

RTI #4538 – Cerner failures and interaction with CIO eHealth

Data source

The attached information has been extracted from the Queensland Health email system by the Digital Application Services unit based on records collected within the date range of 1 July 2016 to 30 June 2018.

The data was extracted using a search criteria involving emails sent directly between the names 'Richard Ashby' and Trina Adams'.

Contextual Information

The Digital Application Services unit in eHealth Queensland manage the Queensland Health email system including all email investigations.

The emails contained within are emails sent directly from Dr Richard Ashby to Mrs Trina Adams or vice versa.

The email from Richard Ashby sent to Trina Adams on 14 October 2016 in response to Mrs Adams email relates to a conference Dr Ashby was attending in the USA at that time. The comment "Nice BBQ last night!" was in reference to an arrival business function held at the conference for international health leaders. Dr Ashby's attendance at the conference was approved by the Director-General and the Minister for Health, and was paid for by Dr Ashby and Queensland Health and was disclosed on the appropriate register.

EHQ Investigations

From: Richard Ashby
Sent: Monday, 4 June 2018 7:40 AM
To: T [REDACTED].com
Subject: Lights On

Hi Trina

Could you send me some ieMR utilisation data- I need a PPoint slide " A Day in the ieMR"

- . 10 million transactions
- . 150,000 electronic orders
- . X Powerplans launched
- . Used by y staff
- . Z electronic prescriptions
- N charts opened
- . Anything else interesting

Also wondering whether someone could do a graph showing avg daily transactions per month since Nov 2015.

Thanks.

Has the PBS stuff settled down?

RA

Sent from my iPhone

EHQ Investigations

From: Richard Ashby
Sent: Tuesday, 3 April 2018 7:49 AM
To: T [REDACTED] com
Subject: LCCH

Hi Trina,

Could you check how LCCH is going from your side? Especially around defects resolution. I will need to update DG following meeting with LCCH clinicians last week.

Also, could you look into the PulseIT article about Sydney Kids , Oneview Connect and the leMR. Sounds like what I think Narelle is chasing.

Thx

RA

Sent from my iPhone

RTI RELEASE

EHQ Investigations

From: Richard Ashby
Sent: Sunday, 4 March 2018 3:29 PM
To: Adams,Trina
Subject: Re: DoD

Déjà Vu
R

Sent from my iPhone

On 4 Mar 2018, at 12:31 am, Adams,Trina <T[REDACTED].com> wrote:

<https://www.cerner.com/blog/creating-a-better-experience-for-military-health-system>

Sent from my iPad

CONFIDENTIALITY NOTICE This message and any included attachments are from Cerner Corporation and are intended only for the addressee. The information contained in this message is confidential and may constitute inside or non-public information under international, federal, or state securities laws. Unauthorized forwarding, printing, copying, distribution, or use of such information is strictly prohibited and may be unlawful. If you are not the addressee, please promptly delete this message and notify the sender of the delivery error by e-mail or you may call Cerner's corporate offices in Kansas City, Missouri, U.S.A at (+1) (816)221-1024.

EHQ Investigations

From: Richard Ashby
Sent: Wednesday, 20 September 2017 6:04 PM
To: Adams,Trina
Subject: Re: RA LightsOn Data 200917.xlsx

Thx
Is this Meds thing going to be fixed tonight, do you think?
R

Sent from my iPhone

On 20 Sep 2017, at 1:29 pm, Adams,Trina <T[REDACTED].com> wrote:

Hi, data in document I added one further metric and that is eMAR Opened. Trina

Trina Adams
Senior Director and General Manager, Cerner QLD
T [REDACTED].com
www.cerner.com
DD : [REDACTED]
Mob: [REDACTED]

CONFIDENTIALITY NOTICE This message and any included attachments are from Cerner Corporation and are intended only for the addressee. The information contained in this message is confidential and may constitute inside or non-public information under international, federal, or state securities laws. Unauthorized forwarding, printing, copying, distribution, or use of such information is strictly prohibited and may be unlawful. If you are not the addressee, please promptly delete this message and notify the sender of the delivery error by e-mail or you may call Cerner's corporate offices in Kansas City, Missouri, U.S.A at (+1) (816)221-1024.

