

TITLE: Journey to a scanned world: 10 sites; 8 campuses; 9 service settings; 2 governing bodies.

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Northern Health (NH), in collaboration with North Western Mental Health – Melbourne Health (NWMH), successfully implemented a Scanned Medical Record, the Clinical Patient Folder (CPF) in September 2008.

Following a pilot period, which commenced in April 2007 at Northern Health's newest campus, Craigieburn Health Service, Northern Health commenced a project to implement a scanned electronic medical record across its remaining campuses. Go-live at the 5 campuses of Northern Health and inpatient units for Mental Health occurred 1st September 2008, with all community and residential mental health services commencing 2nd February 2009.

With an ever-increasing medical record storage issues and inadequate timely access across campuses to patient information, the implementation of a scanned medical record was seen as a solution to ensure that the patient information generated when treating a patient is stored in a single repository and is available for the clinicians at whatever site the patient is being treated, at the time they present for treatment.

This presentation will look at the implementation of the scanned medical record across the health service, with a focus on number of key areas: importance of review & redesign of process, clinical engagement, clerical engagement, training programs and the quality assurance process. We will outline the lessons learnt during implementation and the multiple benefits already being realised through the implementation of a scanned medical record. Discussion will also include the mental journey of the project team, Health Information Services and acute and mental health clinical staff as we move on from the "paper world". This project has been instrumental in the mental shift in moving clinicians towards the strategic goal of a full electronic medical record.