

Funder Portal – A Means of Secure Information Sharing

16th October 2015



Tony Young, Nina Andreas

ABI Rehabilitation New Zealand Ltd.

Background



- Increased uptake in electronic client management systems (CMS)
- Sharing of information has significant advantages however it must be
 - Convenient
 - Intuitive
 - **Protect privacy**

ABI Rehabilitation



- ABI Rehabilitation provides residential and community-based rehabilitation services for people with traumatic brain injury or stroke.
- Inpatient services (Intensive Rehabilitation and Long-Term Services) and Community Services are located in both Wellington and Auckland
- ABI Rehabilitation has developed a CMS that assists with the rehabilitation processes. A recent extension of the CMS is the Funder Portal.

Method

- Collaboration between
 - ACC
 - ABI staff
 - Software developer
 - External IT security auditor
- Test, test and test again!!
- Educational power point shared
- Rolled out in a controlled manner
- Questionnaire sent to case owners and keyworkers interviewed

inTouch CMS - Our Client Management System



Timetables

Name		12pm		1pm	2pm
UA CA AC	Test Client 1	P HO		Lunch	
UA CA AC	Test Client 2	P A HO	Speech Language Therapy	Lunch	Physio
				Communication Group	

inTouch CMS - Our Client Management System



Is a Web-based password protected means of storing client information such as:

Clinical Records

Discipline filter	Select Value	Word or phrase from note		Category filter	Select Value	Return
Date Range	From: <input type="text"/> To: <input type="text"/>	Service or created date	<input type="radio"/> Service <input checked="" type="radio"/> Created	Attachments only <input type="checkbox"/>	Include unshared notes <input type="checkbox"/>	Go
Progress Notes - Ordered by created date descending						
Funder Portal: Male, Age 24 - 180 Metcalfe Road, Ranui, Auckland; Home phone:091234567						
Service details		Details				
23 Sep 14 - 12:12 pm		Subjective				
Tony Young National Rehab Director created: 23 Sep 14 Training Admitted:10 Sep 14		Finn reported that he had a good sleep overnight. Night staff also reporting that he slept through from 9pm to 7am.				
		Objective				
		Seen in the gym today. Joint session held with physio and occupational therapist. Completed bed exercises as per plan and continued to work on his sit to stand and standing balance.				
		Finn was less impulsive and showing improved planning pre sit to stand and transferring. He is now able to transfer with minimal hands on help from one within the gym environment.				
		Analysis				
		Cognitive and physical improvements continue with greater functional independence with bed mobility and transfers occurring.				
		Plan of Action				
		<ul style="list-style-type: none">• OT to trial with standing transfers in the bathroom• Transfer protocol to be updated to reflect improvements• Training session with house staff to take place tomorrow morning				
23 Sep 14 - 9:00 am		Objective				
Tony Young National Rehab Director created: 23 Sep 14 ABI Residential		Completed the activity of Gym session with Physio and OT for 45 minutes Achievement result: The activity was achievable (activity was appropriate for the client)				

inTouch CMS - Our Client Management System



Is a Web-based password protected means of storing client information such as:

Rehab Plans

ABI Rehabilitation
 P.O. Box 70039, Rosau 0655, Auckland
 Ph: 09 831 0070
 P.O. Box 51155, Teaua 5249, Wellington
 Ph: 04 237 0128
 www.abi-rehab.co.nz

ABI REHABILITATION LTD REHABILITATION PLAN			
Name	Funder Portal	Date of Birth	10 Sep 1990
Preferred Name	Finn	Ethnicity	European-New Zealander
NHI No	FP9968	ACC No	CC1234
Address	180 Metcalfe Road Rauhi Auckland	Contact Details	Home: 091234567 Work: 12345678 Mobile: 021456789
Main Contact	Tina Portal	Relationship to client	Wife
Address	88 Beach Road Whangamata	Contact Details	Home: 091234567 Work: 12345678 Mobile: 021456789
GP Name & Address	Dr Brown, 123 High Beach Road, Whangamata - Phone: 075555555		
ACC Case Owner			
Date of Incident	8 Sep 2014	Contact number	
		Date of Report	23 Sep 2014
Previous Facilities	Admitted	Discharged	
Training facility	10 Sep 2014	To be confirmed	

