTOMATIC

Integrating information received electronically from other health service providers into clinical systems	9%	18%	34%	34%	5%	**20%**

MOMENTUM

- Much less automated than 3 years ago
- A little less automated than 3 years ago
- About the same
- A little more automated than 3 years ago
- Much more automated than 3 years ago

TOTAL HCP: MUCH MORE/ A LITTLE MORE

Integrating	2%	2%	20%	48%	29%	**62%**

A2a When dealing with patient records/clinical information, how often do you use each of the following methods? A2b When integrating patient records/clinical information received electronically from other health service providers into your clinical systems, is the process...? A3a When dealing with patient records/clinical information, would you say you are using digital systems to..? A3b When integrating information received from other health service providers into your clinical systems, would you say the process is..?
Base: GP Practice (n=566)

Australian Government
Australian Digital Health Agency

Digital maturity summary: community pharmacies
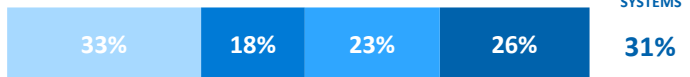## Less digital mature but have strong momentum

Community Pharmacy

DEALING WITH **PATIENTS RECORDS/CLINICAL INFORMATION**

CURRENT METHODS
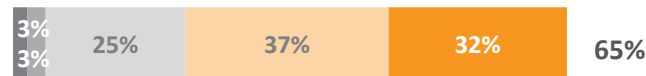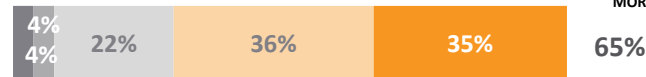
- Spoken
- Paper/Fax
- Email/SMS
- Digital Systems

MOMENTUM

- Much less often than 3 years ago
- A little less often than 3 years ago
- About the same
- A little more often
- Much more often than 3 years ago

	Spoken	Paper/Fax	Email/SMS	Digital Systems	TOTAL HCP: DIGITAL SYSTEMS		Much less	A little less	About the same	A little more	Much more	TOTAL HCP: MUCH MORE/ A LITTLE MORE
Find/query information from sources outside your organisation	33%	18%	23%	26%	31%		4%	4%	22%	36%	35%	65%
Send information to other health service providers outside your organisation	25%	23%	35%	16%	24%		3%	3%	25%	37%	32%	65%
Receive information from other health service providers outside your organisation	19%	29%	35%	17%	27%		3%	2%	20%	31%	44%	69%

CURRENT AUTOMATION

- Always manually entered
- Mostly manual, sometimes automatic
- Equal mix of manual & automatic
- Mostly automatic, sometimes manual
- Always automatic & seamless

MOMENTUM

- Much less automated than 3 years ago
- A little less automated than 3 years ago
- About the same
- A little more automated than 3 years ago
- Much more automated than 3 years ago

	Always manual	Mostly manual	Equal mix	Mostly automatic	Always automatic	TOTAL HCP: MOSTLY/SOMEWHAT AUTOMATIC		Much less	A little less	About the same	A little more	Much more	TOTAL HCP: MUCH MORE/ A LITTLE MORE
Integrating information received electronically from other health service providers into clinical systems	27%	29%	29%	14%	1%	20%		4%	2%	24%	45%	25%	62%

Australian Government
Australian Digital Health Agency

Digital maturity summary: specialist practices outside hospitals
Specialists sit above average on digital maturity and momentum is average

DEALING WITH **PATIENTS RECORDS/CLINICAL INFORMATION**

CURRENT METHODS

Legend:
- Spoken
- Paper/Fax
- Email/SMS
- Digital Systems

MOMENTUM

Legend:
- Much less often than 3 years ago
- A little less often than 3 years ago
- About the same
- A little more often
- Much more often than 3 years ago

	Current Methods				TOTAL HCP: DIGITAL SYSTEMS	Momentum					TOTAL HCP: MUCH MORE/ A LITTLE MORE
Find/query information from sources outside your organisation	19%	23%	23%	35%	**31%**	3%	5%	26%	33%	33%	65%
Send information to other health service providers outside your organisation	9%	28%	29%	34%	**24%**	3% / 3%	29%		32%	33%	65%
Receive information from other health service providers outside your organisation	9%	32%	25%	34%	**27%**	2% / 3%	21%		38%	36%	69%

CURRENT AUTOMATION

Legend:
- Always manually entered
- Mostly manual, sometimes automatic
- Equal mix of manual & automatic
- Mostly automatic, sometimes manual
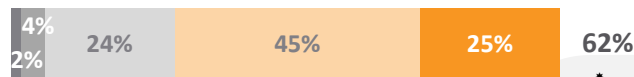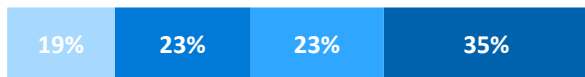- Always automatic & seamless

MOMENTUM

Legend:
- Much less automated than 3 years ago
- A little less automated than 3 years ago
- About the same
- A little more automated than 3 years ago
- Much more automated than 3 years ago

	Current Automation					TOTAL HCP: MOSTLY/SOMEWHAT AUTOMATIC	Momentum				TOTAL HCP: MUCH MORE/ A LITTLE MORE
Integrating information received electronically from other health service providers into clinical systems	23%	25%	27%	22%	3%	**20%**	3% / 1%	37%	37%	22%	62%

Research undertaken by fiftyfive5

Australian Government
Australian Digital Health Agency

Digital maturity summary: allied health practices outside hospitals
Allied digital maturity is low and momentum is slower than other settings

Allied Health

DEALING WITH PATIENTS RECORDS/CLINICAL INFORMATION

CURRENT METHODS

Legend:
- Spoken
- Paper/Fax
- Email/SMS
- Digital Systems

TOTAL HCP: DIGITAL SYSTEMS

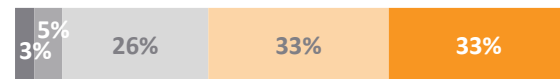| Method	Spoken	Paper/Fax	Email/SMS	Digital Systems	Total HCP: Digital Systems
Find/query information from sources outside your organisation	20%	15%	38%	27%	31%
Send information to other health service providers outside your organisation	10%	22%	51%	17%	24%
Receive information from other health service providers outside your organisation	9%	27%	45%	19%	27%

MOMENTUM

Legend:
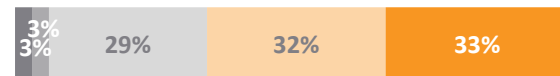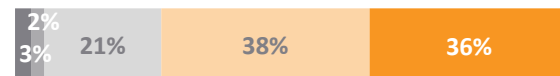- Much less often than 3 years ago
- A little less often than 3 years ago
- About the same
- A little more often
- Much more often than 3 years ago

TOTAL HCP: MUCH MORE/ A LITTLE MORE

Method	Much less	A little less	About the same	A little more	Much more	Total HCP: Much more/A little more
Find/query	4%	4%	40%	29%	21%	65%
Send	4%	4%	39%	31%	24%	65%
Receive		3%	37%	33%	24%	69%

CURRENT AUTOMATION

Legend:
- Always manually entered
- Mostly manual, sometimes automatic
- Equal mix of manual & automatic
- Mostly automatic, sometimes manual
- Always automatic & seamless

TOTAL HCP: MOSTLY/SOMEWHAT AUTOMATIC

Method	Always manual	Mostly manual	Equal mix	Mostly automatic	Always automatic	Total HCP: Mostly/Somewhat Automatic
Integrating information received electronically from other health service providers into clinical systems	56%	24%	14%	5%	0%	20%

MOMENTUM

Legend:
- Much less automated than 3 years ago
- A little less automated than 3 years ago
- About the same
- A little more automated than 3 years ago
- Much more automated than 3 years ago

TOTAL HCP: MUCH MORE/ A LITTLE MORE

Method	Much less	A little less	About the same	A little more	Much more	Total HCP: Much more/A little more
Integrating	2%	2%	49%	37%	9%	62%

A2a When dealing with patient records/clinical information, how often do you use each of the following methods? A2b When integrating patient records/clinical information received electronically from other health service providers into your clinical systems, is the process...? A3a When dealing with patient records/clinical information, would you say you are using digital systems to..? A3b When integrating information received from other health service providers into your clinical systems, would you say the process is..?
Base: Allied Health (n=428)

Australian Government
Australian Digital Health Agency

Section 6:

Healthcare provider interactions

GP clinics are the most commonly interacted with, closely followed by public hospitals and specialists

PROPORTION OF HCPs WHO INTERACT WITH EACH HEALTH SERVICE PROVIDER REGULARLY (TOTAL HCPs)

Total HCP

7/19
AVERAGE NUMBER OF SELECTIONS

Other health service providers listed included:
- Optometrists / Ophthalmologists
- Child Protection services
- Immunisation services
- Palliative Care
- NDIS Support Coordinators
- Dialysis nurses / technicians
- Radiologists
- Mental health services
- Advocacy groups
- Interpreters

Provider	%
GP clinics	75%
Hospitals – public	70%
Specialists	69%
Pathology Providers	56%
Pharmacies	55%
Diagnostic imaging	55%
Hospitals – private	52%
Allied Health Care providers	44%
Govt healthcare admin	39%
Aged Care facilities	32%
Public / community health service	30%
WorkCover	22%
Private Health Insurance	19%
Dental practice	13%
Disability Care	10%
Aboriginal Medical Services	9%
Relevant employers/ employment services	9%
Social assistance service	7%
Other health service provider	2%

Australian Government
Australian Digital Health Agency

GP practices have the highest number of interactions with other health service providers

INTERACTIONS WITH HEALTH SERVICE PROVIDERS BY SETTING

|	TOTAL HCP	Public Hospital	Private Hospital	GP practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals
Base (n)	2,989	799	268	566	510	375	428
Average no. service providers interacted with	**6.7**	**6.5** ▼	**6.2** ▼	**8.7** ▲	**6.2** ▼	**6.6**	**4.9** ▼
GP clinics	**75%**	74%	60% ▼	56% ▼	93% ▲	86% ▲	80% ▲
Hospitals – public	**70%**	83% ▲	63% ▼	84% ▲	81% ▲	59% ▼	30% ▼
Specialists	**69%**	66%	71%	87% ▲	50% ▼	79% ▲	62% ▼
Pathology Providers	**56%**	67% ▲	72% ▲	87% ▲	7% ▼	81% ▲	17% ▼
Pharmacies	**55%**	51% ▼	46% ▼	69% ▲	88% ▲	46% ▼	14% ▼
Diagnostic imaging	**55%**	64% ▲	64% ▲	85% ▲	2% ▼	72% ▲	40% ▼
Hospitals – private	**52%**	50%	68% ▲	63% ▲	63% ▲	51%	16% ▼
Allied Health Care providers	**44%**	38% ▼	32% ▼	74% ▲	25% ▼	29% ▼	53% ▲
Government healthcare administration	**39%**	24% ▼	28% ▼	55% ▲	50% ▲	46% ▲	35%
Aged Care facilities	**32%**	36% ▲	21% ▼	36% ▲	54% ▲	14% ▼	15% ▼
Public / community health service	**30%**	34% ▲	20% ▼	39% ▲	25% ▼	25% ▼	22% ▼
WorkCover	**22%**	6% ▼	17%	55% ▲	17% ▼	15% ▼	20%
Private Health Insurance	**19%**	9% ▼	37% ▲	16%	7% ▼	31% ▲	33% ▲
Dental practice	**13%**	5% ▼	4% ▼	11%	32% ▲	6% ▼	18% ▲
Disability Care	**10%**	9%	3% ▼	17% ▲	8%	5% ▼	12%
Aboriginal Medical Services	**9%**	14% ▲	2% ▼	8%	9%	9%	4% ▼
Relevant employers / employment services	**9%**	6% ▼	8%	19% ▲	5% ▼	4% ▼	8%
Social assistance service	**7%**	8%	5%	11% ▲	5% ▼	6%	5%
Other health service provider(s)	**2%**	2%	1%	1%	1%	2%	3% ▲

B1 Which of the following health service providers do you interact with regarding patient records/clinical information?

