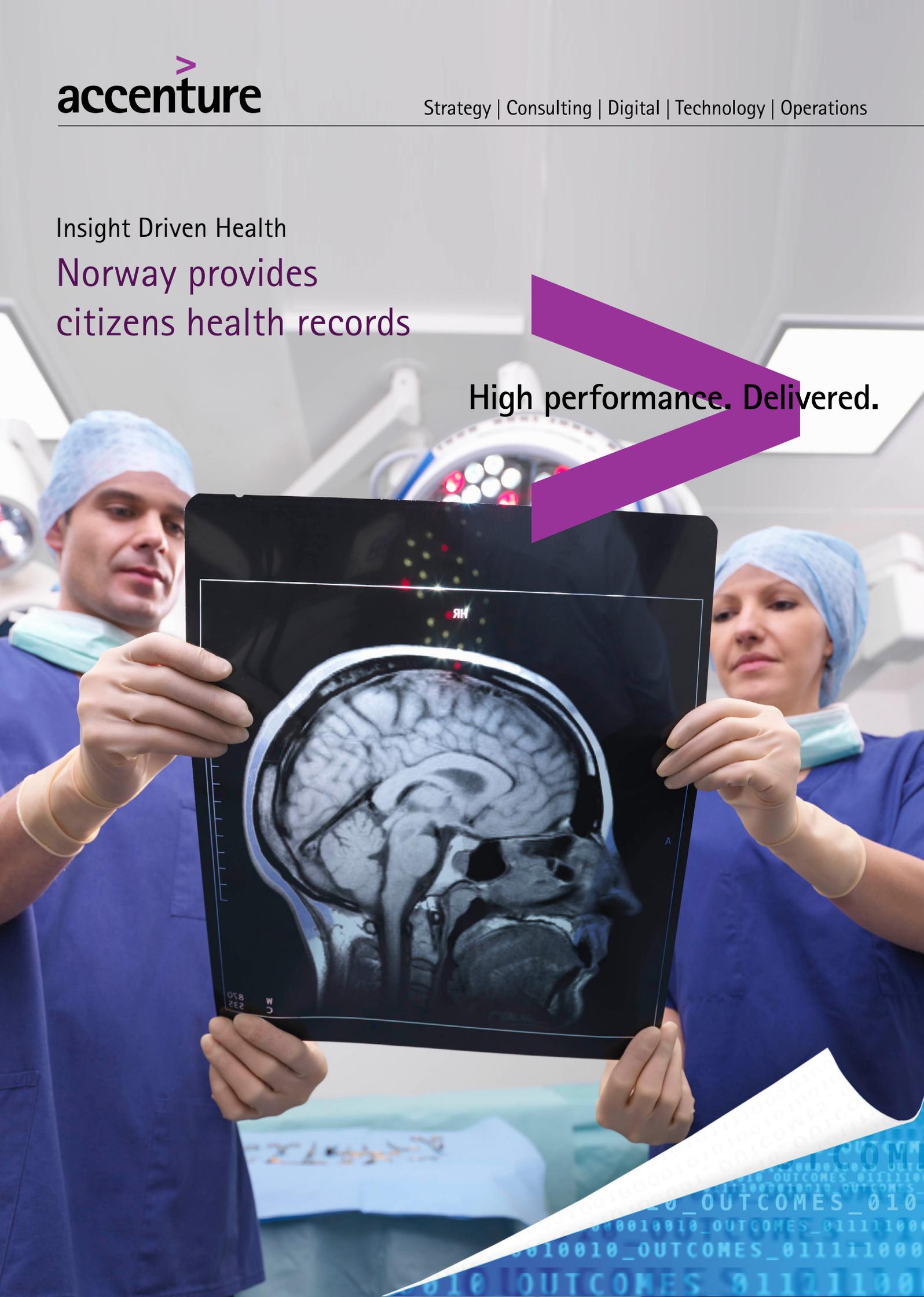


Insight Driven Health  
Norway provides  
citizens health records

High performance. Delivered.



# National Health Registry Provided Critical Information to Patients and Health Practitioners

The Norwegian Directorate of Health (the Directorate) serves Norway's population of just over five million citizens in the areas of public health and living conditions as well as health services. It is responsible for monitoring the conditions that affect public health and living conditions and monitoring the trends in health and care services. It provides advice and guidance to government, and ensures that approved policies are implemented in the health and care area.

