Patient Administration System and Clinical Systems Business Rules Policy

1. Background

WA Country Health (WACHS) has deployed the state-wide Patient Administration System (PAS) and a suite of clinical systems that are used to collect and store health information. A set of information systems business rules documents have been developed as an important and overarching guide for accurate and consistent reporting of WACHS activity. These documents are required to be followed in the use of the systems and will be monitored for compliance.

2. Policy Statement

It is mandatory that webPAS and the suite of clinical systems are used by staff employed by WACHS. These systems have been deployed as a means of enabling comprehensive information collection for the use in clinical communication and decision-making, and to ensure up-to-date health information is available at the point of care.

2.1 Business Rules Compliance
A standard set of business rules have been developed and are to be used across WACHS. These business rules cover:
- webPAS
    - Emergency Department
    - Inpatient
    - Outpatient
    - Elective Surgery Waitlist Management
- Notification and Clinical Summary (NaCS)
- eReferrals (inpatient and outpatient referrals).

These business rules have been established to support good practice and data compliance across the clinical systems and provide a single source of information to guide system usage and data entry.

2.2 Business Rules and Other System Documentation Development
Business rules, user guides, data entry standards and other supporting documentation for the PAS and clinical systems are required to be developed in conjunction with the WACHS Health Information Systems (HIS) team, to ensure that the documents are standardised, supported and meet the needs of the business and reporting requirements. This includes any documentation pertaining to the following systems:
- webPAS and webPAS ED
- NaCS
- eReferrals
- iSoft Clinical Manager (iCM)
- Journey Board

- Enterprise Bed Management (EBM)
- Community Health Information System (CHIS)

2.3 Request for Changes to Documents
Where there is an identified need for change within any documents pertaining to PAS or clinical systems, the request for change process (Appendix 1) is required to be followed. Any local changes to documents will not be supported.

3. Definitions

Business Rules	Business Rules define specific aspects of business operation i.e. 'how the business should run': i.e. • describes how policy and practices apply • provides criteria and conditions for decision-making • includes what course of action is required when users/ scenarios trigger the rules into action, and • removes ambiguity from processes
NaCS	Notification and Clinical Summary
PAS	Patient Administration ~~Information~~ System
Information Systems User Guides	A user guide is a document with both written and visual content intended to provide assistance to people using particular systems. It is to be written in non-technical language and include the key features or functions of the relevant information system.

4. Roles and Responsibilities

Managers are responsible for communication of Business Rules and when subsequent revisions are made (where they manage staff responsible for adding data to the system/s). Ensuring required systems training is completed by staff and providing ongoing assessment of competence.

Health Information Managers are required to provide the clinical system and PAS oversight at a regional level and support staff in complying with the requirements outlined in the business rules. They are responsible for the distribution of revisions to the business rules to local management teams. Health Information Managers are also responsible for any compliance reporting regarding the use of PAS and clinical systems, following up with end users where compliance has not been met.

All Staff are required to ensure they are compliant with business rules documents and use designated clinical information systems required by WACHS.

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5. Compliance

This policy is a mandatory requirement under the *Health Services Act 2016* (WA) to ensure that WACHS reports activity in line with the requirements of the System Manager Data Collections.

Failure to comply with this policy may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the Integrity Policy Framework issued pursuant to section 26 of the *Health Services Act 2016* (WA) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

WACHS staff are reminded that compliance with all policies is mandatory.

6. Records Management

All WACHS clinical records must comply with the Health Record Management Policy.

Business rules documents are live documents and are maintained in the approved Electronic Document Record Management System (EDRMS) to manage version control, and to comply with the Records Management Policy.

7. Evaluation

Evaluation of this policy is to be carried out by the Manager Health Information Systems, giving consideration to annual feedback provided by key stakeholders.

The business rules are live documents and will change based on system enhancements, changes to reporting requirements and improvements to processes and functionality. These are evaluated and approved through specialist forums such as the WACHS Non-Admitted Patient Information Systems Reference Group, WACHS webPAS ED User Group, WACHS Executive Information Governance Subcommittee (IGC) and in conjunction with state-wide forums overseeing PAS and Clinical Systems.

8. Standards

National Safety and Quality Health Service Standards – 1.16, 1.17 and 1.18

9. Legislation

Health Services Act 2016 (WA)
My Health Record Act 2012 (Cwlth)

10. References

WACHS Clinical System Business Rules and Data Entry Standards:
- Emergency Department Business Rules
- Non-Admitted 'Outpatient' Business Rules
- webPAS Inpatient Business Rules
- Elective Surgery Waitlist Business Rules
- Notification and Clinical Summary (NaCS)

11. Related Policy Documents

WACHS Health Record Management Policy

WACHS My Health Record Manual

12. Related WA Health System Policies

MP 0010/16 Patient Confidentiality Policy

MP 0067/17 Information Security Policy

MP 0094/18 My Health Record (MHR) Policy

OD 0558/14 Data Collection Policy

MP 0087/18 Non-Admitted Activity Recording and Reporting Policy

MP 0058/17 Admission Policy

MP 0036/16 Data Reporting Requirements for Episodes of Admitted Maintenance Care Policy

MP 0143/20 – Emergency Department Data Collection and Reporting Policy

MP 0088/18 Elective Services Waiting List Data Collection Data Reporting Requirements Policy

13. Policy Framework

Information Management Policy Framework

Information and Communication Technology Policy Framework

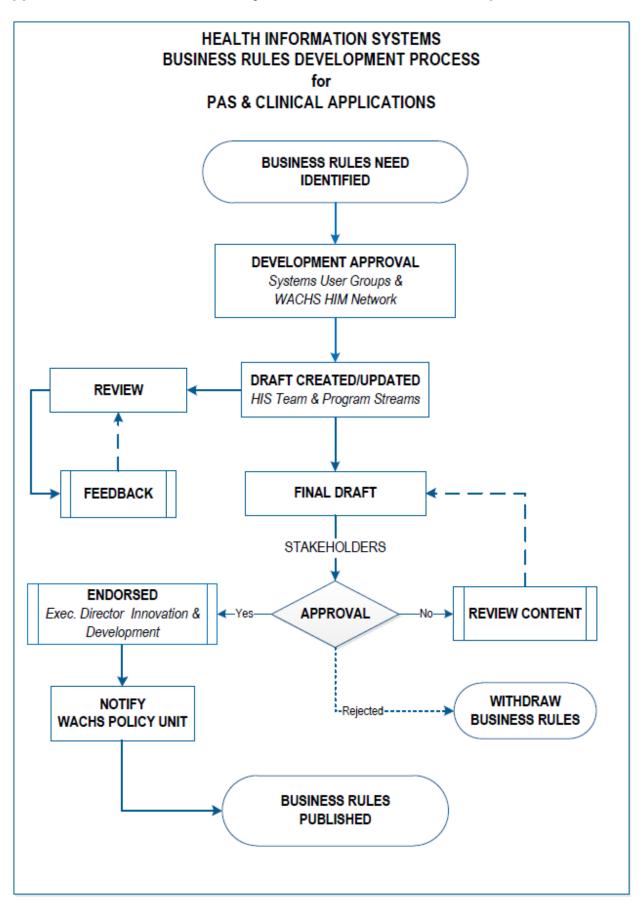Integrity Policy Framework

Legal Policy Framework

**This document can be made available in alternative formats
on request for a person with a disability**

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Appendix 1: Health Information Systems Business Rules Development Process

HEALTH INFORMATION SYSTEMS
BUSINESS RULES DEVELOPMENT PROCESS
for
PAS & CLINICAL APPLICATIONS