

Privacy and consent changes for Primary Mental Health Care Providers

Webinar – Tuesday 18 June 2024

phn
DARLING DOWNS
AND WEST MORETON

An Australian Government Initiative



Local Integrated
Primary Health Care



Acknowledgement of Country

We acknowledge Aboriginal and Torres Strait Islander peoples as the Custodians of this land. Today from Springfield PHN Office, the traditional owner groups are Jagera (Jug-er-a), Yuggera (Yah-gah-rah) and Ugarapul (yoo-gah-ra-pull) People. I'd like to pay my respect to Elders past and present, as well as emerging leaders, and commit to a future with reconciliation and renewal at its heart.

We recognise that the concepts of land, family and spirituality are directly linked to Aboriginal and Torres Strait Islander peoples' physical, mental, social, spiritual and cultural wellbeing.

I would also like to acknowledge the resilience and wisdom of Aboriginal and Torres Strait Islander peoples as one of the world's longest lasting cultures and recognise our responsibility to contribute towards a more equitable and culturally safe primary care system.



DDWM PHN – MHSPAOD, System Integration

Kezia Hazelwood

Commissioning Update

- Commissioning update – 31 May 2024
- Transition to better integrated models of mental health care
- Consent, data collection, reporting, and data linkages will inform new models
- Link to recording:
<https://www.ddwmpnh.com.au/commissioning-update-may-2024>

Qld Health - Suicide Prevention

MHAOD Branch

Courtney O'Donnell

Joni Bennett

Who are we?

Suicide Prevention Team, Mental Health Alcohol and Other Drugs Branch

Key initiatives:

- Expansion to Universal Aftercare
- Implementation of the Zero Suicide in Healthcare Framework
- Workforce development
- Other initiatives under Better Care Together and the Bilateral Schedule
 - Distress Brief Intervention
 - Postvention

Key stakeholders:

- Hospital and Health Services, Primary Health Networks, non-government service providers, training providers, researchers

What will data linkage enable?

- Currently, we receive reporting from service providers in isolation of each other
 - Limited understanding of how people experience the whole health service system, only parts of it
- Opportunity exists to link datasets, without identifying individual people, which will enable us to:
 - understand flow of clients through the service system
 - understand re-presentation rates to various services including hospitals
 - understand the range of services people might be receiving at one time
 - understand where gaps in the service system exist

What can we do with this information?

- Improve the experience of people receiving services
 - Fill gaps in the service system where people are currently falling through
 - Improve efficiencies where people are accessing multiple services at one time, consider how we can support more collaborative, integrated approaches to care
- Improve targeted investment in service delivery
 - Identify service demand and service need
 - Improve identification of workforce training and education needs
- Improved capability to look at impact of
 - Programs and services
 - Training and education

DDWM PHN - Digital Transformation, Performance and Evaluation

Brian Kurth

Consent statement, 5 key messages

April 2024

- 1** *PHNs should, by 30 April 2024, ensure that the consent documents and processes they establish include client consent to the provision of personal information.*
- 2** I consent to de-identified, personal information about me being provided to the Australian Government Department of Health and Aged Care, Queensland Health, and the Darling Downs and West Moreton PHN to be used for research and evaluation purposes.
- 3** This involves my personal information being used to create a de-identified code that will allow my de-identified information to be linked with other de-identified information for the purposes of research and analysis to improve mental health services in Australia. This requires details about me such as my date of birth and gender, but will not include my name, address or Medicare number.
- 4** I understand that my personal information will not be provided to the Department of Health and Aged Care, and Queensland Health, if I do not give consent.
- 5** I also understand that my consent is not required for the Department of Health and Aged Care and Queensland Health to receive summarised data about my use of mental health services, combined together with data from other clients who also used mental health services funded by the Darling Downs and West Moreton PHN, because this summary data does not use my personal information.

It is happening now

1 *PHNs should, by 30 April 2024, ensure that the consent documents and processes they establish include client consent to the provision of personal information.*

- Process was started in April/May 2024, with providers.
- RHEALTH have assisted to include in the refeRHEALTH system.
- From 1 July 2024, it is expected any new consent is the 'new consent'.
- Old consent is not considered ongoing.