<RA LightsOn Data 200917.xlsx>

EHQ Investigations

From: Richard Ashby
Sent: Friday, 4 August 2017 3:15 PM
To: T [REDACTED].com
Subject: In Confidence - Media Enquiry
Attachments: PulseIT_ieMR anaesthetics module_August 2017 v2.doc

<In Confidence – not for publication>

Hi Trina,

Draft FYI. Please review comments relating to Cerner Corporation and let me know if any concerns.

Regards
RA



Queensland
Government

Dr Richard Ashby, AM

Chief Executive, eHealth Queensland
Chief Information Officer, Queensland Health

p: 07 3170 4777 | m: [REDACTED]
a: Level 2, 108 Wickham Street, Fortitude Valley, QLD, 4006
w: [Queensland Health](#) | e: Richard.Ashby@health.qld.gov.au



Queensland's health vision | By 2026 Queenslanders will be among the healthiest people in the world.

Queensland Health acknowledges the Traditional Owners of the land, and pays respect to Elders past, present and future.

Enquiry received: 3 August 2017

Journalist: Kate McDonald

Organisation: PulseIT magazine

Contact number/s:

Contact email: kate.mcdonald@pulseitmagazine.com.au

Deadline: 4 August 2017

Subject: ieMR anaesthetics module

Issue/questions:

Is eHealth Queensland and the Department of Health aware that senior QH anaesthetists are very unhappy with the plans to roll out Cerner's anaesthetics module as part of the advanced Medications, Anaesthetics and Research Support version of the ieMR?

Senior anaesthetists, including some directors of anaesthetics at tertiary hospitals, have indicated they would like to continue using the WinChart system developed as part of AARK or try a more contemporary alternative system due to dissatisfaction with the capabilities of the Cerner anaesthetic solution. Is eHealth Queensland/QH aware of this?

Is it correct that Queensland Health is refusing to indemnify hospital and health services that want to use a non-Cerner anaesthetics solution, even though other non-Cerner systems such as MetaVision (ICU) and Mosaiq (oncology) are widely used and can be integrated with the Cerner EMR?

Has Queensland Health done any satisfaction surveys with anaesthetists or recovery nurses who use the Cerner solution at Princess Alexandra Hospital or at St Stephen's Hospital to see if they are happy with the solution?

Pulse+IT understands that while WinChart has not been updated for some years, there is a maintenance contract still existing that would allow time for other solutions to be tested before WinChart is replaced. Is this correct? Could you explain what the existing maintenance and service agreement is with WinChart/Medtel?

Could you provide a brief timeline on plans to roll out the anaesthetic solution as part of MARS? If PAH is using the system now, when will other digital hospital ieMR sites like Cairns, Townsville and Mackay begin implementing MARS?

Is it possible for the medications and research support modules of MARS to go ahead without the anaesthetics module to allow time for other solutions to be trialled by anaesthetists?

Background (*not for distribution with this response*):

Response:

Please attribute the following to Dr Richard Ashby, Chief Executive, eHealth Queensland

The Chief Executive of eHealth Queensland, Dr Richard Ashby, says that Queensland Health is aware that some anaesthetists wish to retain their legacy system, known as AARK, rather than switch to the new, fully integrated electronic Medical Record (ieMR) solution as part of the Digital Hospital Program.

However, according to the Chief Executive of Metro South Health and Chair of the Clinical Advisory Group to the Digital Hospital Program, Dr Stephen Ayre, the implementation of the Cerner ieMR Anaesthetic Solution (SAA) has been a resounding success.

“The Princess Alexandra Hospital is one of Australia’s leading surgical centres and since go-live in March, over 15,000 procedures ranging from endoscopy to liver transplants, cardiac and neurosurgery have been successfully completed without a single adverse patient event”, said Dr Ayre. “This is in an environment of hypervigilance where staff are encouraged to report the slightest concern. Further, a recent survey shows a high level of staff satisfaction with both the Anaesthesia solution and the ieMR solution as a whole.”

Dr Peter Moran, the Director of Anaesthesia at the PAH, and one of Australia’s most Senior Anaesthetists, also supports the new system. “There is no question that this system is safe and fit-for-purpose,” said Dr Moran. “When you add to that the obvious safety and efficiency benefits of full integration with the rest of the clinical system – well, we would never go back. To the extent that improvements need to be made there is a clinically led and fully funded optimisation process in place”.

Dr Ashby says that Digital Hospitals that wish to retain the legacy anaesthesia system may do so, but need to make local arrangements about maintenance and also need to risk manage the duplication and safety issues that arise from non-integration.