▲ ▼ Significantly **higher**/**lower** than other group at 95% confidence interval

Australian Government
Australian Digital Health Agency

2022 Interoperability Benchmark Survey – undertaken by fiftyfive5

Nurses/midwives and GPs interact with the largest number of health service providers

	Pharmacist	Nurse / Mid-wife	GP	Allied health	Medical Specialist
Average no. service providers interacted with	6.1 ▼	7.1 ▲	9.0 ▲	4.8 ▼	6.7
GP clinics	90% ▲	64% ▼	52% ▼	75%	83% ▲
Hospitals – public	80% ▲	76% ▲	90% ▲	33% ▼	72%
Specialists	49% ▼	64% ▼	92% ▲	59% ▼	81% ▲
Pathology Providers	11% ▼	72% ▲	91% ▲	19% ▼	82% ▲
Pharmacies	89% ▲	56%	71% ▲	14% ▼	46% ▼
Diagnostic imaging	4% ▼	62% ▲	91% ▲	40% ▼	78% ▲
Hospitals – private	62% ▲	52%	68% ▲	19% ▼	55%
Allied Health Care providers	24% ▼	57% ▲	76% ▲	52% ▲	26% ▼
Government healthcare administration	49% ▲	31% ▼	50% ▲	33% ▼	37%
Aged Care facilities	54% ▲	38% ▲	36%	18% ▼	19% ▼
Public / community health service	25% ▼	48% ▲	36% ▲	21% ▼	20% ▼
WorkCover	16% ▼	12% ▼	64% ▲	18%	13% ▼
Private Health Insurance	7% ▼	15% ▼	17%	31% ▲	23% ▲
Dental practice	27% ▲	7% ▼	9% ▼	18% ▲	5% ▼
Disability Care	7% ▼	15% ▲	16% ▲	11%	4% ▼
Aboriginal Medical Services	9%	14% ▲	8%	3% ▼	9%
Relevant employers / employment services	4% ▼	11% ▲	21% ▲	6% ▼	5% ▼
Social assistance service	4% ▼	13% ▲	11% ▲	4% ▼	5% ▼
Other health service	0%	2%	1%	3%	2%
Base (n)	611	585	426	517	806

B1 Which of the following health service providers do you interact with regarding patient records/clinical information?

▲ ▼ Significantly **higher**/**lower** than other group at 95% confidence interval

Australian Government
Australian Digital Health Agency

Digital systems are paramount for sending patient records to government healthcare administration; GP clinics have the most interaction but still reliant on paper/fax

METHODS OF **SENDING** PATIENT RECORDS BY HEALTH SERVICE PROVIDER BY SERVICE PROVIDER TYPE

Total HCP

Spoken | Paper/Fax | Email/SMS | Digital Systems

HCP INTERACTION %

Service Provider	Spoken	Paper/Fax	Email/SMS	Digital Systems	HCP Interaction %
Government healthcare…	20%	14%	16%	51%	39%
Diagnostic imaging	7%	38%	15%	40%	55%
Pathology Providers	12%	38%	12%	39%	56%
Private Health Insurance	11%	21%	30%	38%	19%
Public / community health…	21%	29%	25%	25%	30%
Hospitals – public	20%	37%	21%	22%	70%
Specialists	17%	33%	28%	22%	69%
Allied Health Care providers	22%	27%	30%	21%	44%
GP clinics	18%	37%	24%	21%	75%
Hospitals – private	20%	36%	23%	21%	52%
Social assistance service	24%	27%	28%	21%	7%
Relevant employers /…	18%	28%	34%	20%	9%
Aboriginal Medical Services	24%	31%	26%	19%	9%
WorkCover	11%	32%	40%	18%	22%
Disability Care	25%	28%	31%	16%	10%
Pharmacies	30%	36%	22%	13%	55%
Aged Care facilities	24%	41%	22%	13%	32%
Dental practice	30%	23%	36%	11%	13%

B2 When sending patient records/clinical information to each service provider, what proportion of each method are you using?
Base: Total HCP Sample that have interacted with the health service provider (various n=206-769)

NOTE: the **shading** represents a heat map to identify the highest level of interaction (in green) to the lowest (in white)

Australian Government
Australian Digital Health Agency

2022 Interoperability Benchmark Survey – undertaken by fiftyfive5

Patient records/information are mostly received in digital form when interacting with diagnostic imaging and pathology providers; GP clinics and public hospitals are reliant on paper/fax

Total HCP

METHODS OF **RECEIVING** PATIENT RECORDS BY HEALTH SERVICE PROVIDER BY SERVICE PROVIDER TYPE

Legend: ■ Spoken   ■ Paper/Fax   ■ Email/SMS   ■ Digital Systems

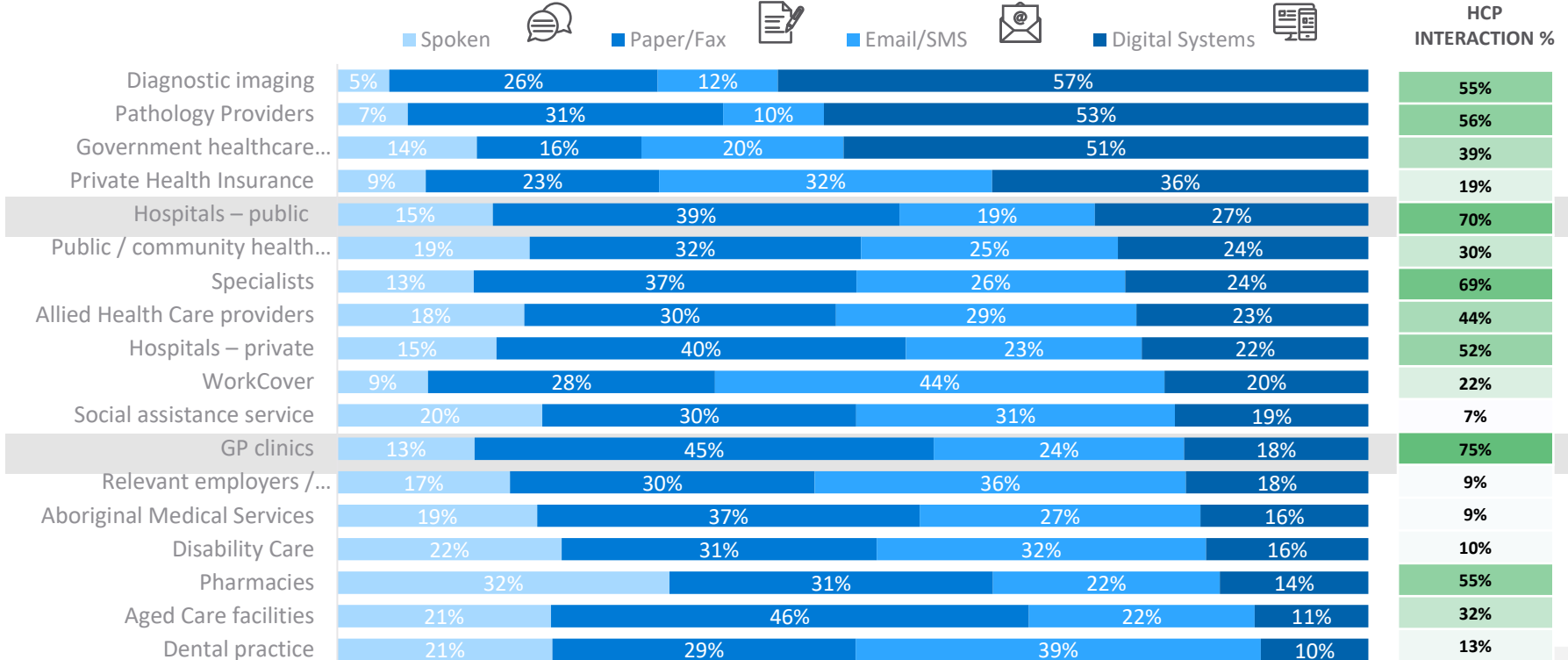| Provider	Spoken	Paper/Fax	Email/SMS	Digital Systems	HCP INTERACTION %
Diagnostic imaging	5%	26%	12%	57%	55%
Pathology Providers	7%	31%	10%	53%	56%
Government healthcare…	14%	16%	20%	51%	39%
Private Health Insurance	9%	23%	32%	36%	19%
Hospitals – public	15%	39%	19%	27%	70%
Public / community health…	19%	32%	25%	24%	30%
Specialists	13%	37%	26%	24%	69%
Allied Health Care providers	18%	30%	29%	23%	44%
Hospitals – private	15%	40%	23%	22%	52%
WorkCover	9%	28%	44%	20%	22%
Social assistance service	20%	30%	31%	19%	7%
GP clinics	13%	45%	24%	18%	75%
Relevant employers /…	17%	30%	36%	18%	9%
Aboriginal Medical Services	19%	37%	27%	16%	9%
Disability Care	22%	31%	32%	16%	10%
Pharmacies	32%	31%	22%	14%	55%
Aged Care facilities	21%	46%	22%	11%	32%
Dental practice	21%	29%	39%	10%	13%

B3 When receiving patient records/clinical information from each service provider, what proportion of each method are providers using?
Base: Total HCP Sample that have interacted with the health service provider (various n=199-769)

NOTE: the **shading** represents a heat map to identify the highest level of interaction (in green) to the lowest (in white)

Australian Government
Australian Digital Health Agency

2022 Interoperability Benchmark Survey – undertaken by fiftyfive5

A high proportion of HCPs interact with hospitals and government healthcare administration, but find the process of finding/querying information more difficult

Total HCP

HCP INTERACTION X EASE OF FINDING/QUERYING PATIENT RECORDS AMONG HEALTHCARE PROVIDERS

NOT A PROBLEM
LOWER INTERACTION WITH HEALTH PROVIDER,
EASY FINDING/QUERYING PATIENT RECORDS

MAINTAIN PROCESS
HIGHER INTERACTION WITH HEALTH PROVIDER,
EASIER TO FIND/QUERY PATIENT RECORDS

SECONDARY PRIORITY
LOWER INTERACTION WITH HEALTH PROVIDER,
MORE DIFFICULT TO FIND/QUERY PATIENT RECORDS

IMPROVE PROCESS
HIGHER INTERACTION WITH HEALTH PROVIDER,
MORE DIFFICULT TO FIND/QUERY PATIENT RECORDS

NET EASY FINDING/QUERING INFORMATION

INTERACTION WITH HEALTH SERVICE PROVIDER

- Diagnostic imaging
- Pathology providers
- Pharmacies
- Allied Health Care providers
- Specialists
- GP clinics
- Dental practice
- Public / community health service
- Government healthcare administration
- Aboriginal Medical Services
- Private Health Insurance
- Relevant employers / employment services
- WorkCover
- Aged Care facilities
- Hospitals - private
- Hospitals - public
- Social assistance service
- Disability Care

