Pinnacle Midlands Health Network implements a National Child Health Information Programme to support integrated child care delivery

The Customer

Pinnacle Midlands Health Network is a primary health care organisation in the Midland region. The network is leading the development of new primary health care services, and offers clinicians and providers the tools they need to deliver quality healthcare services.

The Challenge

Pinnacle Midlands Health Network and its partners set out to tackle the systemic and ongoing problem of children missing out on universal child health assessments and services to which they are entitled to, and stop children becoming lost in the system. They required a solution which enabled every child within the Midlands region of New Zealand to be registered with their nominated six key milestone providers from birth, and tracked against the universal schedule of child health milestones which include: well child checks, hearing and vision checks, and B4school checks. The goal was 'No Child Left Behind'.

The solution needed to support the delivery of integrated child care services by enabling communication and coordination between service providers, across the primary, secondary, community, NGO and government sectors. This will ensure the children of Midlands Region have access to the best health services in order to achieve optimal health outcomes for children.

The Solution

The National Child Health Information Programme (NCHIP) was developed to enable all children to be registered at birth and monitored against their health milestones. This was not restricted to Pinnacle MHN's enrolled population – but to all children in the Midlands region.

Service providers engage with the child's parents/caregivers to ensure appointments are made and attended. To achieve this, the Child and Youth Health Co-ordination Service (CaY-C) monitors the database and works to ensure regular communication with health care providers and the child's family.

CUSTOMER NAME	Pinnacle Midlands Health Network
LOCATION	New Zealand
WEBSITE	www.midlandshn.health.nz
ORGANISATION TYPE	Primary Health Care Provider
NUMBER OF PRACTICES	90 General Practices
POPULATION	Almost 500,000
PRODUCTS IMPLEMENTED	Consult – Clinical Portal Coordinate – Healthcare Pathways Rhapsody – Integration Engine
KEY BENEFITS	• Streamline, automate and assist with the child registration process • Share relevant demographic and milestone information across the spectrum of healthcare settings • Enabling handover from LMC's to GP's and well child providers, ensuring that families can access primary care when the midwifery process is complete • Provide secure access for providers • Delivery of health checks for all children from birth to 6 years • Enable ability to find children who are not locatable within the healthcare system

One key function of the CaY-C service is to identify children who are not registered with a provider, and to help find them one. Another function is to assist service providers with locating children they have not been able to access (the child may have moved or changed contact details), particularly if a milestone is overdue. NCHIP will show the provider whether another provider has seen the child recently. The CaY-C service can check if other providers and government agencies have current/updated contact details for the child, and help them re-connect.

The NCHIP platform comprises of:

- A telephone-based coordination service located in Hamilton (the Child and Youth Health Coordination Service)

- The collection and storage of children's demographic and health milestone history.

- An information platform that will give each health provider involved in a child's care a shared view of a child's milestone achievements (the National Child Health Information Platform)

"With NCHIP, doctors and other health providers will be able to use their patient management system systems or log on to a password-protected website to see a shared view of a child's progress towards the 29 health milestones such as immunisations, well child checks, hearing and vision checks, and B4school checks"

Tony Ryall
New Zealand Minister of Health, July 9th 2014

The Results

The National Child Health Information Platform (NCHIP) was rolled out across the Waikato region in November 2014, connecting 32,626 children with their health providers and ensuring they receive all their childhood milestone checks.

Data received from six providers, all of whom utilise different databases, is combined, resulting in a shared milestone history where providers are able to see when, where and with whom children have accessed services. The platform also enables electronic referrals from the midwife to general practice, and well child providers. This solution has been demonstrated to be both more efficient and effective than the previous system of faxing referrals to numerous providers.

NCHIP has enabled the Pinnacle Midlands Health Network to:

- Streamline, automate and assist the registration process

- Share health milestone and demographic information across the spectrum of healthcare settings

- Provide secure access for providers

- Find children who were not registered with a provider and help them get connected. For example, NCHIP identified more than 6,000 children who were previously unknown to Waikato DHB's Community Oral Health service.

- Find children that providers were struggling to locate and help them receive their (overdue) health milestones

Future Developments

Following the successful go-live of the Waikato program in 2014, and rollout to Tairawhiti in 2015, the expansion of NCHIP will continue in 2016 with Taranaki and Lakes. Finally, after NCHIP has been successfully implemented across the midland region, it will extended nationally over the following few years.

Upcoming work is also intended to link in a new maternity system and another widely used oral health system (Titanium).

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