


Towards a National Referral System for Memory Clinics

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2015



30 Minute Session – 3 parts

1. Chris (St James's)
 - Background & Design & Form
 - 12 mins
2. Marie (Healthlink)
 - Healthlink history, current activities, eReferral API system demo
 - 12 mins
3. Questions
 - ~5 minutes
 - Talk at the break

40 Minute Session – 1st Part

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Next...to cover

1. BACKGROUND
2. DESIGN & WORKFLOW
3. THE FORM

eReferrals

BACKGROUND



• Technology – Older People





Memory Clinic



Hand-written Referrals



Painting by William Moore
<http://www.museumofbath.com/visit/museum-of-bath-2012/here-appears-the-renal-hospital-bath-venet-surgeon-jeremiah-palmer-physician-dr-william-oliver-three-patients/>

Issues



Quality varies

MISSING

Missing information



Time/Resources



Demographics

- Dementia
- 2006: ~38k
- 2036: ~100k



Painting by Paul Wright
<http://www.mymodernart.com/profiles/rtsp/powerfully-moving-brush-strokes>

Solution – Electronic Referrals

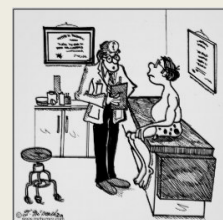
- Make it like an email

(With some extra features)



e-Referrals

- “...enable the seamless transfer of patient information from a PRIMARY to a SECONDARY treating practitioner’s client management system”



"I'm going to refer you to"

Benefits

GPs

- ↑ GP practice productivity
 - Faster referral of patient
- ↑ Documentation quality
- ↓ Use of administration resources
- Faster response time from MCs
- More transparency
- Indirect contribution to training re: memory disorders

Memory Clinics

- ↑ MC practice productivity
- ↑ Documentation quality
- More clinically complete referral
- ↓ Use of administration resources
- More appropriate referrals
- More accurate processing of referrals
- Less time spend by consultants
 - Screening (digital process)
 - More appropriate patients

Benefits

Patients

- No unnecessary duplicate tests
- Better follow-up care coordination
- Enhanced medical decisions
- Faster response rate
- Patient data privacy
- Awareness of potential drug interactions
- ↓ waiting lists
- ↑ Appointments per year available
- ↑ data accuracy
- ↓ errors (medications, etc)
- More prompt diagnosis

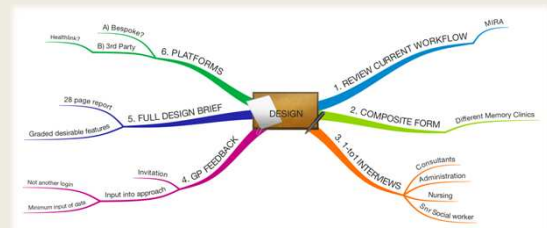
Health Service

- Standardised information transfer (HL7)
- HSE e-Strategy - referrals
- Reduced errors
- Less waste

eReferrals

DESIGN & WORKFLOW

Design of Referral System



Main considerations for Design

- Not another login for GPs
- Minimise Data input effort (by referree's/GPs)
- Security of Data
- Alerts for Referrals – digital support
- Storage
- Synergy with Workflow

Early Concept Bespoke Design (based on feedback – not in final design)

Memory Clinic Section

Specialist Referral Section – National Memory Clinics in Ireland

* Patients are referred to a Memory Clinic who require clinical investigation, diagnosis, and possible treatment of potential memory and/or cognitive disorders, including dementia. Please ensure that you have a brief cognitive test completed with the patient before completing this referral form, as we require it to determine if the patient should be referred elsewhere, for speedier resolution of their need. Advice on how this screening can be done is given at the link below:

GP Information and Advice incl. Dementia Screening Tools www.dementia.ie/education/gp-education/

Other Links
 Memory Clinics in Ireland – Booked www.memoryclinics.ie/images/stories/Forms/Memory_Clinics_Ireland.pdf
 Memory Clinics Conference Website www.memoryclinics.ie

Choose Memory Clinic	<Choose a memory clinic to refer to>	
Q1	Patient informed and Agreed to this referral?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Q2	Patient's Educational Attainment	<input type="checkbox"/> Primary <input type="checkbox"/> Secondary <input type="checkbox"/> Third Level <input type="checkbox"/> Not Sure
Q3	Patient's Occupation – (former occupation if retired)	
Q4	Patient's Social Circumstances (short description)	
Q5	Name of Brief Cognitive Test carried out & Resulting Score	

