

Health Establishment Registration

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Summary To describe the mandatory requirement to register health establishment outlets and service units within NSW, and record the registration details in NSW Health's Health Establishment Registration Online (HERO) and the Human Services Network (HSNet's) ServiceLink systems.

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This Policy Directive may be varied, withdrawn or replaced at any time. Compliance with this directive is **mandatory** for NSW Health and is a condition of subsidy for public health organisations.

HEALTH ESTABLISHMENT REGISTRATION

1. PURPOSE

- 1.1 The purpose of this policy directive is to describe the mandatory requirement to register health establishment outlets and service units within NSW, and record the registration details in NSW Department of Health's Health Establishment Registration Online (HERO) and the Human Services Network (HSNet's) ServiceLink systems.
- 1.2 Registration of health services is necessary to:
- support rapid access by staff and clients to services
 - support referrals of clients to appropriate services
 - rationalise requirements to report information about health services
 - manage data collections and performance reporting
 - uniquely identify the source of data messages and data extracts for data collection management purposes
 - support better planning of health services across NSW.
- 1.3 Prior to this policy directive, registration of health services within NSW has occurred on ad-hoc basis, primarily for high-level organisational establishments such as hospitals. This policy directive formalises the existing registration practices, extends registration requirements beyond the hospital setting, and mandates the registration of service units within hospitals and community health services. It also describes the mandatory information that must be provided when registering entities.

2. WHAT IS HEALTH ESTABLISHMENT REGISTRATION?

- 2.1 For the purpose of this policy directive, 'Health Establishment Registration' is defined as the process of recording a core set of mandatory information about a health service in HERO and in HSNet's ServiceLink.
- 2.2 The process of registering a health establishment in HERO will result in the automatic assignment of a statewide identifier for that entity, unique within the context of NSW Health.
- 2.3 For both HERO and HSNet ServiceLink, the registration process involves recording the following mandatory information:
- key details, such as name(s), open/close dates
 - contact information such as address(es), telephone and facsimile number
 - key attributes such as establishment type, clinical stream, health sector
 - the web URL for additional information about the service.

2.4 For HERO, the registration process involves recording the following additional information:

- other attributes (e.g. paediatric service indicator, hospital peer group)
- other identifiers used for entity (e.g. the Health Information Exchange – HIE - facility Identifier)
- relationships to other entities (e.g. the Area Health Service in which it's located and the 'parent' organisation)
- data collections to which the entity reports
- the start and end dates of reporting to each collection
- details of a contact person responsible for the information reported
- for data collections, the source system or method used to record activity or other information.

2.5 For HSNet, the registration process involves recording the following additional information:

- service delivery settings/methods
- nature of the service
- events/issues addressed by the service
- eligibility criteria
- cost and billing method
- intake/referral requirements
- physical access, including parking, public transport and disability access
- additional contact methods, including freecall telephone number, intake telephone number, and TTY number
- target population groups, such as children or the elderly, Indigenous people, sex/gender groups, cultural and ethnic groups, religious groups, and language groups.

3. WHO WILL ACCESS ESTABLISHMENT REGISTRATION DETAILS?

3.1 Access to the registration details held in HERO is restricted to staff working within the NSW public health system. HERO maintains information about establishments and services that are essential for internal information management processes and messaging interfaces. Such information is not relevant to staff working in external human services agencies. A subset of the HERO registration details may be extracted for use within information systems where lists of particular services are required – this may include some systems used in the private health sector.

3.2 Establishments registered in HSNet are accessed by staff working in the NSW human services sector via a secure website. HSNet includes access to ServiceLink - a directory of government and non-government human services across NSW, and an online electronic referral tool (available only to those specifically registered and trained in HSNet's ReferralLink).

3.3 A limited set of information in HERO or HSNet ServiceLink may be published for use by the general public and staff on the NSW Department of Health's or Area Health Services' websites. Registration made in HERO or HSNet ServiceLink will be used to populate and maintain the NSW Department of Health Services Directory located at the following URL: <http://www2.health.nsw.gov.au/services/Default.cfm>.

3.4 The NSW Department of Health may provide a subset of information from registrations in HERO or HSNet to national service directories.

4. WHAT Health ESTABLISHMENTS must be Registered?

4.1 The health establishments that must be registered include:

- all NSW health public sector establishments/organisations (service outlets)
- all NSW board-governed statutory health corporations (service outlets) (e.g., Ambulance Service of NSW)
- all NSW health service units/teams/clinics of NSW public sector establishments/organisations, board governed statutory health corporations and affiliated health organisations (including intake services of any of these groups)
- all NSW private sector health care establishments (but not their service units/teams/clinics)
- all interstate establishments that have high levels of inbound and outbound referrals or contractual arrangements (but not their service units/teams/clinics).