REHABILITATION THERAPY TEAM

Position	Name
Key Worker	Mrs Spina Foliaki (09 831 0089)
Specialist in Rehabilitation Medicine	Dr Richard Seemann (0272 161 936)
Physiotherapist	Jade Slingsby (098310070)
Occupational Therapist	Danielle Sclarone (8310070)
Speech and Language Therapist	Nick Jacobs (022 0661763)
Nurse	Monica Tomasi (8310070)
Social Worker	Emma Weeks (09 831 0087)

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Rehabilitation Plan

Client Goals			
Description			
1. To return home			22 Sep 14
2. To remember things that are important to him			22 Sep 14
3. To be able to go to the toilet by myself			22 Sep 14
4. To be able to get up and walk to where I want to without any help			22 Sep 14

Client Strategies and Steps			
Strategy	Goals Addressed	Target Date	Last Updated
Strategy: Finn to improve his general strength, balance, mobility and exercise tolerance.	1, 3, 4	30 Oct 14	23 Sep 14
Step: Finn to be able to get from sitting to standing with minimal help from one person		26 Sep 14	23 Sep 14
Finn to be able to get from sitting to standing and maintain standing independently for 1 minute		10 Oct 14	23 Sep 14
Finn to mobilise within the house with the aid of a frame and hands off supervision		10 Oct 14	23 Sep 14
Finn to be able to mobilise independently (with a frame) within the house		24 Oct 14	23 Sep 14
Strategy: Finn to demonstrate increased cognitive functioning within a controlled stimulation environment	1, 2, 3	6 Nov 14	23 Sep 14
Step: Finn to consistently understand and follow 2 step commands		26 Sep 14	23 Sep 14
Finn to be able to think of 3 items to add to a semantic category after being given 3 items in the same category.		17 Oct 14	23 Sep 14
Finn to be able to keep a daily log of activities and visitors with minimal assistance from staff		24 Oct 14	23 Sep 14
Finn to be able to consistently make himself breakfast and lunch with minimal assistance		7 Nov 14	23 Sep 14
Strategy: Finn and family to improve their communication skills to participate in daily activities together	1, 2	6 Nov 14	23 Sep 14
Step: Finn to be able to express his basic daily needs to family and support workers		30 Sep 14	23 Sep 14
Finn to be able to engage in a conversation and stay on topic for over 3 minutes		17 Oct 14	23 Sep 14

inTouch CMS - Our Client Management System



Is a Web-based password protected means of storing client information such as:

Risks, Protocols & Interventions

Risks					Risk Matrix
Question					Level
Mobility					high
Manual handling / transferring					high
Self neglect					high
Communication					med
Dis-orientation / Memory					med
Dis-inhibition					med
Safety awareness					low
Protocols (include closed <input type="checkbox"/>)					Alert Sheet - Requires Printing
Add protocol			Risk Protocol	Assoc risks	Rev/Clsd
edit	print	hist	Walking With a Walking Frame	MB(H)	3 Oct 14
edit	print	hist	Semi-stand Pivot Transfer	MT(H)	10 Oct 14
edit	print	hist	Self-care – PTA & physically able	DI(H), SN(H)	24 Sep 14
edit	print	hist	Communication	DO(M)	30 Sep 14
edit	print	hist	Communication	DO(M)	30 Sep 14
Interventions (include closed <input type="checkbox"/>)					
New		Intervention		Hs/Disc	Rev/Clsd
edit	print	Sustained attention		Speech Language	30 Sep 14
edit	print	Walking around the site		Physiotherapy	26 Sep 14

inTouch CMS - Our Client Management System



Is a Web-based password protected means of storing client information such as:

Outcome Measures

Westmead for Funder Portal											
Question	10 Sep 14	11 Sep 14	12 Sep 14	13 Sep 14	14 Sep 14	15 Sep 14	16 Sep 14	17 Sep 14	18 Sep 14	19 Sep 14	20 Sep 14
How old are you?	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
What is your date of birth?	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
What month are we in?	No	No	No	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
What time of day is it?	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
What day of the week is it?	No	No	No	No	No	No	Yes	No	Yes	Yes	Yes
What year are we in?	No	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
What is the name of this place?	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Face					Yes	Yes	Yes	Yes	Yes	Yes	Yes
Name					No	Yes	Yes	Yes	Yes	Yes	Yes
Picture I					No	Yes	Yes	Yes	Yes	Yes	Yes
Picture II					No	No	Yes	No	Yes	Yes	Yes
Picture III					No	No	Yes	No	Yes	Yes	Yes
Westmead	0 / 7	2 / 7	3 / 7	5 / 7	6 / 12	9 / 12	12 / 12	9 / 12	12 / 12	12 / 12	12 / 12