B1. Which of the following health service providers do you regularly interact with regarding patient records/clinical information? Base: Total HCP Sample (n=2989)
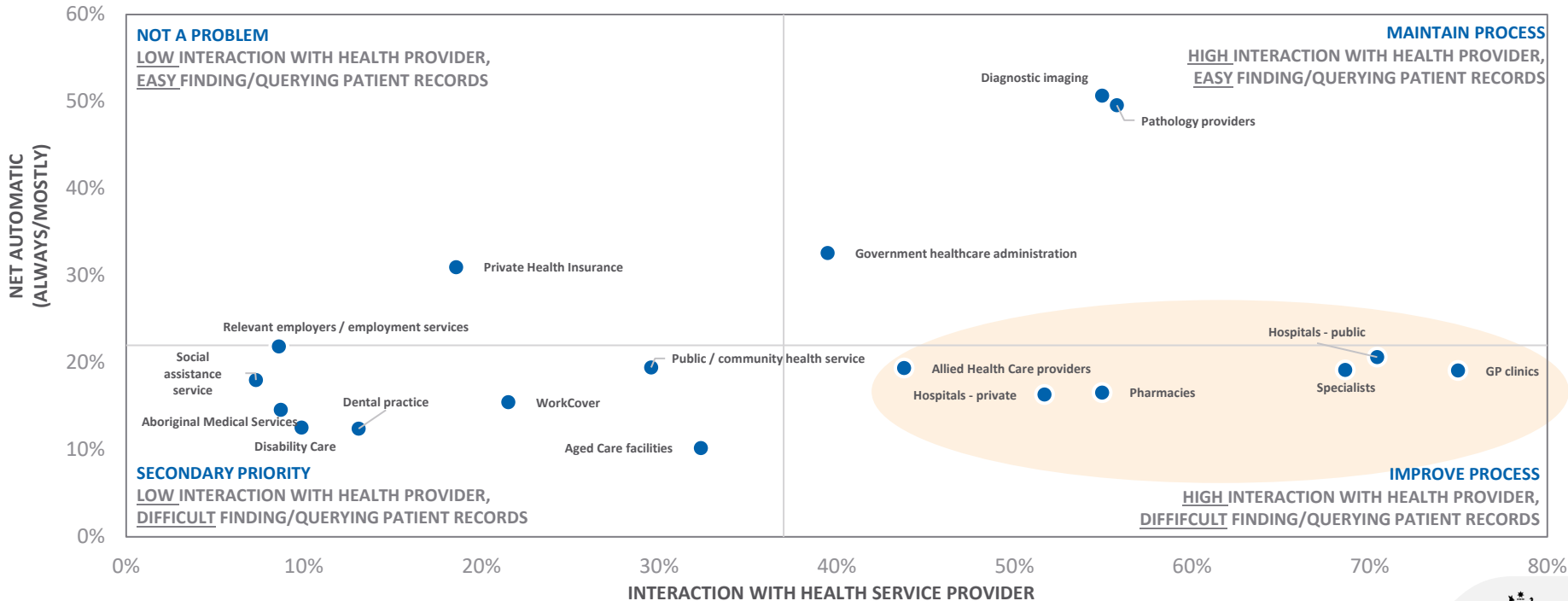B4 Generally, when finding/querying patient records/clinical information from the following health service providers, how do you find the process?
Base: Total HCP Sample that have interacted with the health service provider (various n=211-775)

2022 Interoperability Benchmark Survey – undertaken by fiftyfive5

Australian Government
Australian Digital Health Agency

A high proportion of HCPs interact with GPs, hospitals, specialists, pharmacies and allied health practices, where HCPs are mostly dependent on manual methods for integrating information from these health providers

Total HCP

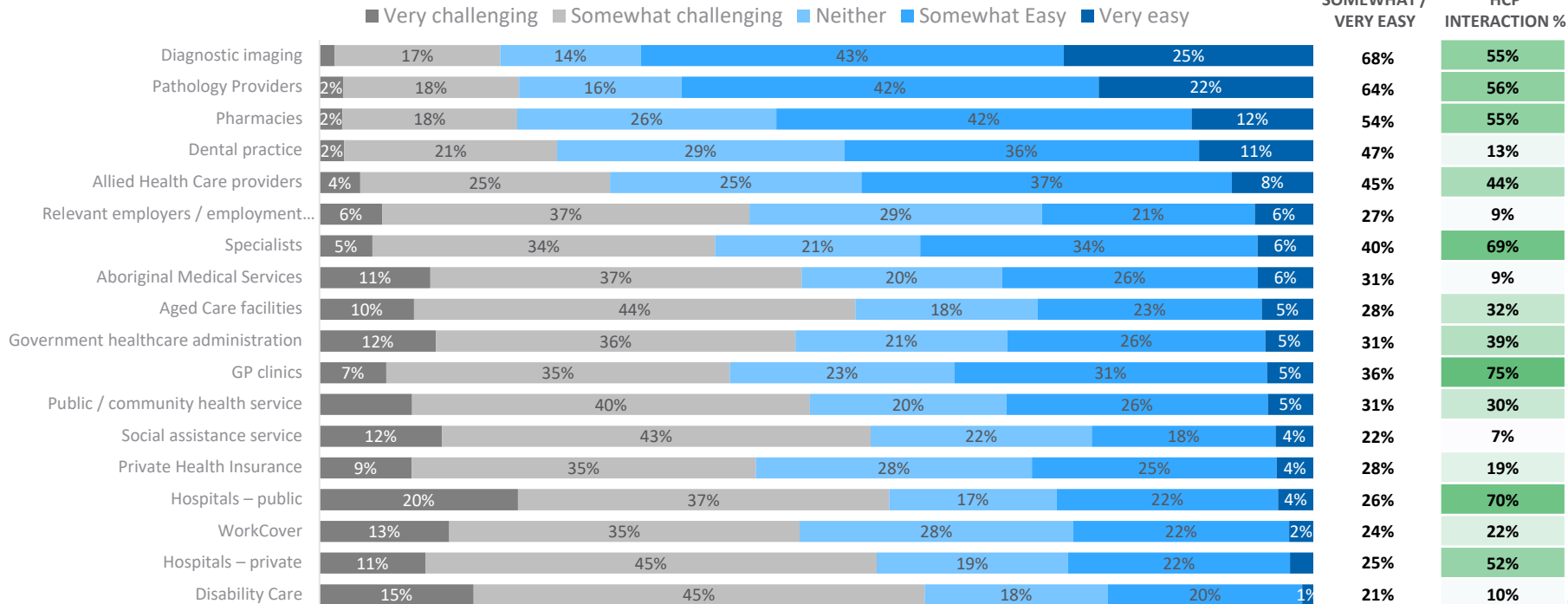HCP INTERACTION X AUTOMATIC PROCESS OF INTEGRATION

NOT A PROBLEM
<u>LOW</u> INTERACTION WITH HEALTH PROVIDER,
<u>EASY</u> FINDING/QUERYING PATIENT RECORDS

MAINTAIN PROCESS
<u>HIGH</u> INTERACTION WITH HEALTH PROVIDER,
<u>EASY</u> FINDING/QUERYING PATIENT RECORDS

Diagnostic imaging

Pathology providers

Government healthcare administration

Private Health Insurance

Relevant employers / employment services

Social assistance service

Public / community health service

Hospitals - public

Allied Health Care providers

Hospitals - private

Pharmacies

Specialists

GP clinics

Aboriginal Medical Services

Dental practice

WorkCover

Disability Care

Aged Care facilities

SECONDARY PRIORITY
<u>LOW</u> INTERACTION WITH HEALTH PROVIDER,
<u>DIFFICULT</u> FINDING/QUERYING PATIENT RECORDS

IMPROVE PROCESS
<u>HIGH</u> INTERACTION WITH HEALTH PROVIDER,
<u>DIFFIFCULT</u> FINDING/QUERYING PATIENT RECORDS

NET AUTOMATIC (ALWAYS/MOSTLY)

INTERACTION WITH HEALTH SERVICE PROVIDER

2022 Interoperability Benchmark Survey – undertaken by fiftyfive5

Australian Government
Australian Digital Health Agency

Diagnostic imaging and pathology providers are deemed the easiest providers to find/query information with

Total HCP

EASE OF **FINDING/QUERYING** PATIENT RECORDS BY HEALTH SERVICE PROVIDER (TOTAL HCPs)

■ Very challenging ■ Somewhat challenging ■ Neither ■ Somewhat Easy ■ Very easy

	Very challenging	Somewhat challenging	Neither	Somewhat Easy	Very easy	NET SOMEWHAT / VERY EASY	HCP INTERACTION %
Diagnostic imaging		17%	14%	43%	25%	68%	55%
Pathology Providers	2%	18%	16%	42%	22%	64%	56%
Pharmacies	2%	18%	26%	42%	12%	54%	55%
Dental practice	2%	21%	29%	36%	11%	47%	13%
Allied Health Care providers	4%	25%	25%	37%	8%	45%	44%
Relevant employers / employment…	6%	37%	29%	21%	6%	27%	9%
Specialists	5%	34%	21%	34%	6%	40%	69%
Aboriginal Medical Services	11%	37%	20%	26%	6%	31%	9%
Aged Care facilities	10%	44%	18%	23%	5%	28%	32%
Government healthcare administration	12%	36%	21%	26%	5%	31%	39%
GP clinics	7%	35%	23%	31%	5%	36%	75%
Public / community health service		40%	20%	26%	5%	31%	30%
Social assistance service	12%	43%	22%	18%	4%	22%	7%
Private Health Insurance	9%	35%	28%	25%	4%	28%	19%
Hospitals – public	20%	37%	17%	22%	4%	26%	70%
WorkCover	13%	35%	28%	22%	2%	24%	22%
Hospitals – private	11%	45%	19%	22%		25%	52%
Disability Care	15%	45%	18%	20%	1%	21%	10%