4.2 It is optional to register other entities such as service point locations, area sub-divisions, clusters, and clinical streams in HERO. Registering these types of entities allows the recording of the relationships between entities in HERO, such as the relationship between service units and the locations at which they deliver services, and the hospitals and community health services that are located within each Area Health Service sub-division or cluster.

4.3 For the initial registration in HERO and HSNet ServiceLink, only currently open establishments need to be registered. The NSW Department of Health may register closed establishments in HERO on a needs basis for the purpose of reporting historical data.

4.4 At the highest level, the following must be registered:

- federal government human service agencies
- state level health jurisdictions

Title: Health Establishment Registration

- Area Health Services, including Justice Health and The Children's Hospital at Westmead
- Ambulance Service of New South Wales
- private sector health care provider groups
- state networks.

It is the responsibility of the NSW Department of Health to perform the initial registration of these establishments and maintain details over time.

4.5 At the next level, the following NSW health public sector establishments (outlets) must be registered:

- hospitals
- community health centres/services
- residential aged care facilities
- hospices
- community residential facilities
- supported accommodation services/group homes
- multi purpose services
- mothercraft services
- third schedule hospitals
- freestanding pathology laboratories
- freestanding radiology services
- freestanding pharmacy services
- public health units
- HealthOne services.

It is the responsibility of the Area Health Service to perform the initial registration of these establishments and maintain the details over time.

4.6 The following NSW private sector establishments (outlets) must be registered:

- hospitals
- day procedure centres
- residential aged care facilities
- pathology laboratories.

The NSW Department of Health's Private Health Care Branch is responsible for notifying the NSW Department of Health's Demand and Performance Evaluation Branch of all private sector hospital and day procedure centre openings and closures, their addresses and other contact details, and their licensee.

The NSW Department of Health's Demand and Performance Evaluation Branch is responsible for monitoring the openings and closures of residential aged care facilities and pathology laboratories, and registering these establishments.

Title: Health Establishment Registration

4.7 The following NSW private sector establishments must be registered if the Area Health Service has a contract with the private sector organisation to provide health services:

- radiology services
- pharmacy services
- patient transport services
- non-government organisations (NGOs) providing health services under a contract with NSW Department of Health or Area Health Services.

It is the responsibility of the Area Health Service to perform the initial registration of these establishments and maintain the details over time.

4.8 Interstate public and private sector establishments (outlets) must be registered if there are high levels of referrals with NSW health establishments, or contracts established to provide health services on behalf of NSW Health. This is necessary for planning purposes, to identify inbound or outbound referral patterns. The types of interstate public and private sector establishments that must be registered are:

- hospitals
- day procedure centres
- residential aged care facilities
- pathology laboratories
- radiology services
- pharmacy services
- patient transport services
- NGOs performing health services under a contract with NSW Department of Health or Area Health Service.

It is the responsibility of the Area Health Service to advise the Department of Health of the interstate establishments that need to be registered for the purpose of monitoring referrals to these so that they are appropriately flagged for inclusion in the initial registration and registration review processes.

It is the responsibility of the NSW Department of Health to perform the initial registration of these establishments and maintain the details over time.

4.9 Any health establishment or entity that reports to a NSW Department of Health data collection that is not listed above must also be registered. For these remaining entities, it is the responsibility of the data collection manager to coordinate the registration of the establishments in collaboration with each Area Health Service or branch. This responsibility extends to data collections managed by all branches of the NSW

Department of Health, not just the Demand and Performance Evaluation Branch.

5. MANDATORY REGISTRATION OF HEALTH SERVICE UNITS

- 5.1 Service units within NSW public sector Area Health Services, hospitals, community health services and statewide networks must be registered as 'child' establishments (services) of the relevant higher level organisation (outlet).
- 5.2 It is the responsibility of the Area Health Service to perform the initial registration of public sector service units and maintain the details over time.
- 5.3 For the purpose of this policy directive and registrations within HERO, a 'service unit' is defined as a team of people that come together to deliver health services to patients/clients with a specific set of problems or issues. Service units are part of an organisational structure. They have one or more roles/positions within them, and there may be one or more incumbents working within those roles/positions. Where source systems are used to schedule or record activity, service units are clearly established and defined within those source systems as hospital outpatient clinics or community health centre service teams.
- 5.4 Examples of service units are provided below:
- intake services
 - emergency departments
 - public hospital outpatient service units
 - hospital admitted patient service units
 - public hospital outreach service units
 - public hospital pathology laboratories
 - public hospital radiology services
 - public hospital pharmacy services
 - public sector community health service units
 - public sector client information services/call centres/intake services
 - public sector patient transport services
 - public health unit service teams
 - general practice services.
- 5.5 All health service units that deliver services on NSW Health campuses must be registered in HERO, even if they only deliver services on a privately referred non-admitted basis.
- 5.6 Service units that report directly to a state-wide network or program, such as oral health, immunisation, screening and needle exchange services may have a parent health establishment of a state network rather than an

Area Health Service, but should be recorded in HERO as being located within the jurisdiction boundary of an Area Health Service.