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Reports



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Main Contact	Tina Portal	Relationship to client	Wife
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ACC Case Owner	Contact number		
Date of Incident	8 Sep 2014	Date of Report	23 Sep 2014
Previous Facilities		Admitted	Discharged
Training facility		10 Sep 2014	To be confirmed

REHABILITATION THERAPY TEAM

The Funder Portal Journey

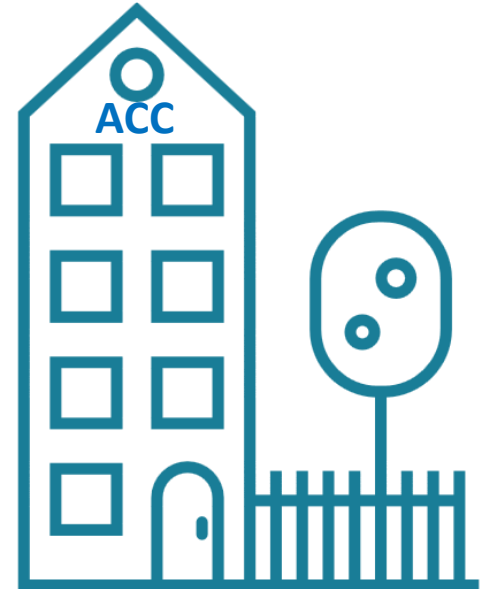


PROBLEM

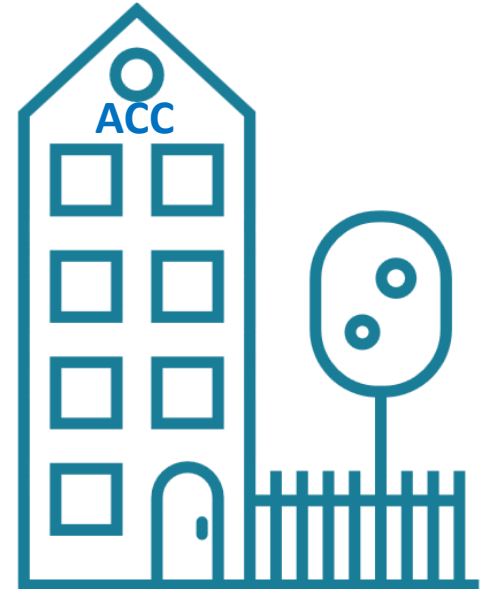
How to improve communication in a secure manner?



How can we share this?



How can we share this?



Why not just use E-Mail?



New Zealand Ministry of Health

“...normal email is stored in an **unencrypted** format on the Internet Service Provider’s server and is therefore readable by third parties;”

“Do not send patient **identifiable** information or attachments over unsecured email.”

Health Information Security Framework 2009

Health Information Privacy Code 1994:

“Email poses special problems in privacy. Use of email to transmit health information may result in the information being **stored on several hard drives**, not all of which may be secure from **unauthorised access**. There is also a risk of **interception** during the transmission, as email commonly passes through a **number of computers** on the way to its final destination.”

New Edition December 2008

Why not just use E-Mail?



Stuff.co.nz

Kiwis' private medical information spilled

New Zealand Herald - 1/10/2015

Officials are investigating how a spreadsheet of National Health Index (NHI) numbers, containing the birth and death dates of 24,092 people, ...

Private medical information of Kiwis divulged in email blunder

Stuff.co.nz - 1/10/2015

Kiwis' medical information leaked

Otago Daily Times - 1/10/2015



child abuse records sent to wrong person

Stuff.co.nz - 2/06/2015

Investigation after child abuse records sent to wrong person ...

The records are part of historic abuse claims relating to sexual, physical, and ...

Child abuse details sent to wrong person

Radio New Zealand - 2/06/2015



Inquiry launched after HIV clinic reveals hundreds of pa...