B4 Generally, when finding/querying patient records/clinical information from the following health service providers, how do you find the process?
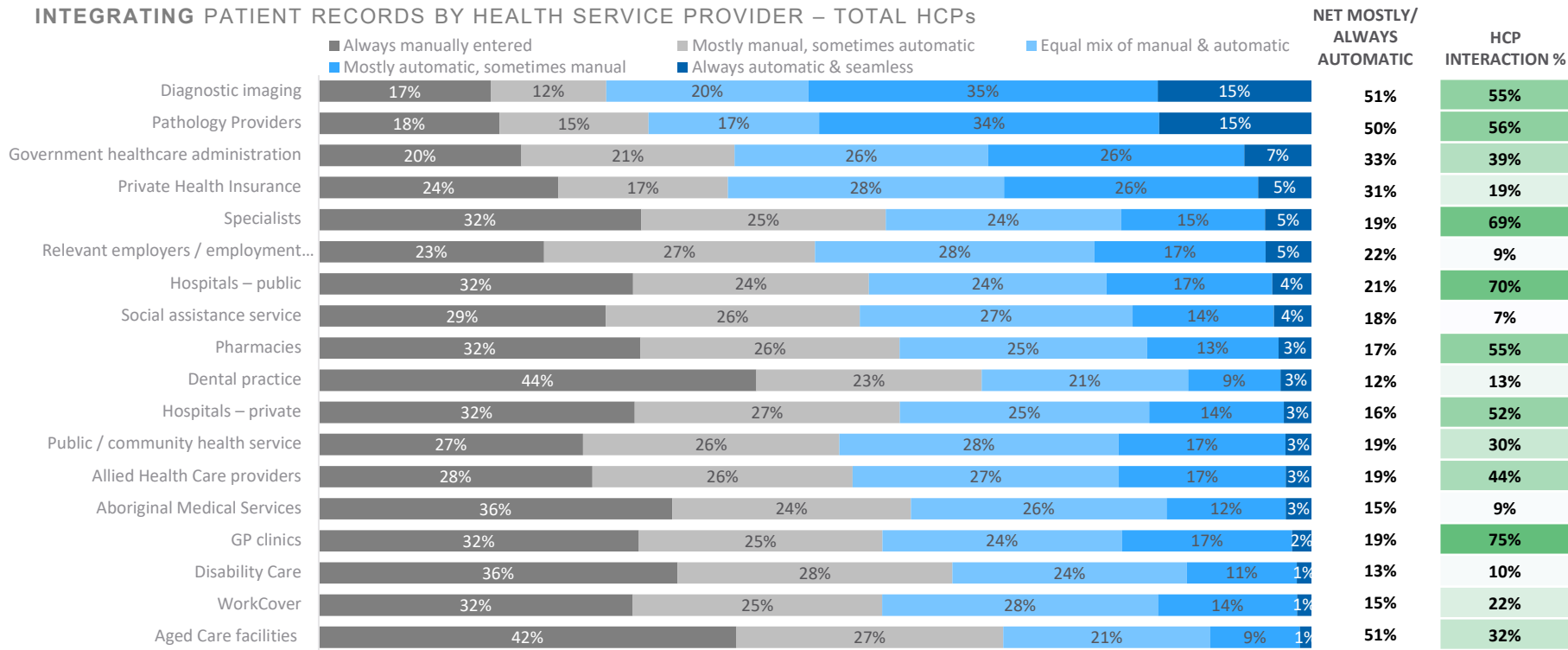Base: Total HCP Sample (various n=193-601)

NOTE: the **shading** represents a heat map to identify the highest level of interaction (in green) to the lowest (in white)

Australian Government
Australian Digital Health Agency

Automatic integration of information into clinical systems is highest from diagnostic imaging and pathology providers; GP clinics have higher interaction but the integration process is mostly manual

Total HCP

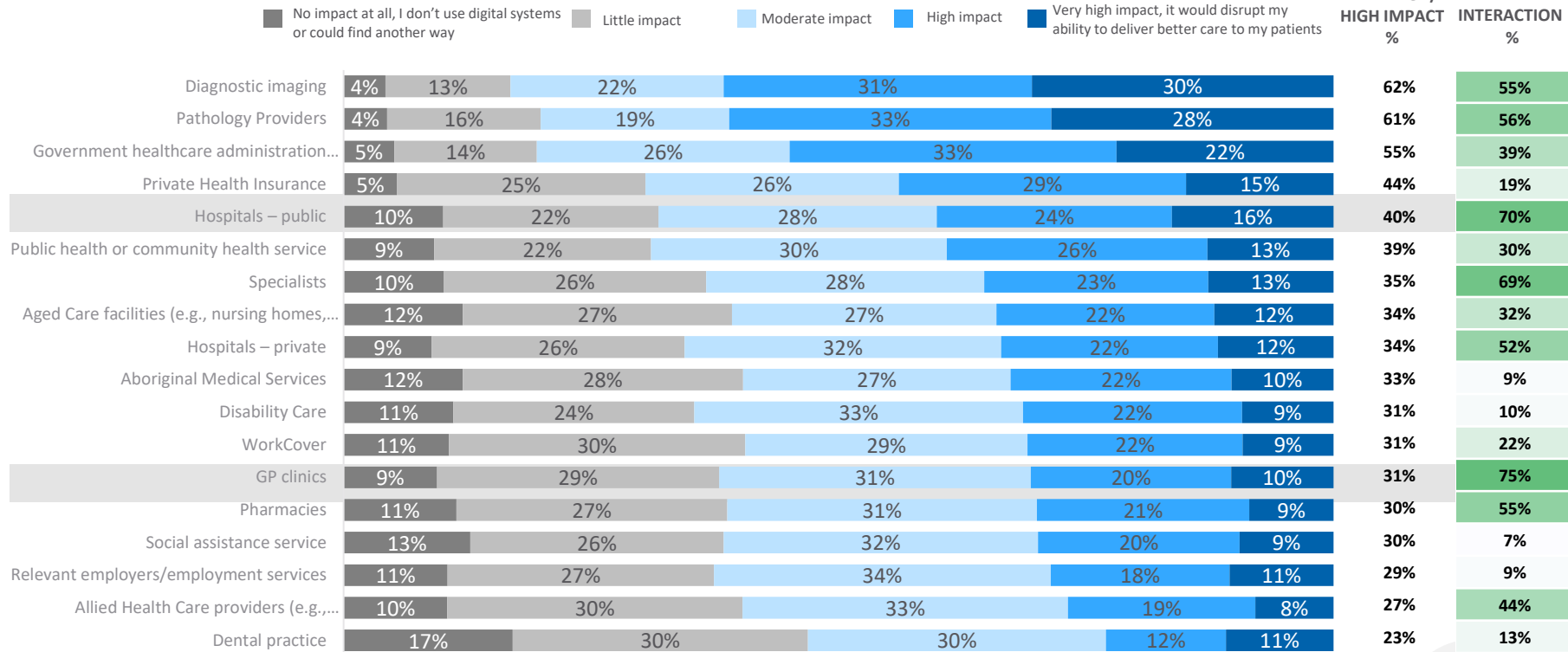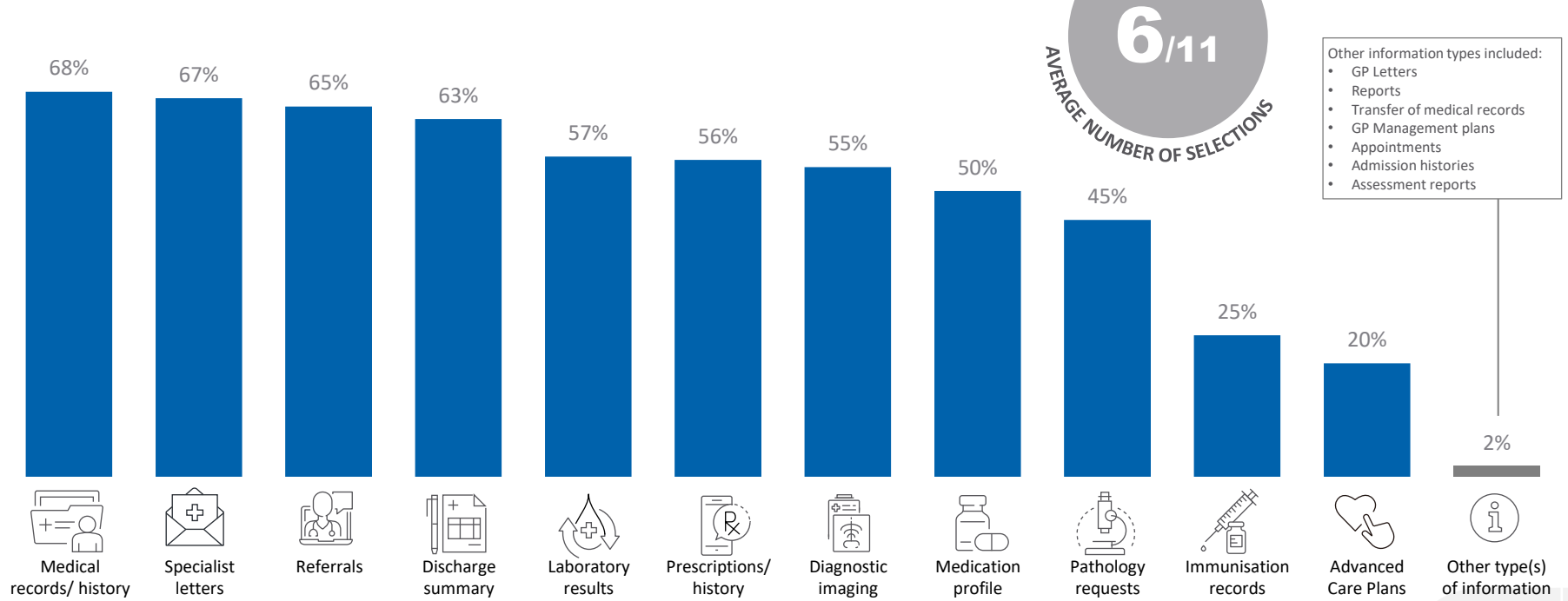INTEGRATING PATIENT RECORDS BY HEALTH SERVICE PROVIDER – TOTAL HCPs

Legend:
- Always manually entered
- Mostly manual, sometimes automatic
- Equal mix of manual & automatic
- Mostly automatic, sometimes manual
- Always automatic & seamless

Health Service Provider	Always manually entered	Mostly manual, sometimes automatic	Equal mix of manual & automatic	Mostly automatic, sometimes manual	Always automatic & seamless	NET MOSTLY/ ALWAYS AUTOMATIC	HCP INTERACTION %
Diagnostic imaging	17%	12%	20%	35%	15%	51%	55%
Pathology Providers	18%	15%	17%	34%	15%	50%	56%
Government healthcare administration	20%	21%	26%	26%	7%	33%	39%
Private Health Insurance	24%	17%	28%	26%	5%	31%	19%
Specialists	32%	25%	24%	15%	5%	19%	69%
Relevant employers / employment…	23%	27%	28%	17%	5%	22%	9%
Hospitals – public	32%	24%	24%	17%	4%	21%	70%
Social assistance service	29%	26%	27%	14%	4%	18%	7%
Pharmacies	32%	26%	25%	13%	3%	17%	55%
Dental practice	44%	23%	21%	9%	3%	12%	13%
Hospitals – private	32%	27%	25%	14%	3%	16%	52%
Public / community health service	27%	26%	28%	17%	3%	19%	30%
Allied Health Care providers	28%	26%	27%	17%	3%	19%	44%
Aboriginal Medical Services	36%	24%	26%	12%	3%	15%	9%
GP clinics	32%	25%	24%	17%	2%	19%	75%
Disability Care	36%	28%	24%	11%	1%	13%	10%
WorkCover	32%	25%	28%	14%	1%	15%	22%
Aged Care facilities	42%	27%	21%	9%	1%	51%	32%

B5 When integrating patient record/clinical information received electronically from the following health service providers into your clinical systems, is the process…?
Base: Total HCP Sample (various n=193-601)

NOTE: the **shading** represents a heat map to identify the highest level of interaction (in green) to the lowest (in white)

Australian Government
Australian Digital Health Agency

If digital systems were not available, impact would be greatest for diagnostic imaging and pathology provider interactions

DIGITAL INTERACTIONS IMPORTANCE BY SERVICE PROVIDER TYPE

Total HCP

Legend:
- No impact at all, I don't use digital systems or could find another way
- Little impact
- Moderate impact
- High impact
- Very high impact, it would disrupt my ability to deliver better care to my patients