Public Memory Clinics

#	Memory Clinic	Location
1	Mater Hospital Memory Clinic, DUBLIN	DUBLIN
2	MIRA Memory Clinic, St. James's Hospital, DUBLIN	DUBLIN
3	Cognitive Clinic, NAVAN	NAVAN
4	Midland Regional Hospital Memory Clinic, MULLINGAR	MULLINGAR
5	Sacred Heart Hospital Memory Clinic, CARLOW	CARLOW
6	Wexford General Hospital Memory Clinic, WEXFORD	WEXFORD
7	St Patrick's Hospital Memory Clinic, TIPPERARY	TIPPERARY
8	Old Age Psychiatry Memory Clinic, St Finbarr's Hospital, CORK	CORK
9	Cognitive Assessment Service, Laois/Offaly Mental Health Services, St Fintan's Hospital, PORTLAOISE	PORTLAOISE
10	St Ita's Memory Clinic, Newcastle West, LIMERICK	LIMERICK
11	AMNCH/Tallaght Hospital Memory Clinic, DUBLIN	DUBLIN

- ### Next Steps
1. Finalise Agreement from Memory Clinics (Now)
 2. Approval – Healthlink sign off
 3. Development of form
 4. Pilot
 5. Training & Roll out
 6. Later: measure impact & expansion

- ### Acknowledgements
- Memory Clinics
 - GPs
 - Healthlink
 - Marie Lalor / Gemma Garvin
 - MIRA Memory Clinic staff – interviews
 - Matthew Gibb / Irene Bruce / Rachel Farley / Prof Brian Lalor / Dr David Robinson / Dr Robert Coen ++
 - Medical Physics & Bioengineering Dept SJH
 - Dr Gerard Boyle

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The National Healthlink Project


A Service that can Deliver What is Needed!

Marie Lalor
March 2015

www.healthlink.ie

Presentation Aims

1. Who we are & **what we do**
2. Current **metrics** of Activity
3. Referrals for **Memory Clinics – Demonstration** of Healthlink Interface
4. Healthlink plans for the **future**



Healthlink

HISTORY OF HEALTHLINK -- WHO WE ARE & WHAT WE DO --

Healthlink Overview

- Provide a web-based messaging service enabling the secure transmission of clinical patient information
- **Free** messaging service to GPs & Public Hospitals
- Supported and Funded by the HSE
- Governed by the National Messaging Project Board and the Healthlink Executive Board.




Healthlink Team

- 9 Full Time Team Members dedicated to providing the Service 
- Provide project management, development, testing, HL7 expertise, helpdesk support and training services to users
- Established working relationships across the HSE, within local hospital areas, system vendors, representative bodies such as ICGP, GPIT, HIQA, IPU.....




National Healthlink Project

Past





- Project background
Started as a Mater Hospital Proof Of Concept project
- “Enable electronic exchange of structure clinical messages between primary and secondary care”.



National Healthlink Project


Present

- Laboratory Results
- Radiology Reports
- Discharge Summaries
- Discharge notifications
- A&E attendance notifications
- OPD notifications
- Death notifications
- Inpatient Admission Messages
- Waiting list notifications
- Out of Hours Co-op Messages
- Laboratory ordering messages
- **Specialist Referral messages** (NCCP & Neurolink)
- General Referral and Response Messages
- Cardiology reports

National Healthlink Project

- **Healthlink Information;**
 - Standards Based
 - HL7 2.4
 - Coded tables where possible
 - Fully reusable data exchanged
- **Healthlink Messaging System is;**
 - Robust
 - Secure
 - Scalable
 - Proven to Work




Healthlink

CURRENT METRICS

Healthlink Service Statistics

Live Sites	
Total no GPs	
Total no Practices	
Total Number of Messages Delivered since service started	
Total Number of Referrals to Date	
Annual Clinical Messages Exchanged	

As at March



Sites Accepting eReferrals

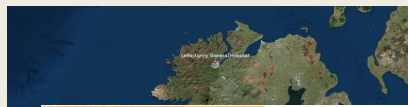
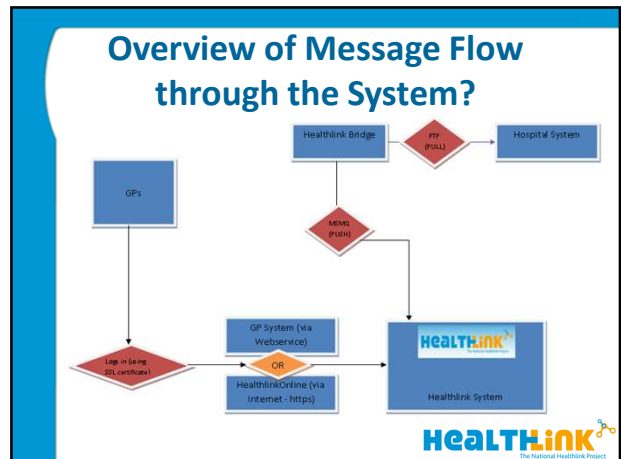