Other hospitals that have examined the issue and are moving, voluntarily, to the fully integrated Anaesthesia solution in the Digital Hospital Program include Logan Hospital, The Lady Cilento Children’s Hospital, QEII Hospital, Redlands Hospital, Beaudesert Hospital, The Sunshine Coast University Hospital, Ipswich Hospital and The Gold Coast University Hospital. Hospitals coming on line later in the program will make their own evaluation.

Dr Ashby noted that the ieMR platform was already functioning well in thousands of hospitals in over a dozen countries, including Surgical flagships like the Alfred Hospital and Imperial College London. The US Department of Defence and the Veterans' Health Administration have recently selected the system for implementation in over 2000 facilities in the largest EMR contract in the world to date.

"While change resistance is a predictable and understandable feature of large digital implementations in every sector, I would encourage all clinicians to look dispassionately at what is on offer, not just at the silo level, but at the hospital and system level – we owe that to our patients and our community", Dr Ashby concluded.

Background

A standard maintenance agreement is in place for the legacy WinChart system.

ENDS

Media contact: xxx

FOR INTERNAL USE ONLY

Written by: Dr Richard Ashby, Chief Executive, eHealth Queensland

Authorised by: Dr Richard Ashby, Chief Executive, eHealth Queensland

EHQ Investigations

Subject: Cerner introduction: Emil Peters, President of Global Clients
Location: CEs Office, Level 2, 108 Wickham St, Fortitude Valley

Start: Mon 19/06/2017 2:00 PM
End: Mon 19/06/2017 3:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Richard Ashby
Required Attendees: 'Adams,Trina'

Hi Trina,

Can you please forward this appointment onto Emil?

Regards,



Te Ariki Bennett

A/Executive Office Coordinator
 Office of the Chief Executive, eHealth Queensland
 Department of Health
 p: 07 3170 4770
 a: Level 2, 108 Wickham Street, Fortitude Valley, 4006
 w: [Queensland Health](#) | e: TeAriki.Bennett@health.qld.gov.au



Queensland's health vision | By 2026 Queenslanders will be among the healthiest people in the world.

Queensland Health acknowledges the Traditional Owners of the land, and pays respect to Elders past, present and future.

EHQ Investigations

Subject: Cerner introduction: Emil Peters, President of Global Clients
Location: CE's Office, Level 2, 108 Wickham St, Fortitude Valley

Start: Tue 20/06/2017 3:00 PM
End: Tue 20/06/2017 4:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Richard Ashby
Required Attendees: Adams, Trina

Hi Trina,

Can you please forward this appointment onto Emil?

Regards,



Te Ariki Bennett

*AV*Executive Office Coordinator
 Office of the Chief Executive, eHealth Queensland
 Department of Health
 p: 07 3170 4770
 a: Level 2, 108 Wickham Street, Fortitude Valley, 4006
 w: [Queensland Health](#) | e: TeAriki.Bennett@health.qld.gov.au



Queensland's health vision | *By 2026 Queenslanders will be among the healthiest people in the world.*

Queensland Health acknowledges the Traditional Owners of the land, and pays respect to Elders past, present and future.

EHQ Investigations

Subject: Cerner introduction: Emil Peters, President of Global Clients
Location: CEs Office

Start: Tue 20/06/2017 3:00 PM
End: Tue 20/06/2017 4:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Richard Ashby
Required Attendees: Adams,Trina

Hi Trina,

Can you please forward this appointment onto Emil?

Regards,



Te Arika Bennett

A/Executive Office Coordinator
 Office of the Chief Executive, eHealth Queensland
 Department of Health
 p: 07 3170 4770
 a: Level 2, 108 Wickham Street, Fortitude Valley, 4006
 w: [Queensland Health](#) | e: TeArika.Bennett@health.qld.gov.au



Queensland's health vision | By 2026 Queenslanders will be among the healthiest people in the world.

Queensland Health acknowledges the Traditional Owners of the land, and pays respect to Elders past, present and future.

EHQ Investigations

From: Richard Ashby
Sent: Saturday, 13 May 2017 7:27 AM
To: Trina Adams
Subject: Cyberattack

Apparently there is an international cyberattack occurring -NHS badly affected Could you check your system for any threat?

Eternal Blue?

Some Microsoft vulnerability?