6. OTHER ENTITIES THAT MAY BE REGISTERED in HERO ON A NEEDS BASIS

- 6.1 HERO will support the registration of a broad range of health service establishments, reporting entities, and service point locations that are beyond the minimum mandatory registration requirements described in this policy directive. This allows the recording of relationships between each entity, including the range of locations at which services may be delivered.
- 6.2 Establishments, reporting entities, and service point locations that are not mandatory for registration may be registered where an Area Health Service or other business unit identifies a requirement to do so. For example, an Area Health Service may wish to register a specific outpatient service within a private hospital or interstate health services to facilitate the recording of referrals to or from that service.

7. HOW TO REGISTER ESTABLISHMENTS

- 7.1 Bulk initial registrations may be loaded into HERO and HSNet using a standard Microsoft Excel spreadsheet format issued by the NSW Department of Health. Each entity can be flagged for inclusion or exclusion from the HSNet load. It is the responsibility of the Area Health Service to decide which entities are appropriate to publish to HSNet, however, all services that clients can be referred to must be registered in HSNet.
- 7.2 Following the bulk load of initial registrations, health establishments and services must be registered directly into HERO and HSNet. Both systems are custom built web-based applications.

HERO is available via the NSW Department of Health Intranet (<http://hero.health.nsw.gov.au>).

HSNet is available via the Internet (<http://www.hsnet.nsw.gov.au>). (However, all staff working in the NSW public health care sector should be able to access this through their Intranet account. See section 9.1 which mandates this.)

- 7.3 Each Area Health Service and business unit required to register establishments must apply for HERO user accounts and nominate the required user class. The following types of accounts will be available:
- Department administrator: view, create, modify, and final rejection/approval rights after lower level approvals have been obtained.

Title: Health Establishment Registration

- Area Health Service administrator: view, create, modify, and rejection/approval rights at the Area Health Service level after any lower level approvals have been made.
- Local/business unit administrator: view, create, modify, and rejection/approval rights at any level below Area Health Service.
- Local requester: view and create/modify rights but no reject/approval rights.

7.4 Additional users may be established with a general user account which gives rights to search and view, and run reports and extracts.

7.5 The role of the HERO Department Administrator will reside in the NSW Department of Health's Demand and Performance Evaluation Branch.

7.6 HERO mandates the fields that must be completed prior to submitting a registration request. For the initial uptake using the spreadsheet, the mandatory fields are indicated in the column header of the spreadsheet. They are also listed below.

8. MINIMUM DATA ITEMS FOR REGISTRATION

8.1 The following data items comprise the minimum data set for health establishment registration in HERO:

- Establishment name – official standardised name
- Establishment name – abbreviated name
- Health sector
- Jurisdiction (e.g., Area Health Service)
- Administrative parent establishment
- Establishment type
- Open date
- Close date (where applicable)
- Physical address
- Telephone number (where applicable)
- HIE/FAMER identifier (for previously registered establishments only)
- Paediatric service indicator flag.

8.2 For each data collection that the establishment reports to, the following must be recorded in HERO:

- Data collection
- Reporting start date
- Method of reporting
- Identifier used for reporting
- Source system and version
- Contact name

Title: Health Establishment Registration

- Contact position
- Contact address
- Contact telephone number
- Contact email address.

8.3 For each entity that is a service outlet (e.g. a hospital or community health centre) the following data items must be recorded in HSNet:

- HSNet display name
- Service description
- Opening times
- Physical address
- Main telephone number
- Main facsimile number (if applicable)
- Main email address (if applicable)
- Catchment area (if applicable).

8.4 For each entity that is a service unit or team, the following data items must be recorded in HSNet:

- HSNet display name
- Service description
- Intake instructions
- Intake telephone number
- Freecall intake telephone number (if applicable)
- TTY telephone number (if applicable)
- Service eligibility criteria
- Target population groups (if any)
- Service fees charged (if any)
- Billing method (if charges apply)
- Settings/methods used to deliver services
- Target life events/issues
- Nature of service
- Outlet at which service is based.

