NSW Health

Staff Briefing

Single Digital Patient Record Implementation Authority (SDPRIA) organisational structure

09 September 2024

NSW GOVERNMENT

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Let’s go through the changes ahead

Establishment of the SDPRIA and what this means for eHealth NSW

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Background and context

- The Single Digital Patient Record (SDPR) is the biggest change to a health system Australia has ever seen and will transform how people experience and deliver care across NSW.
- In recognition of the significance and scale of the project, the NSW Health Secretary announced in May 2024 the establishment of the Single Digital Patient Record Implementation Authority (SDPRIA), to be led by Dr Teresa Anderson AM, with eHealth as a major delivery partner.
- It was later announced that the SDPRIA would be its own entity under the Health Administration Act 1982.
- Since that time, eHealth NSW and SDPRIA have been working with the Ministry to identify what this means for eHealth NSW and the many staff across the business who work on the project.
- To enhance governance and collaboration, staff currently working on the SDPR program will be assigned to the new SDPRIA, reporting to the Chief Executive, Dr. Anderson AM. The SDPRIA will operate under the eHealth NSW ABN but will function as a separate organisation. This is possible as both eHealth NSW and SDPRIA are employees of the Health Administration Corporation (HAC).
- An organisational structure for the SDPRIA has been designed to enable this change, providing clarity on reporting lines. It also details the cross-organisation relationships with eHealth NSW, including some matrix reporting. The proposed structure recognises the complexity of the program and the close relationship with eHealth NSW as a key delivery partner.
- There will be a consultation process with affected staff to gain feedback, including on impacts to roles and reporting lines.

Changes at a glance

301 Permanent, 24 temporary exempt and 6 contingent workers will be impacted by the proposed change, however, the impacts will be minimal for the majority of staff.

What is changing?

High level overview of what is changing

- Staff working on the SDPR program will be assigned to the new SDPRIA according to the proposed organisational structure, reporting to the Chief Executive, SDPRIA.
  - Staff from PD capability practice will have a formal reporting line into SDPRIA and will no longer be part of the PD capability pool
  - Some staff in Service Delivery supporting the SDPR program (Reporting, Data & Analytics, Integration – BAU) will remain in Service Delivery but will have a matrix reporting line to SDPRIA.
  - SDPRIA will have a small number of dedicated corporate support staff (Finance, Comms, Consumer Engagement, P&C, Procurement and Legal) reporting into SDPRIA. They will work with the broader eHealth NSW corporate support teams as required to deliver to the needs of the SDPRIA.
- There will be some changes to reporting lines as per the proposed organisational structure.
- Some role descriptions will be updated to accurately reflect the proposed changes.

What will remain the same?

High level summary of what is NOT changing

- Staff will remain employed by eHealth NSW but be assigned to the SDPRIA.
- Both eHealth NSW and SDPRIA are employees of the Health Administration Corporation so there are no changes to employment conditions.
- Your current classification/grade and salary will not change.
- Your workstream will not change.
- Your work locations will not change, however you may be required to work in other work locations from time to time in line with program needs. For example, 1 Reserve Road, St Leonards, Charlestown and/or LHD locations.
- You will continue to have the same access to eHealth NSW platforms and systems.

A Q&A document is available that will be updated with more information as consultation progresses

Benefits of this change

The Implementation Authority will work collaboratively across the system and with LHDs, to ensure that SDPR caters effectively to the diverse needs of our clinicians, patients, and carers, thereby enhancing patient experiences and outcomes.

The establishment of the SDPRIA will ensure effective :

- governance
- financial management
- workforce and clinician engagement
- collaboration and partnership with
  - Local Health Districts
  - Specialty Networks
  - shared services
  - pillar agencies
  - Ministry of Health
  - EPIC Systems

The revised organisation structure:

- provides clarity of specific roles
- removes ambiguity of reporting lines
- promotes improved collaboration
- details the cross-organisation relationships
- improves matrix reporting