Service Provider	No impact	Little impact	Moderate impact	High impact	Very high impact	NET VERY HIGH/ HIGH IMPACT %	HCP INTERACTION %
Diagnostic imaging	4%	13%	22%	31%	30%	62%	55%
Pathology Providers	4%	16%	19%	33%	28%	61%	56%
Government healthcare administration...	5%	14%	26%	33%	22%	55%	39%
Private Health Insurance	5%	25%	26%	29%	15%	44%	19%
Hospitals – public	10%	22%	28%	24%	16%	40%	70%
Public health or community health service	9%	22%	30%	26%	13%	39%	30%
Specialists	10%	26%	28%	23%	13%	35%	69%
Aged Care facilities (e.g., nursing homes,...	12%	27%	27%	22%	12%	34%	32%
Hospitals – private	9%	26%	32%	22%	12%	34%	52%
Aboriginal Medical Services	12%	28%	27%	22%	10%	33%	9%
Disability Care	11%	24%	33%	22%	9%	31%	10%
WorkCover	11%	30%	29%	22%	9%	31%	22%
GP clinics	9%	29%	31%	20%	10%	31%	75%
Pharmacies	11%	27%	31%	21%	9%	30%	55%
Social assistance service	13%	26%	32%	20%	9%	30%	7%
Relevant employers/employment services	11%	27%	34%	18%	11%	29%	9%
Allied Health Care providers (e.g.,...	10%	30%	33%	19%	8%	27%	44%
Dental practice	17%	30%	30%	12%	11%	23%	13%

NOTE: the **shading** represents a heat map to identify the highest level of interaction (in green) to the lowest (in white)

Australian Government
Australian Digital Health Agency

Section 7:

Information transfer

Medical records/history, specialist letters, referrals and discharge summaries are the most common information types HCPs send/receive from other health service providers

Total HCP

INFORMATION TYPES HCPs SEND/RECEIVE (TOTAL HCPs)

6/11
AVERAGE NUMBER OF SELECTIONS

Other information types included:
- GP Letters
- Reports
- Transfer of medical records
- GP Management plans
- Appointments
- Admission histories
- Assessment reports

Information Type	Percentage
Medical records/ history	68%
Specialist letters	67%
Referrals	65%
Discharge summary	63%
Laboratory results	57%
Prescriptions/ history	56%
Diagnostic imaging	55%
Medication profile	50%
Pathology requests	45%
Immunisation records	25%
Advanced Care Plans	20%
Other type(s) of information	2%

Australian Government
Australian Digital Health Agency

Public hospitals, GP practices and specialists are sending/receiving the most varied types of information to and from other health service providers

INFORMATION TYPES HCPs SEND/RECEIVE BY HCP SETTING

	TOTAL HCP	Public Hospital	Private Hospital	GP practice	Community Pharmacy	Specialist practice outside hospitals	Allied health outside hospitals
Base (n)	2,989	799	268	566	510	375	428
Average no. information types sent / received	**5.7**	**6.1** ▲	**5.6**	**7.8** ▲	**4.2** ▼	**6.0** ▲	**4.0** ▼
Medical records/history	68%	68%	64%	80% ▲	66%	62% ▼	61% ▼
Specialist letters	67%	71% ▲	67%	87% ▲	23% ▼	86% ▲	69%
Referrals	65%	67%	56% ▼	83% ▲	17% ▼	86% ▲	83% ▲
Discharge summary	63%	77% ▲	60%	76% ▲	67%	52% ▼	26% ▼
Laboratory results	57%	69% ▲	74% ▲	84% ▲	12% ▼	78% ▲	19% ▼
Prescriptions/history	56%	51% ▼	43% ▼	66% ▲	92% ▲	46% ▼	26% ▼
Diagnostic imaging	55%	61% ▲	62% ▲	85% ▲	2% ▼	70% ▲	47% ▼
Medication profile	50%	45% ▼	51%	57% ▲	85% ▲	35% ▼	20% ▼
Pathology requests	45%	56% ▲	55% ▲	73% ▲	6% ▼	63% ▲	13% ▼
Immunisation records	25%	17% ▼	14% ▼	59% ▲	37% ▲	5% ▼	3% ▼
Advanced Care Plans	20%	21%	13% ▼	26% ▲	13% ▼	15% ▼	24% ▲
Other type(s) of information	2%	2%	2%	1%	1%	1%	5% ▲

C1 Which of the following types of information do you regularly send and/or receive to and from other health service providers?

▲▼ Significantly **higher**/**lower** than other group at 95% confidence interval

Australian Government
Australian Digital Health Agency

Nurses/midwives and GPs send/receive the largest and most varied types of information from and to other healthcare providers

INFORMATION SENT OR RECEIVED BY PROFESSION

	Pharmacist	Nurse / Mid-wife	GP	Allied health	Medical Specialist
Average no. information types sent / received	4.3 ▼	6.4 ▲	8.0 ▲	4.0 ▼	6.3 ▲
Medical records/history	65%	70%	82% ▲	62% ▼	64% ▼
Specialist letters	24% ▼	64%	89% ▲	67%	89% ▲
Referrals	17% ▼	72% ▲	83% ▲	80% ▲	79% ▲
Discharge summary	68% ▲	71% ▲	82%	30% ▼	64%
Laboratory results	15% ▼	74% ▲	88%	23% ▼	80% ▲
Prescriptions/history	91% ▲	48% ▼	70% ▲	26% ▼	47% ▼
Diagnostic imaging	4% ▼	59% ▲	90% ▲	47% ▼	76% ▲
Medication profile	86% ▲	49%	59% ▲	20% ▼	39% ▼
Pathology requests	8% ▼	60% ▲	78% ▲	14% ▼	65% ▲
Immunisation records	36% ▲	36% ▲	56% ▲	2% ▼	7% ▼
Advanced Care Plans	13% ▼	29% ▲	24% ▲	22%	15% ▼
Other type(s) of information	1%	3%	0%	5%	0%
Base (n)	*611*	*585*	*426*	*517*	*806*

C1 Which of the following types of information do you regularly send and/or receive to and from other health service providers?

NOTE: the **shading** represents a heat map to identify the highest level of interaction (in green) to the lowest (in white)

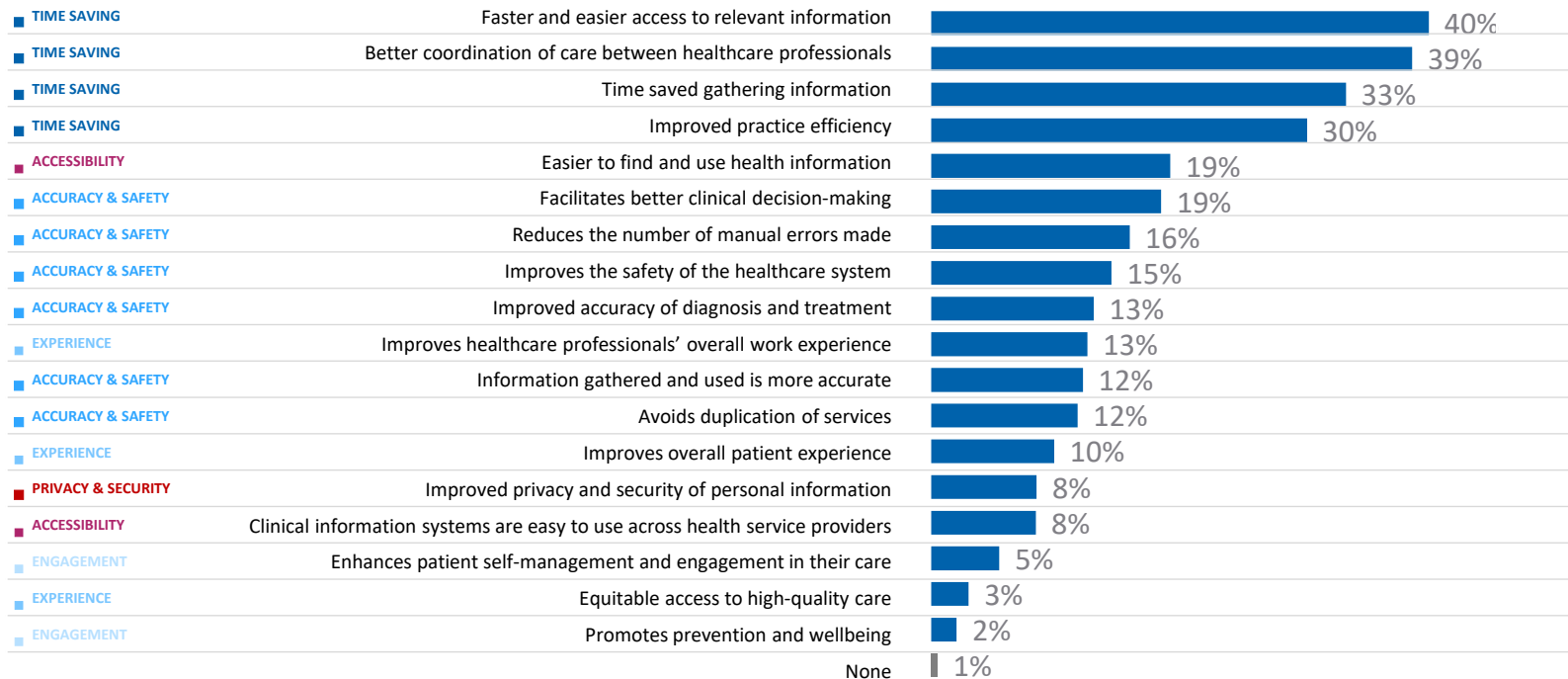▲ ▼ Significantly **higher**/**lower** than other group at 95% confidence interval

Australian Government
Australian Digital Health Agency

Around a quarter of healthcare professionals are using digital systems for frequently sent information including; discharge summaries, referrals, specialist letters and medical records/history

INFORMATION TYPES **SEND** (TOTAL HCPs)

Total HCP

■ Spoken   ■ Paper/Fax   ■ Email/SMS   ■ Digital Systems

HCPs SEND/RECEIVE

Information Type	Spoken	Paper/Fax	Email/SMS	Digital Systems	HCPs SEND/RECEIVE
Immunisation records	4%	24%	19%	52%	25%
Laboratory results	5%	39%	21%	35%	57%
Diagnostic imaging	4%	39%	23%	34%	55%
Pathology requests	4%	54%	15%	27%	45%
Discharge summary	5%	42%	26%	26%	63%
Referrals	5%	41%	29%	25%	65%
Specialist letters	4%	39%	33%	25%	67%
Medical records/history	9%	34%	33%	23%	68%
Medication profile	9%	41%	29%	21%	50%
Advanced Care Plans	5%	49%	25%	21%	20%
Prescriptions/history	9%	44%	27%	19%	56%

C2c When sending the following information to health service providers, how often do you use each of the following methods? C1 Which of the following types of information do you send and receive to and from other health service providers?
BASE: Total HCPs (various n=455-859)

NOTE: the **shading** represents a heat map to identify the highest level of interaction (in green) to the lowest (in white)

Australian Government
Australian Digital Health Agency

2022 Interoperability Benchmark Survey – undertaken by fiftyfive5

Around a quarter of healthcare professionals are using digital systems for frequently received information including; discharge summaries, referrals, specialist letters and medical records/history

INFORMATION TYPES **RECEIVED** (TOTAL HCPs)