The Guardian - 2/09/2015

The Dean Street Express walk-in centre, run by 56 Dean Street clinic, which has mistakenly revealed HIV status of nearly 800 patients.

HIV Clinic Accidentally Reveals Hundreds of Patients' Identities

AlterNet - 2/09/2015



Email outs vulnerable students

New Zealand Herald - 6/08/2015

Dozens of Massey University students' email addresses and names ... sending 83,000 claimant details to the wrong recipient and emailing a ...



Defence medical records sent to China in security bre...

Sydney Morning Herald - 7/07/2015

Eye test records and personal contact details of hundreds of military personnel including soldiers posted overseas were sent to China in a ...

The Funder Portal Journey



PROBLEM

How to improve communication in a secure manner?



SOLUTION

Developing a Funder portal!


How do we achieve this with mutual benefit???

What is the Funder Portal?



Client Details				Reports Available		
Name	Funder Portal (47798)			Date	Report	
Contact Details				08/09/2014	CT Scan	
Home Address	180 Metcalfe Road, Ranui			10/09/2014	Doctors assessment report	
City	Auckland			12/09/2014	Initial report	
Contact	Home:091234567 Work:12345678 Mobile:021456789			Data Sets		
Reference Numbers and Contacts				Discharge Planning		
ACC No.	CC1234	NHI No.	FP9988	Rehab Plan		
Account	Training account			Outcome Measures		
Case Manager				Measure	Formatted Link	Excel Link
Key Worker	Mrs Soana Foliaki	09 831 0089	soana.foliaki@abi-rehab.co.nz	10 Metre Walk Test		
Demographics				FIMFAMDOM		
Date of Birth	10/09/1990	Gender	M	Overt Behaviour Scale		
Main Contacts				RCS Scores		
Name	Relationship	Contact details		Westmead		
Tina Portal	Wife	Home:0712345667 Bus:0211234567		Communications		
Injury Details				Date	Sent to / Event	Report
Date	8/09/2014			22/09/2014	tony.young@abi-rehab.co.nz	
Details	Mr Portal (Finn) fell from a ladder whilst cleaning out the gutters at his friends place. The friend heard Finn crashing to the ground but did not see him fall. It is thought that Finn fell onto his left side and hit his head on the concrete ground. He was non responsive when his friend got to him and continued to have a GCS of 3/15 until shortly after the ambulances arrival (15 minutes). His friend reports that his airway was maintained throughout.			Dear Case Manager This is to let you know that the initial report for Mr Funder Portal (Finn) is now available. Please click on the link below. Regards		
Mechanism	Fall					
TBI Classification	Severe					
Admissions						
Training facility	10 Sep 14					

Setting up a portal (ABI view)

Client Details	
	
Name	Funder Portal (47798)
Contact Details	



Select this icon

Setting up a portal (ABI view)



Funder Communications Event		
Patient	Funder Portal, 180 Metcalfe Road, Ranui Auckland	
Select the reports to be available to the funder:		
<input checked="" type="checkbox"/> CT Scan	<input checked="" type="checkbox"/> Doctors assessment report	<input checked="" type="checkbox"/> Initial report
<input type="checkbox"/> preadmission report	<input checked="" type="checkbox"/> ACC 1151 form.docx	
Select the data sets to be available to the funder:		
<input type="checkbox"/> Acute Data Collection	<input checked="" type="checkbox"/> Discharge Planning	<input type="checkbox"/> Prognostication
<input checked="" type="checkbox"/> Show Rehab Plan		
Select the outcome measures to be available to the funder:		
<input checked="" type="checkbox"/> 10 Metre Walk Test	<input type="checkbox"/> Braden Scale For Predicting Pressure Sore Risk	<input checked="" type="checkbox"/> FIMFAMDOM
<input checked="" type="checkbox"/> Glasgow Coma Scale	<input type="checkbox"/> Massage treatment	<input type="checkbox"/> Newspaper Group
<input checked="" type="checkbox"/> Overt Behaviour Scale	<input checked="" type="checkbox"/> Westmead	<input checked="" type="checkbox"/> Show RCS report
Select the administration reports to be available to the funder:		
OK Complete & Email Cancel		



Select what information you want to release and click here.

