

# MIMS matters

## Welcome to 2020



### Robert Best

CEO & Executive Director  
MIMS Australia Pty Ltd  
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President – MSIA (Medical Software Industry Association) of Australia

I would like to welcome all of our readers, partners and customers to our first MIMS Matters for 2020. I sincerely hope you had a restful holiday period and wish you and your respective families a joyful, safe and healthy 2020!

It was extremely difficult to celebrate the festive season that had just passed, whilst seeing the devastation caused by bushfires and drought to many parts of our beautiful country. We cannot express our gratitude enough to those putting themselves at risk to help others in need. We hope and pray that a positive turnaround from these terrible events comes soon.

As we enter into each new year, we always like to stop and reflect on the past 12 months. I'm proud of the MIMS and eHealthWise (eHW) teams for all their efforts throughout 2019. It was a year full of many exciting and innovative developments across the MIMS / eHW product suites, so a big thank you to all our staff, customers and partners for their ongoing support.

Our core focus during 2019, was to continue as the leading company, brand and product of choice for medicines related information. We also endeavoured to improve our products and provide innovative solutions to our partners across the Healthcare ecosystem. During 2019, we also furthered our presence within the Veterinary Industry by launching our IVS Cloud solution and we developed Phase 1 of our much anticipated Regional WebServices (WS) MIMS platform. This new WS platform will allow all our Medical, Clinical and Dispensing Software Vendor Partners to seamlessly integrate with a range of MIMS content, and enhance their ability to move quickly and easily between markets, territories and countries from a development and commercial enablement standpoint.

We also attended, sponsored and participated across a large number of market leading industry conferences, forums and events covering Australia and New Zealand. We proudly supported the future of Pharmacy (through many Pharmacy Intern of the Year Awards), participated in industry stakeholder sessions, and held constructive product design and roadmap workshops with MIMS end-users and our numerous medical software vendor partners.

Throughout 2019, we continued providing special services to our customers, including TGA Product Information Reformatting, and we intend to assist with the completion of this initiative until the December 2020 deadline. The MIMS team also continued to participate with industry stakeholders, including members of the MIMS Advisory Board and the Medical Software Industry Association (MSIA), in which, I am proud to have been recently re-elected as the President of MSIA at the Annual General Meeting held in November 2019. I'm looking forward to many upcoming projects and industry engagement throughout 2020.

So, as we look ahead into 2020, our core focus remains to be the leader in medicines related information, and to ensure we support and engage with our customers and partners by proactively working to bring to market new and exciting solutions.

As always, I encourage you to read though our MIMS Matters newsletter and, while it's not possible to include everything we have been involved in over the past few months, I hope it gives you a sense of comfort knowing that MIMS, one of the most trusted brands in Australian Healthcare, continues to be deeply involved across many facets of the healthcare system.

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## MIMS Advisory Board Meeting



The MIMS Advisory Board meeting was held on Tuesday, the 10<sup>th</sup> of September 2019, at the new MIMS Australia office in North Sydney.

Eight of the ten Board members were present (one via video link), having travelled from around the country to attend. They were joined by MIMS staff from the various teams including Business Development, Product Development, and Editorial.

CEO Robert Best commenced proceedings with a welcome address, highlighting areas of growth and development within the company, as well as emerging regulatory changes in the industry likely to impact MIMS. Victoria Fitzgerald followed with an update from the previous Board meeting and provided a review of the research results undertaken in the interim.

Kumar Singh and Jimmy Young then spoke about the Primary Care and Acute Care markets with a summary of ongoing and new partners, and recent conferences their respective units had exhibited.

Next, Jonathan Au presented an overview of recent innovative achievements in Product Development by MIMS and others planned for the months ahead. Lani Au then introduced Editorial operations in Australia with an overview of the output during the year. MIMS' response to various TGA regulatory changes, including Product Information Reformatting and Active Ingredient Prescribing, was also presented, encouraging active discussion.

All of the staff at MIMS Australia would like to thank the Board members for their continued support and commitment to MIMS, and look forward to future collaboration. MIMS Australia would also like to thank Debbie Deasey and John Ainge for their time and contribution during their appointment as MIMS Advisory Board members.

## New software vendor partner, SARAH, integrates with MIMS



SARAH Software Solutions has now gone live with the MIMS Integrated Medicines Database and Clinical Decision Support drug-to-drug and drug-allergy interaction alert modules being completely integrated into its Aged Care Management system. SARAH is an integrated Care and Management software system designed for Residential Aged Care Facilities. The SARAH software suite is used daily around Australia to manage thousands of ageing-in-place beds (High Care, Low Care and Independent Living Units). SARAH delivers a return-on-investment through improved clinical and administrative efficiencies.

