

Important update for general practice and Aboriginal Medical Services.

456 reasons to sign up to the Service Registration Assistant

The Service Registration Assistant (SRA), a new platform currently being trialled in Northern NSW, is already yielding significant improvements to GP data quality in the Northern NSW Local Health District's (NNSWLHD) GP address book. The SRA is designed for service providers to update their contact information in a single place, and publish to many - helping to reduce administration time, improve data quality and optimise information flow between health service providers.

Close to 50 Northern NSW general practices have signed up for the SRA. 40 of these are already publishing to NNSWLHD, which includes 242 individual GP records. Early results show that some participating practices are now receiving discharge summaries where they haven't previously.

According to data from these participating practices in the 12 months prior to the SRA, 456 discharge summaries could not be delivered because of missing or inaccurate data in either the practice or GP contact records. That's 456 patient episodes where safe transfer of care was made more difficult.

Thankfully, with the recent data updates from SRA registrations, improvements in NNSWLHD's address book will help increase the rate at which hospital and eHealth NSW communications systems successfully deliver discharge summaries.

Continuity of care is widely accepted as a key principle of quality care and positive patient experience. Delays, inaccuracies and the absence of communication between treating medical practitioners during transfer of care may negatively affect continuity of care and contribute to adverse events.¹

A recent study reported that the absence of a discharge summary was associated with a 79% increase in the risk of readmission within seven days and a 37% increased risk of readmission within 28 days.²

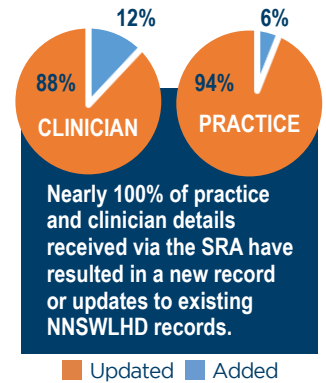
We encourage all Northern NSW general practices and Aboriginal Medical Services to register for the SRA. This is your chance to test the platform before the national scale-up evaluation starts in June. By improving your data quality you are helping to deliver continuity and safe transfer of care for your patients.

Julie Sturgess, Chief Executive NCPHN

Wayne Jones, Chief Executive NNSWLHD



Health
Northern NSW
Local Health District



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It was a seamless process and I believe it will be a huge benefit to our practice. The fact that the SRA was linked to my PRODA account gave me great confidence in the project and the platform.

Louise,
Practice Manager

It is user friendly and easy to navigate. I found once I placed the information in and had it all verified, it is easy to access and update information when needed.

Lyndell,
Practice Manager

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Still time to register!



www.ncphn.org.au/SRA-registration

Evaluation starts June 2020

1. Kripalani *et al* (2007) Deficits in communication and information transfer between hospital-based and primary care physicians: Implications for patient safety and continuity of care. *AMA*. 2007; 297(8):831-841.doi:10.1001/jama.297.8.831. 2. Li *et al* (2013) Timeliness in discharge summary dissemination is associated with patients' clinical outcomes. *J. Eval. Clin. Pract.*. 2013 Feb;19(1):76-9.