Setting up a portal (ABI view)

Funder Communications Event	
Patient	Funder Portal, 180 Metcalfe Road, Ranui Auckland
Template	<div><div>Select Value</div><div>Funder Portal access notification</div><div>Meeting minutes</div><div>Minimally conscious approval</div><div>Notication of updating the discharge dataset</div><div>Notification of adding a report</div><div>Notification of an interruption of service (TBIRR)</div><div>Notification of client admission</div><div>Notification of weekend leave</div><div>Pre admission notification</div></div> <div>Go</div>
Substitution Fields	<div>Manager First Name</div> <div>Manager Last Name</div> <div>Mark</div> <div>Jones</div>
Subject Line	
Email Content	

Select the template and click on "Go"

Setting up a portal (ABI view)

Funder Communications Event				
Patient	Funder Portal, 180 Metcalfe Road, Ranui Auckland			
Template	Funder Portal access notification <input type="button" value="Go"/>			
Substitution Fields	First name	Last name initial	Manager First Name	Manager Last Name
	Funder	P	Mark	Jones
Subject Line	Details for Funder P(47798)			
Email Content	<p>Dear Mark,</p> <p>This is to let you know that the access to the funder portal for client Funder P is now available.</p> <p>As you may be aware, ABI Rehabilitation has a secure funder view portal for the purpose of sharing clinical information with the funder. By clicking on the link below you will be able to access the funder portal for Funder. Relevant reports, plans and outcome measures will be available to you. We will notify you when information is added or updated.</p> <p>The link embedded in this email will remain active for 30 days. You have the ability to download reports from this portal to your records.</p> <p>Kind regards,</p>			

What the Case Owner Receives



Dear Mark,

This is to let you know that the access to the funder portal for client Funder P is now available.

As you may be aware, ABI Rehabilitation has a secure funder view portal for the purpose of sharing clinical information with the funder. By clicking on the link below you will be able to access the funder portal for Funder. Relevant reports, plans and outcome measures will be available to you. We will notify you when information is added or updated.

The link embedded in this email will remain active for 30 days. You have the ability to download reports from this portal to your records.

Click here!

Kind regards,

Please click [here](#) to access the client information.

Tony Young

ABI Rehabilitation New Zealand Ltd

Auckland: 09 8310070

Wellington: 04 2370128

www.abi-rehab.co.nz



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Funder Portal (case manager's view)



Client Details				Reports Available	
Name	Funder Portal (47798)			Date	Report
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Injury Details				Date	Sent to / Event
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Mechanism	Fall			Dear Case Manager This is to let you know that the initial report for Mr Funder Portal (Finn) is now available. Please click on the link below. Regards	
TBI Classification	Severe				
Admissions					
Training facility	10 Sep 14				

Click here!

Funder Portal (case manager's view)



InitialReport.doc - Microsoft Word

Home Insert Page Layout References Mailings Review View Add-Ins Design Layout

Clipboard Font Paragraph Styles

Find Replace Select Editing

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GP Name & Address	Dr Brown; 123 High Beach Road, Whangamata - Phone: 075555555		
ACC Case Owner	Contact number		
Date of Incident	8 Sep 2014	Date of Report	28 Sep 2014
Previous Facilities	Admitted	Discharged	
Training facility	10 Sep 2014	To be confirmed	

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TBI Classification	Severe				
Admissions					
Training facility	10 Sep 14				

Click here!

Funder Portal (case manager's view)

Results of Discharge Planning for Funder Portal	
Question	
Date of Discharge	
Residential Rehabilitation Service discharge date?	25/10/2015
Is this Tentative or Confirmed? Comments	Confirmed 09/09/15 Now confirmed
Discharge Destination	
Where is the client being discharge to? Comments	Own home Will be return to his own place
Is this Tentative or Confirmed?	Confirmed
Supports Required on Discharge	
Will support with activities of daily living be required? Comments	No No his in independent with PADL's
Has the funder informed us who the community care provider will be? Provider / Contact person	NA Not required
Will they require Allied Health input on discharge?	Yes
If Allied Health input required - what is currently recommended?	Occupational Therapy, Physiotherapy, Speech and Language Therapy
Has the funder informed us who the community AH provider will be? Provider / Contact person	Yes ABI Rehab
Follow-up from ABI Rehabilitation Post Discharge	
Is follow-up from ABI Rehabilitation recommended post discharge?	Yet to be confirmed