The graphical interface in SARAH is intuitive and friendly to nursing staff, providing an immediate and practical focus. This role-centric application meets the personal needs of senior staff, nursing management and personal care workers by having fast access to care functions and MIMS medicines knowledge that supports monitoring and real-time decision making at the point of care.

## Minfos integrates with MIMS Clinical Decision Support knowledge base



Minfos has collaborated with MIMS to incorporate their drug-to-drug and drug-allergy interaction alert modules into the Minfos dispense workflow. This enables Minfos to access the MIMS evidence based, up-to-date clinical information, which can help pharmacists deliver faster and more accurate patient care. This feature is now available to all Minfos pharmacies as part of their subscription. The integration will provide pharmacists a clear warning on drug interactions and drug allergies based on patients' medication history stored on Minfos.

**This Minfos and MIMS integration DOES NOT REPLACE eMIMS reference products, which is a Pharmacy Board required reference text for each pharmacy.**

It does, however, provide pharmacists with a streamlined dispense functionality to help accurately safeguard the dispense process and proactively improve patient care.



## MIMS IVS Cloud: IVS is now online

**MIMS Index of Veterinary Specialities (IVS) is the only fully indexed, searchable product in the market listing available brands of Australian-registered veterinary medicines and products.**

**In response to veterinary demand, MIMS has recently launched IVS Cloud, so IVS is now available online at [www.ivs.com.au](http://www.ivs.com.au). It is searchable by product and generic name, and contains comprehensive medicines information including composition, actions, indications, contraindications, dosage and administration, and presentation.**

**IVS Cloud will be regularly updated throughout the year, keeping vets up to date with new products and registrations. It is also available in book and CD format.**



## HIC 2019



MIMS attended the Health Informatics Conference (HIC) at the Melbourne Convention and Exhibition Centre from the 12th to 14th of August. Over the years, HIC has become Australia's premier digital health and health informatics conference, providing a platform for the exploration of educational insights and innovations in healthcare software. With an array of both local and international healthcare professionals, technologists and speakers this year, HIC did not disappoint. There were many new and emerging topics for consideration in the changing landscape of healthcare in Australia today, as well as many open panel discussions, which allowed engagement with key industry representatives.

Robert Best, CEO of MIMS Australia and New Zealand and President of MSIA, led a panel discussion at a session called, 'You can't ask that!' The central theme of this discussion was: 'Why is it even called digital health today? After all this time and money, shouldn't it be business as usual and just a part of health?' A range of leaders from Australia's health software industry came together to provide their insights on Australia's healthcare strategies, highlighting the need to set standards and to improve access to data, and the potential for improved collaboration between public and private sectors.

The presentations and workshops over the three days were informative, emphasising both opportunities for and barriers towards the growth of digital health, or healthcare today. Hot topics were: improving interoperability with standards such as Fast Healthcare Interoperability Resources (FHIR); enhancing patient-centred care; and developments in the emerging use of artificial intelligence (AI) across all areas of healthcare. Issues were raised around technology leading to potential clinician burn-out, and the need for better standards and partnerships – both state and nationwide.

A particularly successful story shared at HIC was the 'big bang' implementation of the electronic medical record (EMR) at the Royal Children's Hospital (RCH) in Melbourne. The EMR was rolled out simultaneously in all departments across the entire hospital, replacing paper forms and other various digital systems. Since this 'big bang' implementation, the RCH has seen a reduction in medication prescribing and administration errors, and a significant drop in mortality rates.

There are numerous challenges and opportunities ahead in the field of healthcare today, and we are excited to be playing our part at MIMS.

## PSA19 Conference



Robert Best

The Pharmaceutical Society of Australia's (PSA) flagship annual conference was held at Hyatt Regency in Sydney between the 26th to 28th of July. This year's theme was, 'Pharmacists in 2023: unlocking your opportunities,' which focused on enhancing the potential roles, recognition and remuneration for pharmacists as the custodians of medicine safety. MIMS is proud to be the market leader in providing independent and reliable medicines knowledge and information especially at this year's conference, which focused on improving the safety and quality use of medicines.

It was great to be part of PSA19 as an exhibitor and the sponsor of the PSA MIMS Intern Pharmacist of the Year Award. PSA invited Kurt Fearnley, Young Australian of the Year 2009 and Paralympic gold medallist, to be one of the keynote speakers at the opening plenary. The speech was inspirational, and the video of Kurt Fearnley crawling the 96 kilometre Kokoda Track in Papua New Guinea provided valuable insight for pharmacists in overcoming individual boundaries to making a difference in pharmacy practice.

