

Sustainable Health Review

Public Submissions

Dear Sustainable Health Review Secretariat,

Please see attached the submission on behalf of Dr Marcus Tan and HealthEngine for the Sustainable Health Review.

Thanks,



Amy Springer
Office of the CEO

[Redacted contact information]

[Redacted contact information]

Public Submission Cover Sheet

Please complete this sheet and submit with any attachments to the Sustainable Health Review Secretariat

Your Personal Details

This information will be used only for contacting you in relation to this submission

Title	[REDACTED]
Organisation	[REDACTED]
First Name(s)	[REDACTED]
Surname	[REDACTED]
Contact Details	[REDACTED]

Publication of Submissions

Please note all Public Submissions will be published unless otherwise selected below

- I do not want my submission published
- I would like my submission to be published but remain anonymous

Submission Guidance

You are encouraged to address the following question:

In the context of the Sustainable Health Review Terms of Reference listed below, what is needed to develop a more sustainable, patient centred health system in WA?

- Leveraging existing investment in Primary, Secondary and Tertiary healthcare, as well as new initiatives to improve patient centred service delivery, pathways and transition;
- The mix of services provided across the system, including gaps in service provision, sub-acute, step-down, community and other out-of-hospital services across WA to deliver care in the most appropriate setting and to maximise health outcomes and value to the public;
- Ways to encourage and drive digital innovation, the use of new technology, research and data to support patient centred care and improved performance;
- Opportunities to drive partnerships across sectors and all levels of government to reduce duplication and to deliver integrated and coordinated care;
- Ways to drive improvements in safety and quality for patients, value and financial sustainability, including cost drivers, allocative and technical efficiencies;
- The key enablers of new efficiencies and change, including, research, productivity, teaching and training, culture, leadership development, procurement and improved performance monitoring;
- Any further opportunities concerning patient centred service delivery and the sustainability of the WA health system.

Submissions Response Field

Dr Marcus Tan and HealthEngine response

Dr Marcus Tan, the founder and CEO of HealthEngine, is an active GP with over 20 years of clinical experience. His current health system reform roles are, Chair of the Perth South Primary Health Network (PHN), board director of the WA Primary Health Alliance (WAPHA) and a board and council member of The Australian Medical Association (AMA). Former roles include the Governing Council of South Metro Area Health Service and Chaired Perth Central & East Metro Medicare Local and GP Coastal Division of General Practice. Marcus is an Adjunct Associate Professor at Curtin University.

HealthEngine is a digital health company headquartered in WA. Nielsen ranks HealthEngine as the largest consumer healthcare site in Australia. Over the last 10 years, they have pioneered the use of online bookings and directory services in Australian healthcare with over 1.5 million users on the website or mobile application a month. More than 5000 GP, allied health and specialist locations use HealthEngine nationally. In WA, over 60% of the GP's use HealthEngine creating efficiencies through digital partnerships in the WA primary health ecosystem. The ethos of HealthEngine is "designed to be patient-centred, delivered aligned with providers (clinically-led) and results to be system enhancing".

Digital health helps to create better, more sustainable health care by increasing efficiency and effectiveness for patients, providers and policy makers through access to better information, insights and access to care. Embraced by patients/consumers, digital health tools and information allow greater visibility on previously opaque data on behaviour and outcomes. The free HealthEngine mobile app has been downloaded by 800,000 users and allows patients to nominate their preferred care providers, simplifying continuity of care. There are over 700,000 bookings (~90% with their preferred provider) and over 40,000 survey responses per month from patients about their care experience. The large number of users and transactions of a service like HealthEngine provides **data and insights** for the benefit of the community for health service planning and demand management. For example, HealthEngine data¹ estimates that approximately 11% of GP appointments go unbooked on any weekday, with a high concentration of availability near the major tertiary hospitals in Perth.

HealthEngine was recently selected as integration partner with the Australian Digital Health Agency (ADHA) My Health Record to create a more consumer-friendly **interface and integration** for patients to access their shared health summaries. This helps to link information systems with the patient being at the centre and with access to previously inaccessible information which can now be shared easily.

Over 50% of medications are not taken as prescribed (WHO 2003²). Mobile phone text messaging can increase medication adherence (The George Institute³), translating into adherence rates improving from 50% (assuming this baseline rate in patients with chronic disease) to 67.8%, or an absolute increase of 17.8%. The HealthEngine platform includes a medication management feature linked to MIMS to help patients with **medication adherence and compliance** for better therapeutic outcomes and reduction in medication error and associated side effects.

Digital health solutions provide an opportunity for transparency on provider interest, availability, quality and cost helps patients make more informed decisions about their health care. HealthEngine is working hard to provide a patient-centred digital health solution that can improve efficiencies and change within the WA health system through innovation and strong partnerships.

References

1. HealthEngine database, sample date of May 1,2017
2. Sabaté E, editor. Adherence to long-term therapies: evidence for action. Geneva, Switzerland: World Health Organization; 2003.
3. Usherwood T, Encouraging adherence to long-term medication. Australian Prescriber; 2017