Table 2. Referrals per Hospital = Live

	Prostate Cancer	Breast Cancer	Lung Cancer	Neurology	General	Pigmented Lesion
Limerick Hospital	✓	✓	✓	✓		
Latterkenny General Hospital		✓	✓			
Waterford Regional Hospital	✓	✓	✓	✓		
Malrow General Hospital					✓	
Bantry General Hospital					✓	
Cork University Hospital	✓	✓	✓	✓	✓	
Kerry General Hospital					✓	
LJCHG	✓	✓	✓			
Roscommon County Hospital						✓
St. James's Hospital	✓	✓	✓	✓		
Mater Public Hospital	✓	✓	✓	✓		
St. Vincent's University Hosp	✓	✓		✓		✓
Mercy University Hospital					✓	
South Infirmary Victoria Hospital					✓	✓
Beaumont Hospital	✓	✓	✓			
AMNCH					✓	
Mater Private Hospital	✓	✓				
Beacon Hospital				✓		

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NATIONAL ELECTRONIC REFERRALS FOR MEMORY CLINICS



Memory Clinic National Referral – Next Steps

- Specialist form based on the General Referral Standard including additional specific Memory Clinic Questions
- Agreed Nationally among peer group
- Endorsed by Clinical Lead and the ICGP QIP
- Developed by Healthlink
- Incorporated into the Vendor System
- FREE for GPs & Public Hospitals

Memory Clinic National eReferral

Main Benefits:

- Quality
- Access
- Cost



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DEMONSTRATION: WHAT THE GP SEES & USES

NATIONAL GENERAL REFERRAL FORM	
Patient Name:	test test
Date of Birth:	10/08/1990 (Age: 24 years)
Gender:	Female
Pregnancy Status:	
Referral Priority:	[Urgent]
Preferred Consultant:	Family Name: Test First Name: Doctor
Reason for referral / Anticipated outcome:	referred to dept
General History:	Previous Hospital Attendance: [No] History of Presenting Complaints: presented with symptoms History of Past Illness: asthma History of Surgical Procedures: cholecystectomy 99 Allergies/Adverse Medication Events: allergic to penicillin Relevant Family History: heart disease
Pulse:	66 bpm
Body Height:	1.5 metres
Body Mass Index:	28.89 Kg/M ²
Clinical Exam:	normal
BP Systolic/Diastolic:	100 / 80 mmHg
Weight:	65 Kg
Hospital:	St. Vincent's University Hosp Urology
Clinic:	

NATIONAL GENERAL REFERRAL FORM Continued...

Lab Investigation:	
Rad Investigation:	
File Attachment:	Select Files <input type="button" value="Browse..."/> <input type="button" value="Upload"/>
Social History:	Drinker: [No] Smoker: [Ex smoker] Number of Cigarettes: 10 per day, Years of Smoking: 10 Next of Kin: Mrs Test.0860000000, Wife (name, contact no. & relationship)
Current Medication:	Patient on Anticoagulants: [No] Current Medication: none
Additional Relevant Information:	please see patient
<input type="button" value="Back"/> <input type="button" value="Next"/>	

General Referral

Demo for Socrates

[http://www.healthlink.ie/SocratesGeneralReferralDemo\(Audio\).wmv](http://www.healthlink.ie/SocratesGeneralReferralDemo(Audio).wmv)

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**DEMONSTRATION:
WHAT THE MEMORY CLINICS SEE**

General Referral

Demo for Memory Clinic Response


<http://www.healthlink.ie/GeneralReferralResponseDemo.wmv>

Healthlink

FUTURE PLANS

2015 Plans

Future



- Increase coverage throughout Ireland
 - Migration Projects (South)
 - Migration to MEDLIS
- Continue to add new message types and services
 - General Referral
 - Specialist Referral
 - NCSS Results
 - National Maternity and New born System messages
 - Research and design an ePrescribing project for Ireland
 - Radiology Ordering
- Expand existing services to more hospitals and general practitioners
 - NIMIS, Inbound and Outbound Message Types

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Plans for 2015 continued



- Continue to Improve and keep infrastructure updated
- Continue to push boundaries
- Continue to deliver high value support to hospitals, GPs & Vendors

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Challenges



- IHI implementation
- Competing projects
- Resources within Hospitals
- Operational & data quality Issues
- Build on the success...and we will!



HEALTHlink
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