Thx

R

Sent from my iPad

RTI RELEASE SE

EHQ Investigations

Subject: Trina Adams and Dr Ashby
Location: Level 12, Cerner Building

Start: Fri 24/02/2017 1:30 PM
End: Fri 24/02/2017 3:30 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Richard Ashby
Required Attendees: Adams,Trina

Regards,



Te Ariki Bennett

A/Executive Office Coordinator

Office of the Chief Executive, eHealth Queensland

Department of Health

p: 07 3170 4770

a: Level 2, 108 Wickham Street, Fortitude Valley, 4006

w: [Queensland Health](#) | **e:** TeAriki.Bennett@health.qld.gov.au



Queensland's health vision | By 2026 Queenslanders will be among the healthiest people in the world.

Queensland Health acknowledges the Traditional Owners of the land, and pays respect to Elders past, present and future.

EHQ Investigations

Subject: Canceled: eHQ + Cerner catch up
Location: Trinas Office, Level 12, Cerner Building

Start: Thu 2/03/2017 1:30 PM
End: Thu 2/03/2017 3:30 PM
Show Time As: Free

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Richard Ashby
Required Attendees: 'Adams,Trina'

Importance: High

Cancelled as I understand the boss is going to come and see you tomorrow afternoon 😊

Regards,



Te Ariki Bennett

A/Executive Office Coordinator

Office of the Chief Executive, eHealth Queensland

Department of Health

p: 07 3170 4770

a: Level 2, 108 Wickham Street, Fortitude Valley, 4006

w: [Queensland Health](#) | **e:** TeAriki.Bennett@health.qld.gov.au



Queensland's health vision | By 2026 Queenslanders will be among the healthiest people in the world.

Queensland Health acknowledges the Traditional Owners of the land, and pays respect to Elders past, present and future.

EHQ Investigations

Subject: eHQ + Cerner catch up
Location: Trinas Office, Level 12, Cerner Building

Start: Thu 2/03/2017 1:30 PM
End: Thu 2/03/2017 3:30 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Richard Ashby
Required Attendees: Adams,Trina

Regards,



Te Arika Bennett

*AV*Executive Office Coordinator

Office of the Chief Executive, eHealth Queensland
 Department of Health

p: 07 3170 4770

a: Level 2, 108 Wickham Street, Fortitude Valley, 4006

w: [Queensland Health](#) | e: TeArika.Bennett@health.qld.gov.au



Queensland's health vision | By 2026 Queenslanders will be among the healthiest people in the world.

Queensland Health acknowledges the Traditional Owners of the land, and pays respect to Elders past, present and future.

EHQ Investigations

From: Richard Ashby
Sent: Tuesday, 27 December 2016 10:24 AM
To: Adams, Trina
Subject: Out of Office: Cerner orders x 3 all completed

Please be advised that I am away from Friday 16th December 2016, returning to the office Monday 9th January 2017.

For any urgent matters please contact the Metro South Health Executive Office on 3156 4949 or via email at MD05-MetroSouthHSD@health.qld.gov.au.

This email will not be forwarded.

Regards

Dr Richard Ashby

RTI RELEASE

EHQ Investigations

From: Richard Ashby
Sent: Friday, 14 October 2016 11:11 PM
To: Adams,Trina
Subject: Re: How's meeting?

Yep- all good so far. Nice BBQ last night!
Cheers
R

Sent from my iPhone

> On 14 Oct 2016, at 5:10 am, Adams,Trina <T[REDACTED].com> wrote:

>

> Hi hope the sessions and attendees living up to expectation. All going ok here. Trina

>

> Sent from my iPhone

>

> CONFIDENTIALITY NOTICE This message and any included attachments are from Cerner Corporation and are intended only for the addressee. The information contained in this message is confidential and may constitute inside or non-public information under international, federal, or state securities laws. Unauthorized forwarding, printing, copying, distribution, or use of such information is strictly prohibited and may be unlawful. If you are not the addressee, please promptly delete this message and notify the sender of the delivery error by e-mail or you may call Cerner's corporate offices in Kansas City, Missouri, U.S.A at (+1) (816)221-1024.

EHQ Investigations

From: Richard Ashby
Sent: Friday, 14 October 2016 10:11 PM
To: Adams, Trina
Subject: Out of Office: How's meeting?

Please be advised that I am on PDL from Tuesday 11th October returning to the office Tuesday 18th October 2016.

For any urgent matters please contact the Metro South Health Executive Office on 3156 4949 or via email at MD05-MetroSouthHSD@health.qld.gov.au.

This email will not be forwarded.

Regards

Dr Richard Ashby

RTI RELEASE