Asia-Pacific Forum: Bangkok

Smart Health Schemes

An Australian Perspective

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- Smart*net* is a specialist business and technology adviser

- Our focus is on business integration in the emerging digital world

- Managing government services in health and homeland security

- Chair of government PKI authority

- Adviser on service delivery in the digital economy

Quick Overview of Australia's Health Sector

- Very early adoption of cards to manage health identity and access (1978)

- Quite contentious

  - National legislation, focused on new rules for health benefit access and special privacy provisions

  - Significant doctor resistance to government involvement in patient relationship

Quick Overview of Australia's Health Sector

- System has evolved to support:

  - Concessional medications, organ donation, child immunisation records, veterans' benefits, various co-payment safety net arrangements

  - Introduction of a public-private transaction exchange to streamline private health insurance claims for services in private and state hospitals

  - Defacto use of health card for identity verification beyond health

Current Challenges

- Financial priorities

- Overcoming fragmentation of the 'system'

  - Very inefficient transaction processes and data flows

  - Avoidable fraud, waste and errors

- Government role in facilitating digital health economy

  - e-prescribing, e-referrals, telemedicine, resolving data quality and efficiency issues (eg standards)

Current Challenges

- Pressures to move from 'input' management to health policies that target outcomes

- History of public (and professional) resistance to mandatory health access and information initiatives

- Mooted changes to Australia's privacy laws

  - There are presently some 9 separate, major pieces of legislation, that create a confusing array of definitions and rules

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In the Past . . .

- Past tendency to create a 'system' using :

  - Legislation

  - Mandatory participation and registration processes

  - Arbitrary deadlines for transition to reduce 'legacy' options

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Now - The Role of Technology

- Technology can now overcome many of these problems in ways that:
  - Do not necessitate radical changes to current legislation
  - Can avoid creating new privacy threats, by leaving data where it is
    - ➢ we have passed the point of needing monolithic data bases
    - ➢ the rise of peer to peer networking
  - Enable more flexible registration
  - Blend government and private infrastructure
    - ➢ new generation transaction exchanges
    - ➢ leveraging of new generation EMV/POS technology
  - Make PKI invisible and more ubiquitous

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Implications for our discussions

- For those who have made significant progress with e-health already

  - New, lower policy risk opportunities to make better use of information for outcome targeting

  - Using technology to resolve transaction management issues that previously required legislation, standards, mandatory approaches

  - Accommodating appropriate public-private collaboration, without creating the need for changes to privacy legislation

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Implications for our discussions

- For those who have been encountering obstacles
  - Technology presenting viable, pro-choice options that reduce the need for mandatory, legislative approaches
  - Enabling voluntary adoption by motivated users and reducing the costs and complexities that accompany forced solutions
  - Transaction exchanges and peer to peer technologies allow legacy systems to co-exist
- Enabling projects to focus on supporting positive clinical interactions and the shift towards outcome-based health systems

Thank you