The proposed SDPRIA organisational structure

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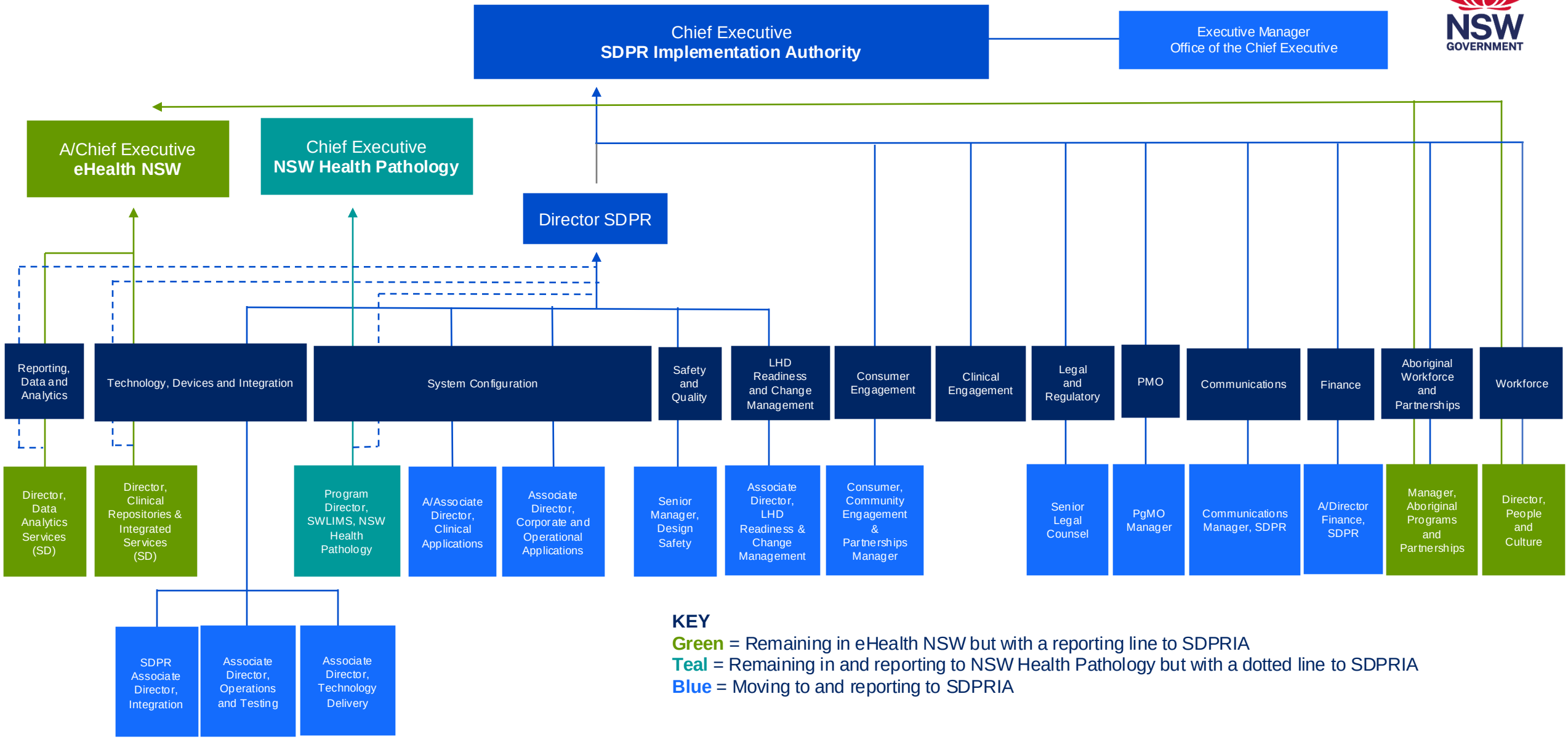
High-level proposed SDPRIA structure