Informed consent to share

2 *I consent to de-identified, personal information about me being provided to the Australian Government Department of Health and Aged Care, Queensland Health, and the Darling Downs and West Moreton PHN to be used for research and evaluation purposes.*

- Two elements of consent: (A) to participate and (B) to share de-identified linkable data.
- Today we are focused on **data sharing and linkage**.
- It needs to be informed consent, and record kept by provider as appropriate.
- Important to understand how it will be used.

How it will be used and kept safe

3 *This involves my personal information being used to create a de-identified code that will allow my de-identified information to be linked with other de-identified information for the purposes of research and analysis to improve mental health services in Australia. This requires details about me such as my date of birth and gender, but will not include my name, address or Medicare number.*

- The person will always remain de-identified; and the information kept safe.
- You see their personal information, we don't.
- Their information is used to generate a code.
- Consent is for this code to be shared and used with other de-identified data.

Consent and service provision

4

I understand that my personal information will not be provided to the Department of Health and Aged Care, and Queensland Health, if I do not give consent.

- They do not have to consent.
- They can change their mind too, and this can be updated.
- A person can still receive a service.
- The importance of informed consent –
 - the benefits for their services;
 - while protecting their privacy.

Keep recording all data, the system handles it

5 *I also understand that my consent is not required for the Department of Health and Aged Care and Queensland Health to receive summarised data about my use of mental health services, combined together with data from other clients who also used mental health services funded by the Darling Downs and West Moreton PHN, because this summary data does not use my personal information.*

- Data collection is required regardless of data sharing.
- You don't need to change the way you use the system.
- Aggregated reporting is not private information, so is safe to share.
- refeRHEALTH has been updated. It manages this for you.

RHEALTH - refeRHEALTH

Cameron Symonds

Updated MDS Privacy & Consent process

The consent flow in refeRHEALTH has been updated to reflect recent changes issued by the Australian Government Department of Health and Aging in April 2024.

Changes cover help text and wording for:

- Consent participate in the service
 - Consent to share deidentified data with the Department

Step 1

Consent introduction and reminder (entering from 'Create referral' only)

Create Referral

Referrals / Create Referral

This is step 1 - patients search.

This section checks if a person exists based on the details provided, no details are saved at this point, and this is a reminder that consent will be asked after a program is selected.

Create Referral

Service Providers and Referrer's must ensure there is informed consent to receive services and to record their personal and health information. Consent must be documented by the Service Provider in accordance with the Privacy Act 1988 and the Australian Privacy Principles. This includes that verbal consent is witnessed and documented.

To access services, each person must consent to their personal information being recorded by the service provider and also within referRHEALTH for the purposes of referral, intake, and service delivery.

This consent will be asked after you have selected the relevant programs, but before the patient record is saved.

Enter your patient's details. We'll try to match them to an existing patient, or you can create a new patient on the next step.

Patient's Legal Name *

For patient matching purposes, write their full legal name (ie. do not enter a nickname or shorter name here).

Date of Birth *

Step 2

Select the program (or programs) the client will be referred to

Not sure which program to refer to?
Select **Head to Health (H2H) - Phone Service** from the programs list. You can also call Head to Health on **1800 595 212**.

Head to Health helps individuals navigate mental health, suicide prevention and alcohol and other drug services in the Darling Downs and West Moreton region.

The Head to Health phone line can be accessed by people seeking mental health support, their families, carers, GPs, service providers and other health professionals. It is available Monday to Friday, 8:30am to 5pm (except public holidays).

Make Referral

You are making referrals for **Sam Samson** on behalf of **RHealth**.

Choose which programs you want to make referrals for. To view the program description and eligibility select the program on the left.

Available Programs

- HealthWISe - Primary Mental Health Nurse Care (Level 4+)
- HealthWISe - Psychosocial Support (Level 4+)
- Targeted Psychological Therapies - Lives Lived Well
- Targeted Psychological Therapies - Lives Lived Well (Internal)

Continue... **Cancel**

Step 2 - Select the program/s

Different programs may have different consent settings, so the consent will be triggered after this page.

No patient details have been saved yet, and exiting out now cancels the referral.

Step 3

Once the program has been selected, and client details have been entered, select the response to the consent checkpoint

Step 3 - Consent check at the referral

Patient Consent

HealthWISe - Primary
Mental Health Nurse
Care (Level 4+)

At this point, the provider has been selected, and patient details have been entered. This must be answered before the referral can be made, and patient details can be saved.