Total HCP

	Spoken	Paper/Fax	Email/SMS	Digital Systems

Information type					% of HCPs who receive information
Immunisation records	4%	24%	15%	58%	**25%**
Diagnostic imaging	3%	30%	17%	50%	**57%**
Laboratory results	6%	33%	15%	47%	**55%**
Pathology requests	4%	41%	14%	41%	**45%**
Discharge summary	4%	43%	25%	28%	**63%**
Referrals	6%	41%	28%	25%	**65%**
Specialist letters	3%	43%	29%	25%	**67%**
Medical records/history	7%	41%	29%	23%	**68%**
Prescriptions/history	10%	44%	25%	21%	**50%**
Medication profile	7%	46%	26%	21%	**20%**
Advanced Care Plans	4%	52%	24%	20%	**56%**
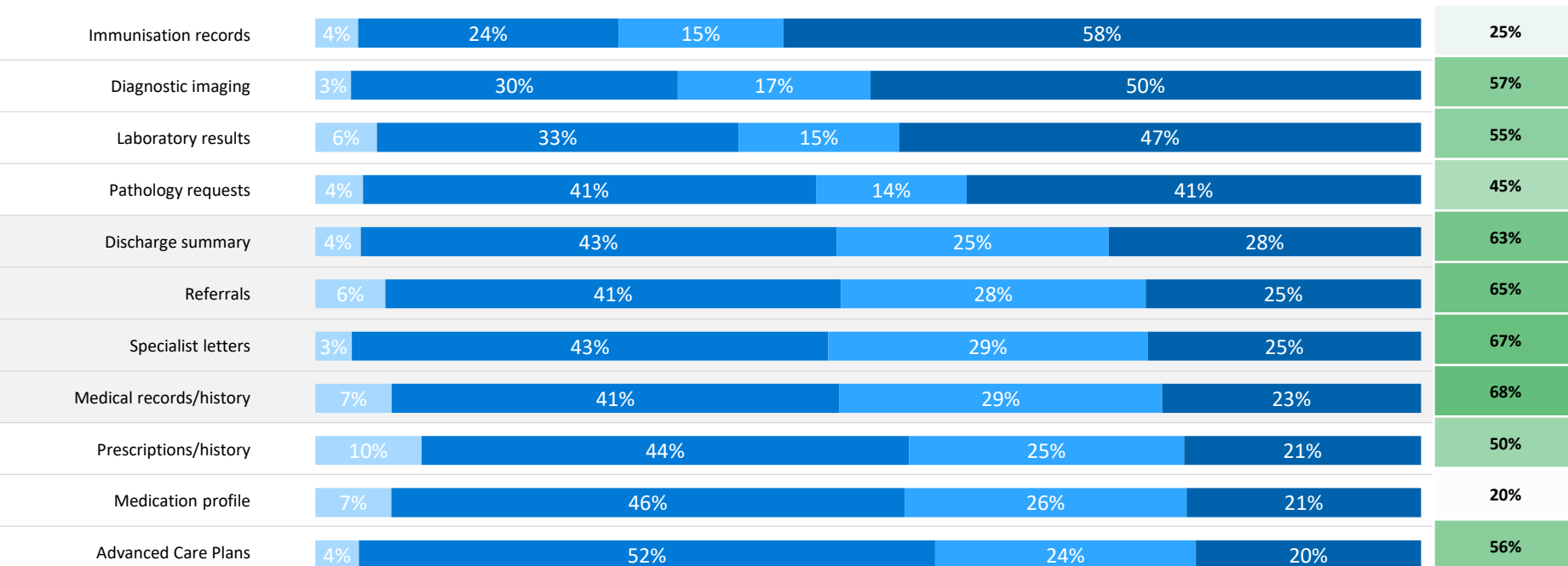
C2d: And how often do you typically receive the following information from health service providers via each method? C1 Which of the following types of information do you send and receive to and from other health service providers?
BASE: Total HCPs (various n=455-864)

NOTE: the **shading** represents a head map to identify the highest level of interaction (in green) to the lowest (in white)

Australian Government
Australian Digital Health Agency

2022 Interoperability Benchmark Survey – undertaken by fiftyfive5

Section 8:

Benefits and barriers to interoperability

Time saving is the key perceived benefit of data interoperability among healthcare professionals

TOP 3 PERCEIVED BENEFITS OF DATA INTEROPERABILITY (TOTAL HCPs)

	Benefit	
TIME SAVING	Faster and easier access to relevant information	40%
TIME SAVING	Better coordination of care between healthcare professionals	39%
TIME SAVING	Time saved gathering information	33%
TIME SAVING	Improved practice efficiency	30%
ACCESSIBILITY	Easier to find and use health information	19%
ACCURACY & SAFETY	Facilitates better clinical decision-making	19%
ACCURACY & SAFETY	Reduces the number of manual errors made	16%
ACCURACY & SAFETY	Improves the safety of the healthcare system	15%
ACCURACY & SAFETY	Improved accuracy of diagnosis and treatment	13%
EXPERIENCE	Improves healthcare professionals' overall work experience	13%
ACCURACY & SAFETY	Information gathered and used is more accurate	12%
ACCURACY & SAFETY	Avoids duplication of services	12%
EXPERIENCE	Improves overall patient experience	10%
PRIVACY & SECURITY	Improved privacy and security of personal information	8%
ACCESSIBILITY	Clinical information systems are easy to use across health service providers	8%
ENGAGEMENT	Enhances patient self-management and engagement in their care	5%
EXPERIENCE	Equitable access to high-quality care	3%
ENGAGEMENT	Promotes prevention and wellbeing	2%
	None	1%

E1 Which if any, do you believe are the top 3 benefits of being able to find, send, receive and integrate patient records/clinical information digitally and seamlessly via digital systems?
Base: Total HCP Sample (n=2,989)

Australian Government
Australian Digital Health Agency

Better decision making and improving the safety of the healthcare system are significantly stronger benefits for those working in public hospitals, while improved practice efficiency is significantly higher for specialist and allied health practices

TOP 3 PERCEIVED BENEFITS OF DATA INTEROPERABILITY BY SETTING

		TOTAL HCP	Public Hospital	Private Hospital	GP practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals
	Base (n)	2989	799	268	566	510	375	428
TIME SAVING	Faster and easier access to relevant information	40%	41%	38%	42%	35%	42%	44%
TIME SAVING	Better coordination of care between healthcare professionals	39%	39%	40%	39%	37%	32% ▼	43%
TIME SAVING	Time saved gathering information	33%	33%	33%	31%	35%	39%	30%
TIME SAVING	Improved practice efficiency	30%	25% ▼	31%	32%	23% ▼	42% ▲	37% ▲
ACCESSIBILITY	Easier to find and use health information	19%	19%	23%	18%	18%	20%	20%
ACCURACY & SAFETY	Facilitates better clinical decision-making	19%	23% ▲	14%	17%	17%	17%	18%
ACCURACY & SAFETY	Reduces the number of manual errors made	16%	11% ▼	18%	15%	29% ▲	14%	12%
ACCURACY & SAFETY	Improves the safety of the healthcare system	15%	21% ▲	13%	14%	15%	11%	7% ▼
ACCURACY & SAFETY	Improved accuracy of diagnosis and treatment	13%	15%	16%	13%	12%	10%	12%
EXPERIENCE	Improves healthcare professionals' overall work experience	13%	11%	14%	13%	14%	14%	13%
ACCURACY & SAFETY	Information gathered and used is more accurate	12%	14%	12%	10%	16%	9%	9%
ACCURACY & SAFETY	Avoids duplication of services	12%	13%	11%	13%	9%	16%	7% ▼
EXPERIENCE	Improves overall patient experience	10%	9%	10%	9%	11%	9%	12%
PRIVACY & SECURITY	Improved privacy and security of personal information	8%	6%	8%	10%	7%	9%	11%
ACCESSIBILITY	Clinical information systems are easy to use across health service providers	8%	10%	6%	8%	7%	9%	8%
ENGAGEMENT	Enhances patient self-management and engagement in their care	5%	4%	4%	5%	9% ▲	5%	6%
EXPERIENCE	Equitable access to high-quality care	3%	4%	3%	2%	3%	1%	4%
ENGAGEMENT	Promotes prevention and wellbeing	2%	1%	3%	3%	2%	1%	4%

E1 Which if any, do you believe are the top 3 benefits of being able to find, send, receive and integrate patient records/clinical information digitally and seamlessly via digital systems?
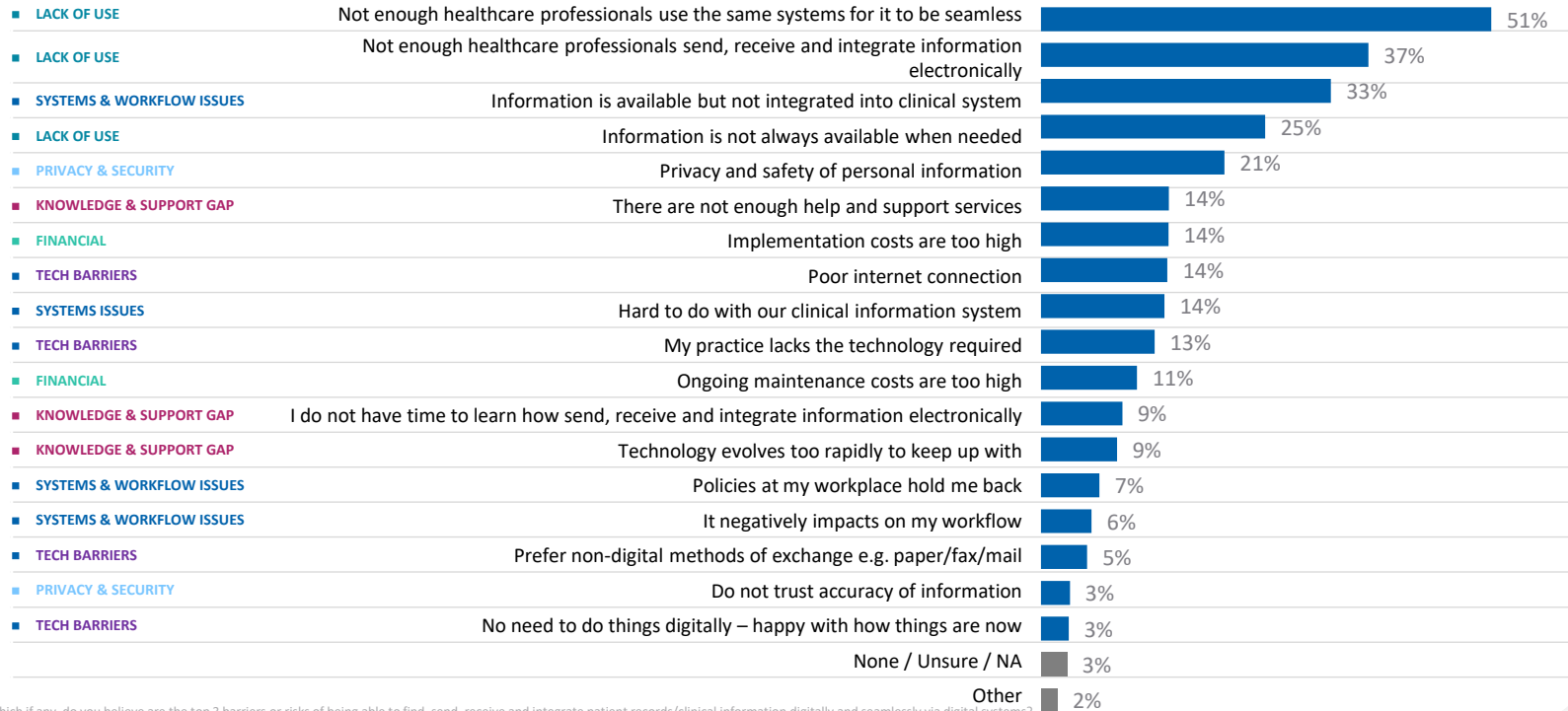
▲▼ Significantly **higher**/**lower** than other group at 95% confidence interval

