

Summary – Health Outcomes and Patient Experience (HOPE) –

Participation Agreement

Purpose of the Summary:

To provide a precis of the HOPE participation agreement that defines roles and responsibilities in protecting the personal health information involved in administering patient reported measures (PRM) using HOPE.

Background:

This agreement draws on the principles from:

- The joint Statement between NSW Health and NSW Primary Health Networks which expresses our commitment to deepen our collaboration to respond to the challenges and realise the emerging opportunities of today's health system.
- Value Based Healthcare (VBHC): VBHC underpins the NSW Health future health strategy and supports the vision for “a sustainable health system that delivers outcomes that matter most to patients and the community, is personalised, invests in wellness and is digitally enabled”.

Patient Reported Measures:

Patient reported measures (PRMs) are surveys that give us an insight into what matters most to patients. They help us to understand if the care we deliver supports the outcomes and experiences that patients expect. NSW Health has invested in an IT platform, the Health Outcomes and Patient Experience (“HOPE information system”) to improve consistency in the collection and use of PRMs.

The information and reports within HOPE will be viewable along the patient journey to include; inpatient, outpatient and primary care settings, enabling patients and multidisciplinary care teams to; capture, review and act, on the PRMs data in a timely, manner.

HOPE Participation Agreement:

The Agreement pertains to the HOPE information system and defines the roles, obligations and responsibilities of the Agency and primary care provider. The Agreement sets out the terms and conditions under which the Agency will provide the Primary care provider with access to the HOPE information system and how the Primary care provider may:

- collect PRMs data using the HOPE information system; and
- access and use PRMs data in the HOPE information system.

The Agreement references the PRM Data Governance and Management Framework which specifies the permitted primary and secondary uses of PRM data in HOPE. Practices participating in the collection and use of PRMs data in HOPE will control local collection, use, access, in addition to the privacy and security of the PRMs data at the practice level with the principal of the practice designated as the local data custodian. The local data custodian allocates other data governance and management roles and is responsible for:

- implementation and day-to-day operation of the HOPE information system; and
- the Primary care provider's PRMs data held on the HOPE information system.

If you have any questions regarding the HOPE Participation Agreement, please direct your enquires to ACI-PRM@health.nsw.gov.au