"Kjernejournal would not have been delivered without them (Accenture)<sup>3</sup>."

- Directorate, Norway



## Business challenge

The Directorate needed to find ways to implement national public health policies that:

- Increase patient safety
- Improve interactions between health services
- Increase patient empowerment

Norway's health information was historically stored in administrative silos (health care providers and businesses). There was a need for a national registry providing critical information, when needed, to the right personnel, hence "Nasjonal Kjernejournal" ("the national EMR core") was conceived.

In a survey of emergency admissions where patients were on medication, the medication list was missing for 39 percent of cases.<sup>1</sup> Important information on patient medication was difficult and time consuming for health care professionals to obtain and, once obtained, the information quality was varied and unreliable.<sup>2</sup>

Since the expertise and resources required to implement the project were not readily available with the Directorate, it required outside help to set up the project team for the Directorate, and to implement system itself.

## How Accenture Helped

Accenture's role was to help the directorate develop a thorough understanding of expressed needs and challenges—and then implement the system. The pilot included inhabitants in the municipalities of Trondheim (in 2013), Melhus, Malvik og Klæbu (236.000 inhabitants) and Stavanger (in 2014), Randaberg og Sola (165.000 inhabitants). Over the two years, all 400.000 inhabitants in the pilot areas were included in the pilots, and 227 health care professionals registered critical patient information, which covered the areas of:

- Out-of-hours emergency primary care centre
- Emergency medical services
- EMCC (Emergency Medical Communication Centre)
- General practitioners offices

During 2015 the Oracle-based solution is being implemented nationally in emergency units and general practioners' offices, with pilots for hospitals, nursing homes and home care services and further development of functionality and integration with electronic health records.



<sup>1</sup>Frydenberg K Brekke M, Kommunikasjon om medikamentbruk i henvisninger, innleggesskriv og epikriser, Tidsskr Nor Lægeforen nr. 9–10, 2011; 131: 942–5

<sup>2</sup>Bakken et al, Mangelfull kommunikasjon om legemiddelbruk i primærhelsetjenesten, Tidsskr Nor Lægeforen nr. 13–14, 2007; 127: 1766–9

## High performance delivered

The project has taken the Directorate an important step nearer to seamless information sharing across Norway's national healthcare sector. This is Norway's first national system for sharing clinical information across regions, health care businesses, and care levels. Kjernejournal numbers as of September 2015.



Over 2800 healthcare personnel are using the system



2.3 million citizens are enrolled in the system



Over 120 million electronic medication messages processed on the system

Nasjonal Kjernejournal was delivered on time, within budget, and with more functionality than initially specified. The Directorate expressed a considerable level of satisfaction with Accenture's role, illustrated in the first evaluation report they wrote related to the national roll-out go/no-go analysis: "Kjernejournal would not have been delivered without them (Accenture)<sup>3</sup>." Public approval has been expressed, and the Directorate has received positive press for the project.

Through Kjernejournal, the Directorate has enabled health care professionals in Norway to share information about patients across geographies and care levels. They have also given patients transparency about what health information about them is recorded, and allowed them to update their own information through a web-portal, empowering patients to take an active role in their own care.

Nasjonal Kjernejournal is seen as a precursor to other long term projects such as "One citizen, one record" ("En felles journal"), which is currently

being considered, and a "shared token service" (one shared authentication service in healthcare).

In the meantime, patients and healthcare practitioners enjoy a level and scope of access to shared health information that simply did not exist before, and would have been gathered together manually in order to create a consolidated patient history. Kjernejournal perfectly matches the Directorate's objectives of improving patient safety, interactions between health services and patient empowerment.

<sup>3</sup><https://helsedirektoratet.no/SiteCollectionDocuments/Evalueringsrapport%20kjernejournal%20v.1.0.pdf> (chapter 6.4, page 70)

"The summary Care Record is the Post It-note you would like patients to always keep on their forehead."

- Physician

"A patient came in with an overdose. She withheld information about the medication she had. Summary care records showed that she had dispensed a sedative medication at the pharmacy two days in advance. Health care professionals got a pointer to what dosage she might have from the summary care record, and gave her the correct treatment (antidote) immediately."

- Emergency Medical Communication Centre



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## About Accenture Insight Driven Health

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## About Accenture

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