Service Providers must ensure there is informed consent to receive services and to record their personal and health information.

Consent must be documented by the Service Provider in accordance with the Privacy Act 1988 and the Australian Privacy Principles. This includes that verbal consent is witnessed and documented.

To access services, each person must consent to their personal information being recorded by the service provider and also within referRHEALTH for the purposes of referral, intake, and service delivery.

Note: if a person does not consent to receive services and to have their information recorded, they cannot receive this service, and will need to be referred to an alternative service.

Yes - the person **has given consent** to receive services. This was informed consent and it has been documented.

No - the person has **not given consent** to receive services, and has been referred to an alternative service.

If consent is not given, the episode of care cannot proceed. The user can cancel the episode of care, and no details of the referral or person are saved to referRHEALTH. At this point, alternative services should be discussed with the client, to ensure that they receive care as required.

If consent is given, the user can complete entering the episode of care as normal. This is the confirmation that informed consent has been gained by the referrer to proceed.

Step 4

Once the referral is made, and services commence, select the response to the consent checkpoint at session one

Patient Consent

Service Providers must ensure there is informed consent to receive services and to record their personal and health information.

Consent must be documented by the Service Provider in accordance with the Privacy Act 1988 and the Australian Privacy Principles. This includes that verbal consent is witnessed and documented.

To access services, each person must consent to their personal information being recorded by the service provider and also within refeRHEALTH for the purposes of referral, intake, and service delivery.

Note: if a person does not consent to receive services and to have their information recorded, they cannot receive this service, and will need to be referred to an alternative service.

Yes - the person **has given consent** to receive services. This was informed consent and it has been documented.

No - the person has **not given consent** to receive services, and has been referred to an alternative service.

Step 4 - Consent check at session 1.
This ensures consent remains valid between referral and commencement.

If consent is not given, the episode of care cannot proceed. The user will close the episode of care, with the reason being 'Client declined services'. At this point, alternative services should be discussed with the client, to ensure that they receive care as required.

If consent is given, the user can complete entering the first session as normal. This is the confirmation that informed consent has been gained by the provider to proceed.

Step 5

Once services commence, select the response to the consent checkpoint at session one for the sharing of de-identified information

Consent to Share De-identified Information (ie MDS)

Service Providers must ensure there is informed consent to share de-identified personal information with Australian Government and Queensland Government Health agencies. Updated guidance and requirements were provided to Service Providers in May 2024 by the Australian Government and the Darling Downs and West Moreton PHN.

Consent must be documented by the Service Provider in accordance with the Privacy Act 1988 and the Australian Privacy Principles. This includes that verbal consent is witnessed and documented.

Consent to de-identified information sharing

Information about consent

The person understands:

De-identified, personal information will be provided to the Australian Government Health Department, the Queensland Government Health Department, and the Darling Downs and West Moreton PHN to be used for research and evaluation purposes.

This information will be used to create a de-identified code that will allow de-identified information to be linked with other de-identified information for the purposes of research and analysis to improve mental health services in Australia. This requires details such as date of birth and gender, but will not include names, addresses or Medicare numbers.

Personal information will not be provided to the Australian Government Health Department and the Queensland Government Health Department, if the person does not give consent.

The Health Departments can still receive summarised data about the use of mental health services, because this summary data does not use personal information.

NOTE: all information about the person and their use of services must continue to be recorded in refeRHEALTH for the purposes of service delivery, regardless of their consent to share de-identified information.

Record of consent to share de-identified information *

Yes – the person has given consent to share de-identified personal information. This was informed consent and it has been documented

No – the person has not given consent to share de-identified personal information

Step 5 - Consent to De-identified sharing.
This records consent for de-identified sharing at session one.



Users should continue to record all details about the client and services delivered into refeRHEALTH, regardless of the response to this consent.

Contact us

helpdesk@rhealth.com.au

07 4638 1377

DDWM PHN – Data Insights

Danni Jansen

DDWM PHN Commissioned Provider portal

<https://www.ddwmphn.com.au/provider-portal>

Any questions?

Thank you for joining us.

Keep up to date and follow us on:



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