

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Budget Estimates 2011-2012, 30/31 May 2011

Question: E11-554

OUTCOME 10: Health System Capacity and Quality

Topic: CHANGE MANAGEMENT AND NEHTA

Written Question on Notice

Senator Boyce asked:

The Department claims that ‘change management’ is by ‘far and away the most complex of the activities in front of us’, why then isn’t NEHTA dealing with that issue ‘in-house’?

Answer:

In June 2011 following an open procurement process, the Department engaged McKinsey and Company as the National Change and Adoption Partner to support the Department and the National eHealth Transition Authority (NEHTA) to successfully deliver the personally controlled electronic health record (PCEHR) Program. McKinsey and Company is partnering with PricewaterhouseCoopers, Hill & Knowlton, Workstar, Event Planet, Ocean Informatics, Alfred Health, Salmat and the Australian General Practice Network to provide these services. The Department approached the open market consistent with the PCEHR sourcing strategy in order to draw from the experience external companies have acquired through supporting change and adoption activities across national and international eHealth record projects.

McKinsey and Company will work in collaboration with NEHTA and the Department to develop a national change and adoption strategy and to undertake a range of engagement and communications activities across the health sector. Drawing from this work, NEHTA will continue to support the twelve eHealth sites to undertake local change and adoption activities required to enable them to successfully implement local eHealth solutions.