Australian Government
Australian Digital Health Agency

Perceived lack of use by HCPs is the main barrier to interoperability for healthcare professionals

Total HCP

TOP 3 PERCEIVED BARRIERS OF DATA INTEROPERABILITY (TOTAL HCPs)

Category	Barrier	%
■ LACK OF USE	Not enough healthcare professionals use the same systems for it to be seamless	51%
■ LACK OF USE	Not enough healthcare professionals send, receive and integrate information electronically	37%
■ SYSTEMS & WORKFLOW ISSUES	Information is available but not integrated into clinical system	33%
■ LACK OF USE	Information is not always available when needed	25%
■ PRIVACY & SECURITY	Privacy and safety of personal information	21%
■ KNOWLEDGE & SUPPORT GAP	There are not enough help and support services	14%
■ FINANCIAL	Implementation costs are too high	14%
■ TECH BARRIERS	Poor internet connection	14%
■ SYSTEMS ISSUES	Hard to do with our clinical information system	14%
■ TECH BARRIERS	My practice lacks the technology required	13%
■ FINANCIAL	Ongoing maintenance costs are too high	11%
■ KNOWLEDGE & SUPPORT GAP	I do not have time to learn how send, receive and integrate information electronically	9%
■ KNOWLEDGE & SUPPORT GAP	Technology evolves too rapidly to keep up with	9%
■ SYSTEMS & WORKFLOW ISSUES	Policies at my workplace hold me back	7%
■ SYSTEMS & WORKFLOW ISSUES	It negatively impacts on my workflow	6%
■ TECH BARRIERS	Prefer non-digital methods of exchange e.g. paper/fax/mail	5%
■ PRIVACY & SECURITY	Do not trust accuracy of information	3%
■ TECH BARRIERS	No need to do things digitally – happy with how things are now	3%
	None / Unsure / NA	3%
	Other	2%

E2 Which if any, do you believe are the top 3 barriers or risks of being able to find, send, receive and integrate patient records/clinical information digitally and seamlessly via digital systems?
Base: Total HCP Sample (n=2,989)

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Barriers also vary by setting type; those working in a public hospital are more likely to say that information is not integrated into clinical systems and private hospitals cite a lack of technology required

TOP 3 PERCEIVED BARRIERS OF DATA INTEROPERABILITY BY SETTING

		TOTAL HCP	Public Hospital	Private Hospital	GP practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals
Base (n)		2989	799	268	566	510	375	428
LACK OF USE	Not enough healthcare professionals use the same systems for it to be seamless	51%	54%	44%	46%	54%	47%	56%
LACK OF USE	Not enough healthcare professionals send, receive and integrate information electronically	37%	35%	33%	40%	47% ▲	29% ▼	37%
SYSTEMS & WORKFLOW ISSUES	Information is available but not integrated into clinical system	33%	41% ▲	30%	33%	26% ▼	35%	26% ▼
LACK OF USE	Information is not always available when needed	25%	25%	23%	32% ▲	30%	26%	14% ▼
PRIVACY & SECURITY	Privacy and safety of personal information	21%	19%	22%	26% ▲	18%	20%	21%
KNOWLEDGE & SUPPORT GAP	There are not enough help and support services	14%	14%	14%	15%	17%	17%	9% ▼
FINANCIAL	Implementation costs are too high	14%	15%	19%	12%	10% ▼	14%	20% ▲
TECH BARRIERS	Poor internet connection	14%	14%	13%	13%	18% ▲	13%	14%
SYSTEMS ISSUES	Hard to do with our clinical information system	14%	18% ▲	18%	8% ▼	6% ▼	17%	17%
TECH BARRIERS	My practice lacks the technology required	13%	14%	21% ▲	10%	6% ▼	12%	18% ▲
FINANCIAL	Ongoing maintenance costs are too high	11%	6% ▼	12%	12%	11%	13%	16% ▲
KNOWLEDGE & SUPPORT GAP	I do not have time to learn how send, receive and integrate information electronically	9%	8%	7%	11%	7%	12%	11%
KNOWLEDGE & SUPPORT GAP	Technology evolves too rapidly to keep up with	9%	7%	5%	10%	11%	9%	9%
SYSTEMS & WORKFLOW ISSUES	Policies at my workplace hold me back	7%	12% ▲	9%	4% ▼	3% ▼	5%	4%
SYSTEMS & WORKFLOW ISSUES	It negatively impacts on my workflow	6%	5%	5%	4%	10% ▲	6%	5%
TECH BARRIERS	Prefer non-digital methods of exchange e.g., paper/fax/mail	5%	3% ▼	3%	5%	6%	6%	9% ▲
PRIVACY & SECURITY	Do not trust accuracy of information	3%	2% ▼	4%	4%	6% ▲	2%	3%
TECH BARRIERS	No need to do things digitally – happy with how things are now	3%	1% ▼	4%	3%	2%	4%	7% ▲

E2 Which if any, do you believe are the top 3 barriers or risks of being able to find, send, receive and integrate patient records/clinical information digitally and seamlessly via digital systems?

▲▼ Significantly **higher**/**lower** than other group at 95% confidence interval

Australian Government
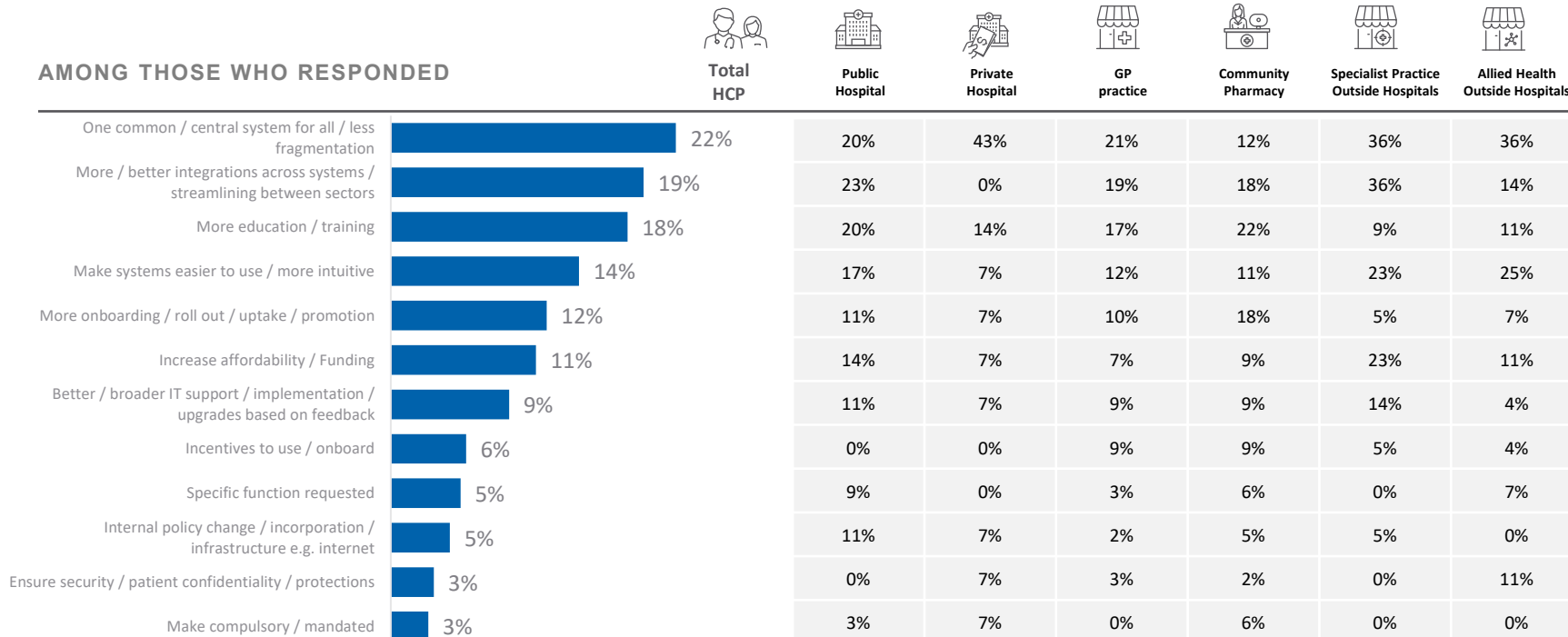**Australian Digital Health Agency**

More seamless integrations between systems and training / education is the most common request from most HCPs

PERCEIVED IMPROVEMENTS TO ENCOURAGE DIGITAL INFORMATION EXCHANGE (TOTAL HCPs)

AMONG THOSE WHO RESPONDED	Total HCP	Public Hospital	Private Hospital	GP practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals
One common / central system for all / less fragmentation	22%	20%	43%	21%	12%	36%	36%
More / better integrations across systems / streamlining between sectors	19%	23%	0%	19%	18%	36%	14%
More education / training	18%	20%	14%	17%	22%	9%	11%
Make systems easier to use / more intuitive	14%	17%	7%	12%	11%	23%	25%
More onboarding / roll out / uptake / promotion	12%	11%	7%	10%	18%	5%	7%
Increase affordability / Funding	11%	14%	7%	7%	9%	23%	11%
Better / broader IT support / implementation / upgrades based on feedback	9%	11%	7%	9%	9%	14%	4%
Incentives to use / onboard	6%	0%	0%	9%	9%	5%	4%
Specific function requested	5%	9%	0%	3%	6%	0%	7%
Internal policy change / incorporation / infrastructure e.g. internet	5%	11%	7%	2%	5%	5%	0%
Ensure security / patient confidentiality / protections	3%	0%	7%	3%	2%	0%	11%
Make compulsory / mandated	3%	3%	7%	0%	6%	0%	0%
Base (n=)		35	14	58	82	22	28

E3 What suggestions would you make to encourage the digital exchange of information between health service providers in your network via digital systems?
Base: HCP who gave a suggestion (n=243)

