

Primary Sense - Workflow Automation Digitisation

Improving onboarding and engagement experience for providers and *Adelaide PHN staff*

We would like to acknowledge the **Gadigal of the Eora Nation**, the traditional custodians of this land and pay our respects to the Elders both past and present. We would also like to acknowledge the **Kaurna peoples** who are the traditional Custodians of the Adelaide Plains, where Adelaide PHN staff work.



Adelaide PHN, by utilising our Contract Information Management System (CIMS), FOLIO, created a simple process for onboarding general practices to Primary Sense.

This included an end-to-end digital workflow process from expression of interest and data collection, through to contracting and onboarding. Adelaide PHN were able to achieve a timely and thorough transition that significantly reduced the manual handling of contracts, minimised paperwork and created a centralised, easily accessible repository.



What we achieved

➤ What we wanted

To bring digital health Data sharing agreements into our standard contracting processes

➤ What we needed to do

Use our existing CIMS to create an end-to-end digital workflow process.

➤ What we had to consider

Data sharing agreements sat outside of standard contracting process within Adelaide PHN

➤ What We Ended Up With

Accurate and reliable contracting information pertaining to over 250 general practices in our region

What we wanted



- To bring digital health Data sharing agreements into our standard contracting processes
- To decrease the requirement to manually handle each individual data sharing Agreement
- To create a repository that accurately captured contracting data of over 250 general practices
- To improve engagement with our CIMS and build confidence among general practice staff.
- To create a single source of truth acknowledging that multiple teams within Adelaide PHN would play a role in the process.

What we had to consider



- Data sharing agreements sat outside of Adelaide PHNs standard contracting process
- Data within current digital health agreements was incomplete.
- Over 250 general practices to transition to Primary Sense Adelaide PHN – we saw an opportunity to bring digital health data sharing agreements into the standard contracting process.
- General Practice staff in the Adelaide PHN region have significant variability in digital literacy.
- Previous engagement with Adelaide PHN systems varied amongst Practice staff.
- Adelaide PHN needed a simple but robust and considered process to achieve the required efficiency.

What we needed to do



- Use our existing CIMS to create an end-to-end digital workflow process.
- Build an EOI form to capture information about each General Practice that captured the Project requirements contracting information and reporting requirements.
- Clearly identify workflow roles and responsibilities
- Design with the end in mind by enabling General Practices to ask questions and identify roadblocks upfront.
- Collect information once and early on to maintain General Practice staff engagement and momentum.
- Hold ourselves accountable to goals and timeframes knowing that our process could adapt as needed.

What we ended up with



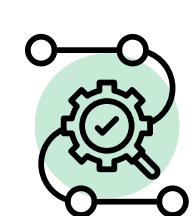
- Accurate and reliable contracting information pertaining to over 250 general practices in our region.
 - Digital health data sharing agreements in Adelaide PHN CIMS and embedding of Digital Health contracting into our core contracting processes and BAU.
 - A single source of truth for contracting and onboarding which supports:
 - quick and efficient sharing of information to Primary Sense champions through targeted mailing lists using the information captured in the EOI;
 - Real time reporting and tracking of workflows for each General Practice;
 - Transparency and organisation wide visibility for the Project
- We are seeing:
- Improvement in contracting with General Practice in other projects.
 - Increased digital engagement by General Practice staff with Adelaide PHN.
 - Increased comradery amongst teams within Adelaide PHN as a result of the shared benefits of this process, including new CIMS allies and advocates.

What We Are Going To Do *Next*

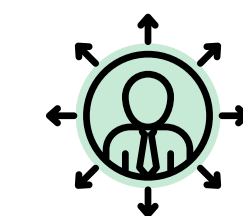
Adelaide PHN will use our learnings and success to demonstrate how our CIMS can be used to efficiently and effectively support complex and high-volume contracting projects in the Primary Care space.



We will build on the momentum of engagement and: create a process within our CIMS for General Practice staff to ask questions and share improvement ideas in relation to Primary Sense and use this information to build a QI register for same



Use the end-to-end digital workflow process Adelaide PHN developed as a scalable model that: we could use again, and which we could share with other PHNs.



Use the new knowledge regarding the digital literacy of our General Practice staff to target our approach moving forward.