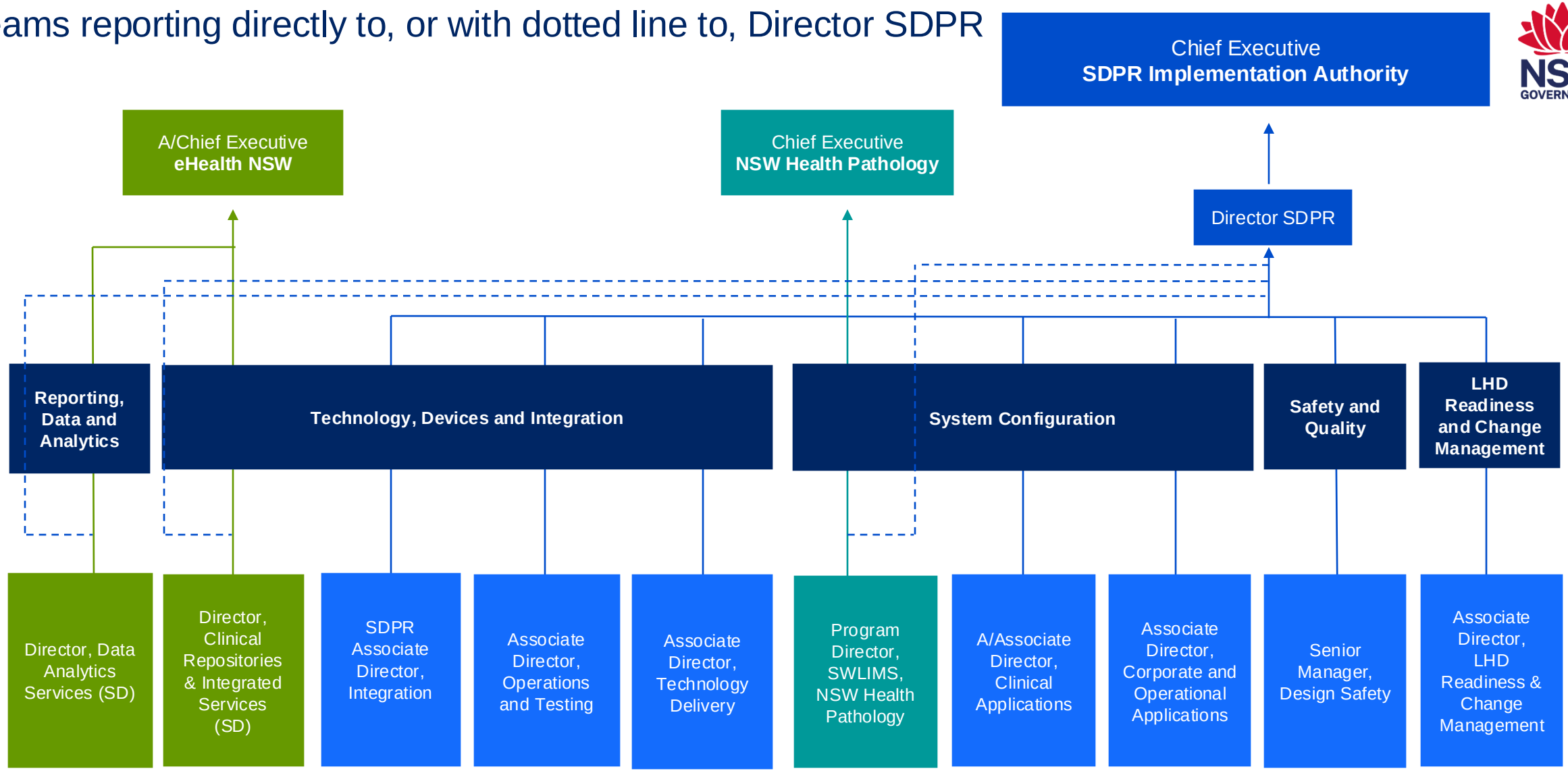
KEY

Green = Remaining in eHealth NSW but with a reporting line to SDPRIA

Teal = Remaining in and reporting to NSW Health Pathology but with a dotted line to SDPRIA