Key Benefits of the Funder Portal



- Secure means of sharing information
 - Improved privacy of Client information
 - Reducing client information being sent via email
 - Reducing the risk of client information being sent to the wrong person
 - Access links relate to only one client
 - Only accessible via ACC site
- Quick access to information
 - Access to outcome measures as they are updated
 - Ability to view, download and print reports
 - Ability to forward access within ACC (e.g. manager, new case manager)
 - View changes to discharge planning as they are updated
 - All information in one place

Feedback from ACC Case Owners



Responses:

n=12

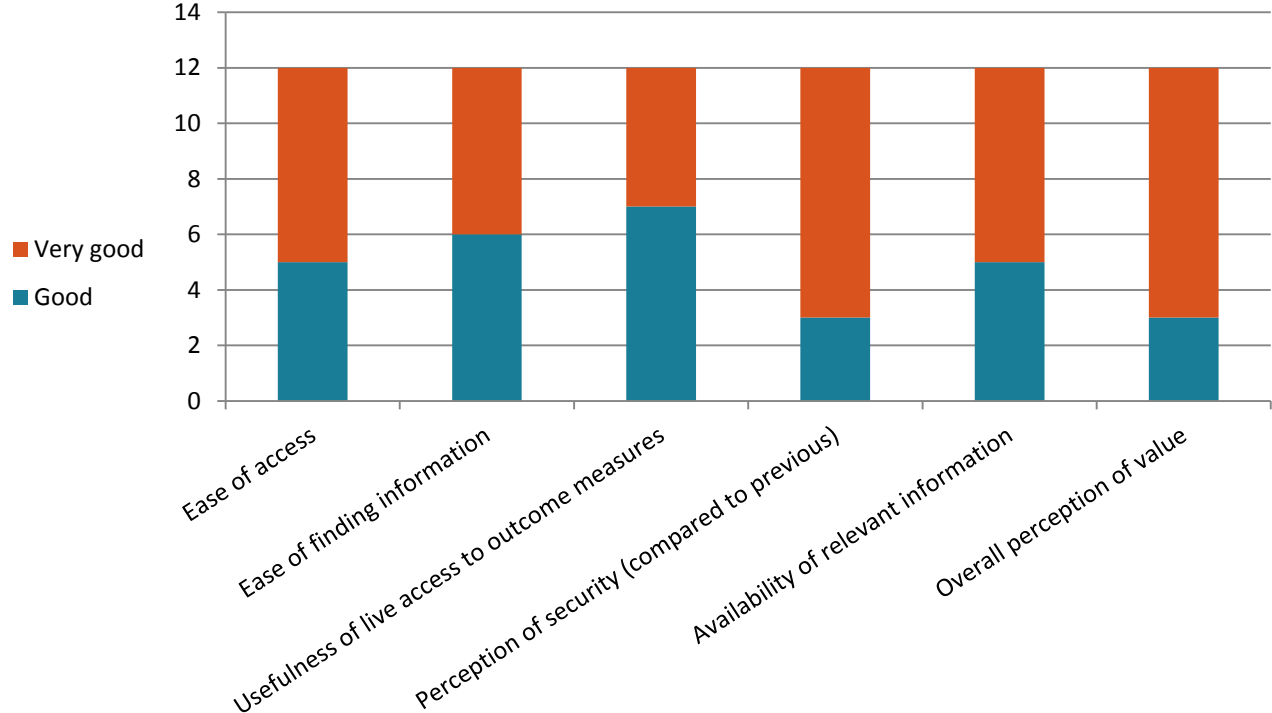
Answer Options:

Very good

Good

Bad

Very bad



Comments

...I found it easy to open (worked the first time) and negotiate my way around no problems.
The information in the portal was relevant and easy to upload to our system... it is great to have on the main section the key work contact details for easy access

Wow very cool

Very easy to use and very timely.
...the portal is wonderful too.

LOVE THE NEW ABI PORTAL - VERY HANDY
AND GREAT OVERVIEW OF CLAIM.

I think it will be a fantastic information sharing tool and will therefore help the client/ABI/ACC with effective discharge planning.

Great system. Wish we could set something like this up with all our medical providers.

... AND THE FUNDER PORTAL SYSTEM IS FANTASTIC...

ABI Rehabilitation



Pictures designed by Freepik.com



abi
Rehabilitation