9. REQUIREMENT TO PROVIDE ACCESS TO HSNET AND HERO URL

9.1 The relevant information technology support units of Area Health Services, NSW Health Technology, NSW Health Support, and the NSW Department of Health are required to provide general access to all staff with Intranet access to the HERO web site (<https://hero.health.nsw.gov.au>) and the HSNet website (<https://www.hsnet.nsw.gov.au>) .

9.2 As it is important that all staff have ready access to information about other Government services that will assist clients, access to the HSNet and HERO URLs should not require the staff member to have general Internet access, or require use of a special username and password or require special permission to navigate to these two URLs.

10. DUE DATES FOR REGISTRATION

10.1 For initial uptake, the following due dates apply to establishment registrations:

- 31 January 2008 – for hospitals, community health centres and service outlets.
- 31 March 2008 – for service units.

10.2 For the ongoing registration of services and establishments, registration must be completed prior to providing services to clients/patients and prior to being activated within any source system.

11. REVIEW OF REGISTRATIONS

11.1 Registration details of entities must be updated and confirmed by the Area Health Service establishment registration manager when there is a significant change to a service (e.g., opening or closing, including temporary closures, of an outlet/service or change of establishment type). (See section 13 below for roles and responsibilities.)

11.2 Registration details of all entities must be reviewed, updated and confirmed by the Area Health Service establishment registration manager at least every six months. (See section 13 below for roles and responsibilities.)

12. USE OF HERO IDENTIFIER VERSUS HIE/FAMER FACILITY IDENTIFIER

12.1 When an establishment is registered in HERO, it will be assigned a unique identifier within the context of NSW Health. Alternative identifiers, such as the FAMER or HIE facility identifier, can be recorded in HERO to support the continued interim use of those existing identifiers in applications such as the HIE.

The HERO identifier must be used as the identifier for the entity in all new data collections or new applications where an identifier for an entity is required.

12.2 The HERO identifier must replace the existing FAMER or HIE facility identifier at the next logical change over point. Logical change over points include data collection re-design, data collection extract modification, source system change/migration, and migration of a data collection to a new data repository. Prior to the logical change-over point, the four-character FAMER or HIE facility identifier may continue to be used.

12.3 Some new establishments may be assigned both a new HERO identifier and a HIE facility identifier upon initial registration if they are covered by a

reporting requirement still using the HIE facility identifier. The NSW Department of Health's Demand and Performance Evaluation Branch will manually assign any HIE facility identifiers and record them in HERO against the relevant entity.

13. ROLES AND RESPONSIBILITIES

13.1 Each Area Health Service must assign a staff member as the establishment registration manager. This staff member is the point of contact for the NSW Department of Health and HSNet regarding any matter related to the registration of health establishments within the jurisdiction of the Area Health Service, and will have the highest level HERO registration approval rights within the Area Health Service.

13.2 The Area Health Service establishment registration manager is required to:

- Manage completion of the initial uptake spreadsheet for HERO and HSNet, including review, verification or correction of details relating to previously registered establishments.
- Ensure the health establishment identifier is provided back to the source system administrator, health service and any staff that use related data within the Area Health Service.
- Update the HERO and HSNet information holdings as required with information regarding service openings and closures (temporary or permanent), and contact personnel or changes to the nature of services, name, address or other details.
- Conduct a six-monthly audit of HERO and HSNet entries by 31 March and 30 September each year to ensure that the information is accurate and up-to-date.
- Establish and manage a process of approval for registration of new health service establishments within the Area Health Service.
- Contribute to the ongoing development of the standard classifications within HERO, and provide advice about any system refinement required.

13.3 It is the role of the NSW Department of Health's Demand and Performance Evaluation Branch to provide statewide management and support for the registration system. The Branch is responsible for:

- Developing, updating and publishing all information, including policy directives, guidelines, data standards and instructions, that support health establishment registration.

Title: Health Establishment Registration

- Training Area Health Service and other responsible staff to register and manage health service establishments within HERO.
- Establishing and maintaining HERO user accounts.
- Maintaining HERO code value reference tables.
- Coordinating changes to the HERO system.

13.4 It is the role of each NSW Department of Health data collection manager to ensure the HERO system is fully populated with information relevant to their data collection.

13.5 It is the role of HSNet staff to provide training, assistance and clarification of information required in HSNet, and to work directly with Area Health Services to establish eReferrals.

14. METADATA REPOSITORY

14.1 The metadata for classifications used in HERO will be maintained in the Health Information Resources Directory (HIRD), which is accessible through the NSW Health Department's Intranet. Within HIRD, the HERO resource will be referred to as the 'Health Establishment Registration Online Data Dictionary'.

14.2 Metadata relating to HSNet registration details is available from HSNet directly.

15. CONTACT INFORMATION

15.1 For further information about this policy directive contact:

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