



*hcs*

*eCCo*

"Very easy to convey information to the GP that wouldn't otherwise be done."

## *The HCS eCCo solution*

HCS ECCo provides a critical communication channel for the transfer of patient information within the care team. Patient data from a range of hospital software systems is collated and shared in a number of formats, including summaries and documents, to facilitate seamless **electronic clinical communication**, or ECCo. Effective and timely delivery ensures clinical information is 'echoed' around the care team, promoting consistent, high-quality treatment and a complete continuum of care.

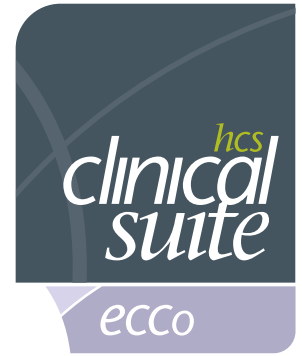
For information regarding HealthCare Software, the HCS Clinical Suite or any e-health matter in general, please contact us on +61 3 6224 9955 or visit our website.

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*hcs* HealthCare  
Software

# HCS ECCo

## FEATURES AND BENEFITS



The HCS ECCo application is a component of the HCS Clinical Suite – a comprehensive collection of decision support tools for the benefit of care providers within the hospital (pharmacists, doctors, nurses and allied health professionals) and the community (GPs, community pharmacists and aged care workers). The HCS Clinical Suite promotes more effective medication management and patient referral in delivering a complete continuum of care.

Clinicians know that a significant cause of preventable medical error is the failure to effectively communicate information to community based care providers and patients. HCS provides a solution to this problem through the delivery of timely and complete **electronic clinical communication**, or **ECCo**.

HCS ECCo collates comprehensive clinical information from a range of hospital systems that can be forwarded to clinicians in other hospitals and community care teams, effectively 'echoing' the information. Handover communications such as summaries of care, requests for treatment and follow-up directives are easy to generate and refer.

HCS ECCo promotes efficient and timely delivery of this information in a form that is appropriate to the recipient.

Key tools provided by HCS ECCo include:

- **Comprehensive discharge summaries** for delivery to GPs, aged care facilities and other community healthcare providers as authorised. Summaries include:
  - **Multidisciplinary contributions** from all authorised clinical contributors, including nursing, pharmacy, OT, social work, physiotherapy and dieticians.
  - **Referrals** to inform the recipient of future patient appointments or requests lodged.
  - **Directives for ongoing care** to inform the recipient of the advised future treatment considerations for the patient.
- **Community pharmacy summaries** delivering handover information from hospital to community pharmacy, documenting each patient's current medication and allergy profile.
- **Care summaries for patients** including medication details and advice to assist the patient in their own medication management following discharge.

While current discharge processes can see a multitude of summaries generated each time a patient leaves hospital, all clinical contributions can be incorporated in the HCS ECCo summary for unified presentation to community based healthcare professionals.

The provision of HCS ECCo summaries ensures all relevant care providers have complete patient information available where and when it is required, thereby optimising future treatment decisions and delivering a variety of benefits to users, hospitals and patients.

Key benefits provided by HCS ECCo include:

- **A more effective channel of communication for clinical and community care providers to refer information and facilitate ongoing, consistent treatment.**
- **A strong focus on full disclosure of comprehensive clinical information at discharge.**
- **Significant time and cost savings through automatic population, more available time for care activities and better health outcomes.**
- **Assistance in meeting the latest clinical guidelines and standards for discharge summaries.**
- **The provision of customised information that ensures decisions are not made according to generic medical protocols.**

Commencing in February 2007, the Department of Health and Human Services (DHHS) Tasmania implemented HCS ECCo for a Patient Discharge Medication Record (PDMR) pilot in the Launceston General Hospital (LGH). The LGH is a 300-bed public facility that provides acute care for residents of Launceston and Northern Tasmania.

A customer-initiated review identified that:

- 500 discharge summaries were sent electronically to GPs in 4 months;
- 60% of these contained communication from the hospital pharmacist - 15% of which were assessed as being of high clinical significance;
- 100% of hospital medical officers thought it was easier to use than paper summaries and improved the quality of information sent;
- 96% of GPs receiving PDMR summaries considered that it contained relevant and useful information;
- 72% of GPs reported that it had reduced their need to make follow up enquiries;
- NeHTA concluded that "the PDMR is one of the early adopters of the discharge summary specification and is at least 85% compliant".

"Very good - I am finding it useful and very easy to use."

"Very easy to convey information to the GP that wouldn't otherwise be done."

Launceston General Hospital Clinicians after the completion of the Patient Discharge Medication Record project.