Australian Government
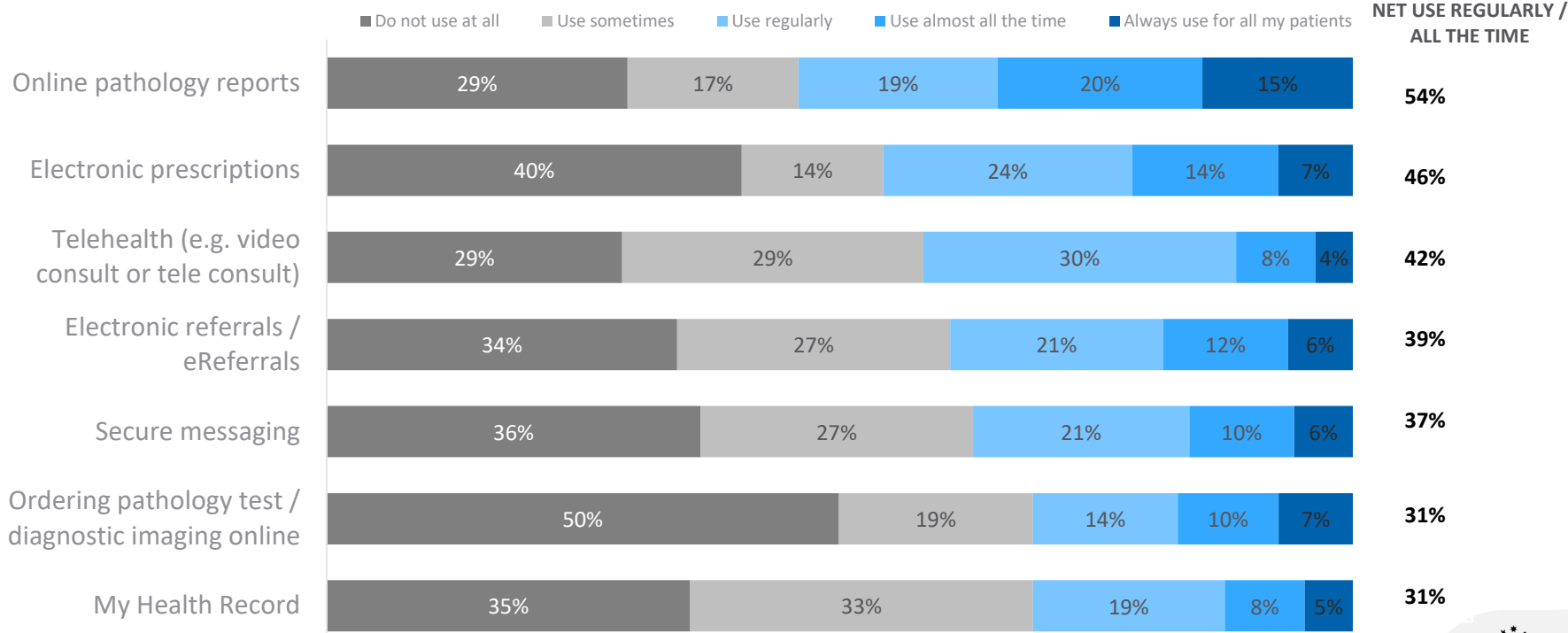Australian Digital Health Agency

Verbatims for suggestions to encourage digital exchange of information

	Public Hospital	Private Hospital	GP practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals
One common / central system for all / less fragmentation	*'If the digital system can be the same for all network cross all hospitals"*	*"Maybe creating one app/universe where all systems are overlapped/accessible"*	*"Everyone using the same system"*	*"Make it easier for all health professionals to access the same system to allow for streamlined communication"*	*"Have one system that everyone uses"*	*"I would adopt a universal software platform that was easy to use"*
More / better integrations across systems / streamlining between sectors	*"Agree on platforms for data transfer between public and private sector, avoid the use of multiple (incompatible) patient databases"*	-	*"Encourage all health provider to use digital exchange. Network to connect different systems to improve integration"*	*"The systems used by each practice /work need to be able to integrate with each other so that information remains secure , accurate and able to be interpreted regardless of workplace. There is no point in having e health if the platforms aren't integrated"*	*"Ability to integrate services would be fantastic"*	*"Encourage better integration between different systems"*
More education / training	*"More education on use of digital systems"*	*"IT providers to hold joint workshops to encourage better use of digital systems"*	*"Difficult to navigate, more education needed"*	*"More education about how it works"*	*"More education and publicity about digital systems to encourage health care workers to use similar and compatible programs"*	*"Offering systems which were interoperable, and training would be provided and costs could be subsidized"*
Make systems easier to use / more intuitive	*"More user-friendly platforms"*	*"Ease of use and access"*	*"Should be more user friendly. Easier to implement"*	*"Make it easier to use. I've heard too many 'it's too difficult or it slows everything down'"*	*"Improve operating system to be more user friendly"*	*"Software is easy to learn and straightforward to use"*
More onboarding / roll out / uptake / promotion	*"Increase awareness of what is available, and training provided"*	*"All heath are providers need to be on-board"*	*"Encourage use of Health records - I don't know what further incentives you could use., It is a no brainer!!"*	*"If more health providers use the system"*	*"Government funding will attract more health care providers to take up digital systems"*	*"Encourage more take up in digital exchanges"*
Increase affordability / Funding	*"Funds or grants to allow infrastructure at practices to be in place"*	*"If everyone had the same system and implementation costs were low then it would encourage all health care providers"*	*"Subsidies to fund increased technology use in practice. Paid education to learn how to use digital systems"*	*"Government can subsidy the implementation of digital systems"*	*"Cheaper and better, it support"*	*"Cheap/free to use or own the software"*

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Section 9:

Digital health usage

Online pathology reports, electronic prescriptions and telehealth are the most commonly used digital health services

Total HCP

DIGITAL HEALTH SERVICE USE (TOTAL HCPs)

Legend: ■ Do not use at all ■ Use sometimes ■ Use regularly ■ Use almost all the time ■ Always use for all my patients

NET USE REGULARLY / ALL THE TIME

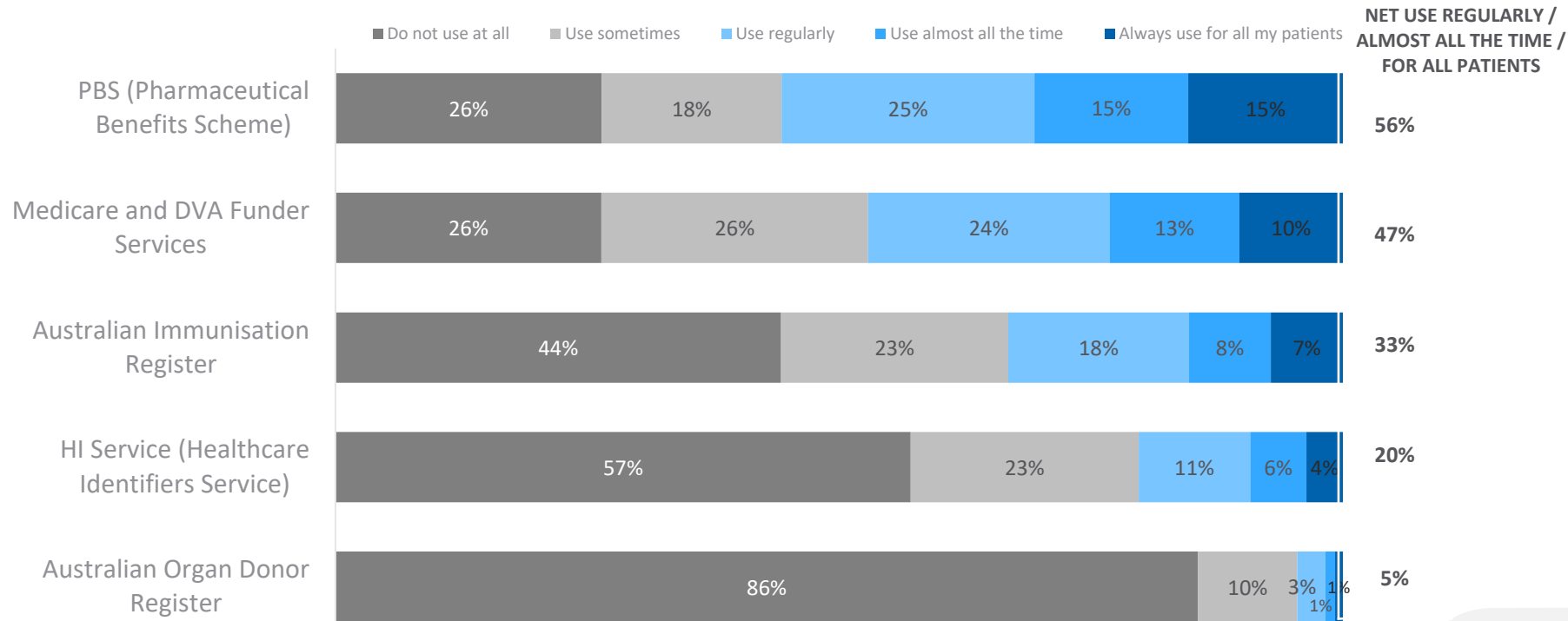| Service	Do not use at all	Use sometimes	Use regularly	Use almost all the time	Always use for all my patients	Net use regularly / all the time
Online pathology reports	29%	17%	19%	20%	15%	**54%**
Electronic prescriptions	40%	14%	24%	14%	7%	**46%**
Telehealth (e.g. video consult or tele consult)	29%	29%	30%	8%	4%	**42%**
Electronic referrals / eReferrals	34%	27%	21%	12%	6%	**39%**
Secure messaging	36%	27%	21%	10%	6%	**37%**
Ordering pathology test / diagnostic imaging online	50%	19%	14%	10%	7%	**31%**
My Health Record	35%	33%	19%	8%	5%	**31%**

D2a How frequently do you use each of the following digital health services in the management of your patients?
Base: Total HCP Sample (n=2,989)

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The PBS is the most used federal government service used by HCPs, followed by Medicare / DVA funded services

AUSTRALIAN GOVERNMENT HEALTH SERVICE USE (TOTAL HCPs)

Total HCP

	Do not use at all	Use sometimes	Use regularly	Use almost all the time	Always use for all my patients	NET USE REGULARLY / ALMOST ALL THE TIME / FOR ALL PATIENTS
PBS (Pharmaceutical Benefits Scheme)	26%	18%	25%	15%	15%	56%
Medicare and DVA Funder Services	26%	26%	24%	13%	10%	47%
Australian Immunisation Register	44%	23%	18%	8%	7%	33%
HI Service (Healthcare Identifiers Service)	57%	23%	11%	6%	4%	20%
Australian Organ Donor Register	86%	10%	3%	1%	1%	5%

D2b How frequently do you access each of the following in the management of your patients?
Base: Total HCP Sample (n=2,989)

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The top two healthcare services used have differential usage across settings

HEALTH SERVICE USED ALWAYS/ALMOST ALWAYS/REGULARLY BY SETTING, OCCUPATION, STATE AND LOCATION

Total HCP

		TOTAL HCP	Public Hospital	Private Hospital	GP practice	Community Pharmacy	Specialist Practice Outside Hospitals	Allied Health Outside Hospitals
	Base (n)	2989	799	268	566	510	375	428
AUST GOV	PBS (Pharmaceutical Benefits Scheme)	56%	50%	48%	64%	89%	64%	17%
DIGITAL	Online pathology reports	54%	76%	69%	76%	9%	67%	18%
AUST GOV	Medicare and DVA Funder Services	47%	30%	43%	50%	58%	59%	56%
DIGITAL	Electronic prescriptions	46%	36%	24%	66%	95%	28%	11%
DIGITAL	Telehealth (e.g., video consult or tele consult)	42%	51%	33%	65%	12%	53%	25%
DIGITAL	Electronic referrals / eReferrals	39%	49%	29%	54%	16%	41%	33%
DIGITAL	Secure messaging	37%	31%	37%	49%	33%	46%	30%
AUST GOV	Australian Immunisation Register	33%	20%	14%	69%	66%	9%	5%
AUST GOV	My Health Record	31%	38%	24%	46%	36%	15%	12%
DIGITAL	Ordering pathology test / diagnostic imaging online	31%	50%	31%	42%	7%	30%	11%
AUST GOV	HI Service (Healthcare Identifiers Service)	20%	10%	14%	35%	40%	12%	8%
AUST GOV	Australian Organ Donor Register	5%	6%	6%	6%	4%	3%	1%

D2a How frequently do you use each of the following digital health services in the management of your patients?
D2b How frequently do you access each of the following in the management of your patients?

NOTE: the **shading** represents a heat map to identify which digital health services are most used (green) and least used (white)

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Acknowledgements