Blue = Moving to and reporting to SDPRIA

Teams reporting directly to, or with dotted line to, Director SDPR



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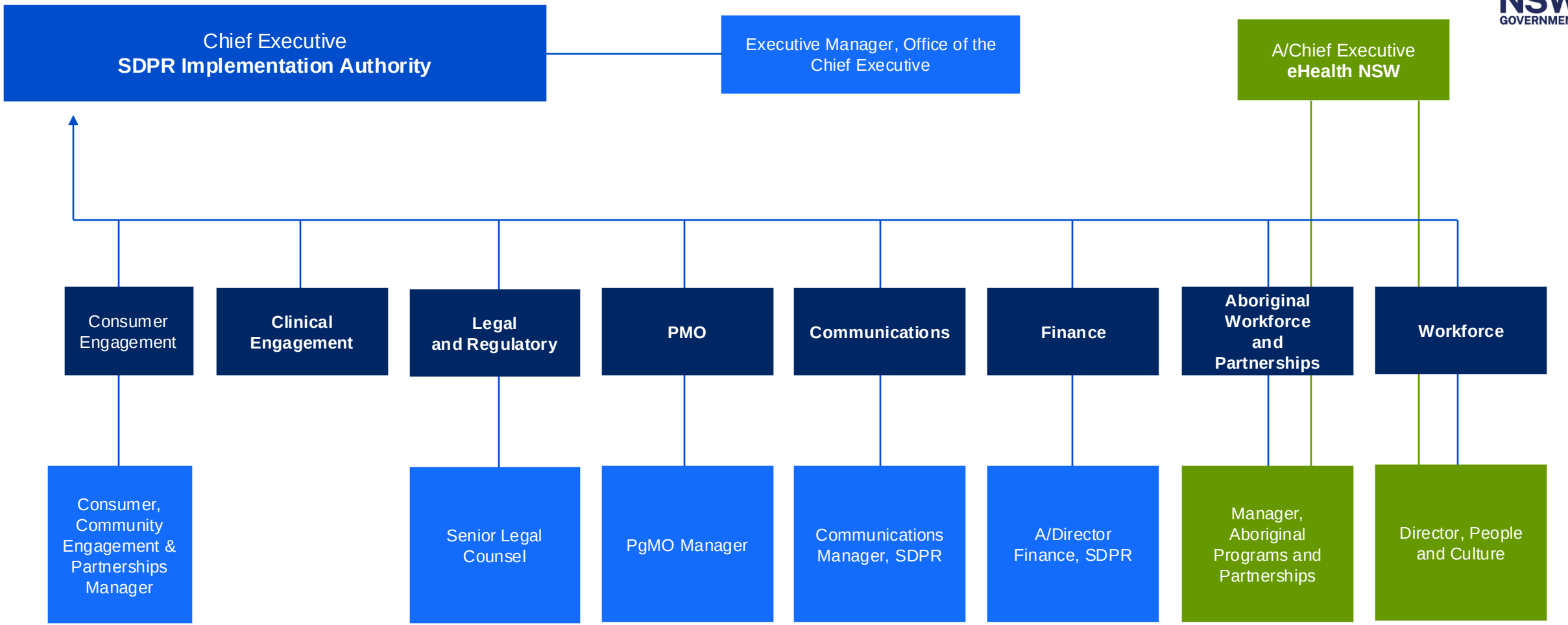
Teams reporting directly to, or with dotted line to, Chief Executive SDPRIA



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Question

What happens once the SDPR has been implemented across the NSW Health system?

- Permanent staff will continue to support SDPR as business as usual.
- You will keep your role and provide ongoing support and training for the system.
- Any proposed changes and impacts to existing roles will undergo further consultation at that time.

Consultation process and providing feedback

What to expect

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The consultation process

What is it?

- An important industrial process intended to enable two-way communication between the business and employees on changes in the workplace
- Includes a range of stakeholders, including the Health Services Union (HSU), NSW Nurses & Midwives' Association (NSWNMA) and the Australian Salaried Medical Officers Federation (ASMOF).
- Open for a period of 2 weeks
- Your opportunity to have a say and influence the future of your work.

For the next two weeks, expect:

- Your feedback to be sought, acknowledged and genuinely considered
- Information to be exchanged – healthy discussion is encouraged!
- Questions to be welcomed – ask us "have you thought of…", and we'd love to hear your ideas
- Your unique perspective, experience and knowledge to be valued: you know your work, stakeholders and customers best.
- Respect, understanding and honesty.

How to find information and provide feedback

Visit the SDPRIA Consultation SharePoint Page to find:

- This presentation
- The proposed SDPRIA organisational structure
- FAQs
- Online Feedback Form
- Other available resources as they become available.

How to provide suggestions and feedback during the consultation period:

- Complete our Feedback Form
- Live during our staff briefings (A mid-consultation session will be booked for this)
- During 1:1s with managers
- Contact your Manager or HR Business Partner directly via phone or email, or request an individual meeting.

As we navigate our new and changing environment, it is important that we continue to look after ourselves and each other.

Resources available to support you

Your direct manager

- Schedule 1:1s with your manager to discuss

HR Support

For further assistance regarding the proposed changes

- Maria Treminio, HR Business Partner
- Angelique Pramataris, HR Business Partner

Access free support via our Employee Assistance Program (EAP)

- Converge International offer eHealth NSW employees and contractors and their families a free confidential, counselling, coaching and wellbeing service on (02) 8644 2323 (option 4).

Questions and feedback

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