A big congratulations to Ayomide Ogundipe for her outstanding performance and winning the PSA MIMS Intern Pharmacist of the Year Award, and Jocelyn Feng for winning a bottle of Moët & Chandon at our stand. Robert Best, CEO of MIMS Australia and New Zealand, is "extremely proud to, again, lead MIMS as the sponsor of the 2019 PSA MIMS Intern Pharmacist of the Year Award. These people are the future of pharmacy, and MIMS intends to support them throughout their career journey as a trusted medicines information resource."

Robert Best and Dr Christopher Freeman, PSA National President, presented the prize to Ayomide Ogundipe.

The PSA Conference always provides a good opportunity for MIMS to connect with our partners and customers, as well as to gain feedback from our users for further product development and improvement. We look forward to being a part of the PSA annual conference in 2020.

## PSA MIMS Intern Pharmacist of the Year



Robert Best, Ayomide Ogundipe & Dr Christopher Freeman

I think a key highlight from my intern year was being able to build rapport with patients, local general practitioners and other allied health practitioners. The ability to work well with those around you really makes an impact on the work you do and that ultimately leads to better health outcomes for the community.

It's an exciting time to be part of the pharmacy profession. There is a lot of discussion and action taking place now as we look at how we want the profession to progress in the coming years.

It's great to see what Early Career Pharmacists (ECPs) are doing to explore how they can meet the need in their local

communities and workplaces. It's a time for innovation and transformation in practically every aspect of the profession.

Being nominated and winning this award is incredible! I'm so honoured to be recognised amongst so many of my talented and driven friends and peers. This recognition is huge, both personally and professionally, but would not have been possible without the support of those who mentored me along the way.

I plan to use the prize towards attending the International Pharmaceutical Federation (FIP) Conference in Seville, Spain, in 2020.

**Ayomide Ogundipe**

## APP - MIMS Guild Intern of the Year



Tim Roberts, David Paulmert & Robert Best

I really love going to work in the morning. Each and every day as a pharmacist in my Port Douglas community, I am privileged to interact with so many people who walk into the pharmacy for so many reasons. I can assess and triage a backpacker with a blocked ear with my otoscope. I can dress a skin tear for a pensioner from the cruise ship that just pulled in. There is no shortage of interesting and fulfilling work to do daily in my community.

During my internship, I was extremely fortunate to have the support of outstanding mentors and an outstanding pharmacy group. I now work with them to build a culture of efficiency with administration tasks, like business management and dispensing, in order to deliver fantastic customer service and patient care. With more time in the day allocated to patient interactions, I find that there are more

opportunities to pick up on potentially dangerous medication scenarios, and more room to offer holistic treatment advice.

If I want to offer anything to the industry moving forward, it would be this: increase the utilisation of pharmacists as primary health care providers. We are underutilised, and we are often deprived of the ability to offer our full scope of practice. I'd like to be on the forefront of the change that sees pharmacists offering more health services in the community, for patients to access on both a walk-in and appointment basis. We have the products, we have the knowledge, and I hope that with persistence and hard work, we will be able to shape the community pharmacy into the health hub that our patients deserve.

**David Paulmert**

## AAPM National Conference 2019



Robert Best, Rachel Wong & Kumar Singh

Practice managers, delegates and exhibitors from across Australia and other countries attended and celebrated the 40th anniversary of the Australian Association of Practice Management (AAPM). It was held at the Brisbane Convention and Exhibition Centre from the 1st to the 4th of October.

Mike Farrar, one of the keynote speakers, presented on the topic of 'How in the face of rising demand and costs, we can provide sustainable health and care services' at the opening ceremony. Mike Farrar is a management consultant at an independent management consulting practice specialising in supporting leaders with change management and empowering new models of primary care. It was an informative session on the key issues for primary healthcare, the sustainability of the healthcare demand and the implications of new policy approaches for primary healthcare. The ceremony was closed with his statement, *"We are CUSTODIANS of the present model, ARCHITECTS of the future model, CHANGE AGENTS of the transition, MISSION CRITICAL to future sustainable health and care, and SOLUTIONS to the challenge."*

Amanda Gore, another keynote speaker, presented an interactive session on 'Surfing the waves of change – and thriving!' Amanda Gore has been one of America and Australia's most admired experience creating speakers. The session emphasised the transformative power of gratitude and a positive mindset for practice managers.

The four-day conference offered workshops in different areas of practice management. It covered topics such as cyber security, recruitment in regional and rural general practice, My Health Record, practice benchmarking, dealing with difficult behaviours, risk management and Medicare billing.

It was a great opportunity for MIMS to meet with most of our practice management software integrated partners: Clinic to Cloud, Best Practice, Genie Solutions, Zedmed, Stat Health, HealthShare, Telstra Health, Shexie and Medtech.

We look forward to the learning and networking opportunities at the next AAPM conference.

## AACP MIMS Consultant Pharmacist of the Year



Robert Best, Dinah Graham & Neil Petrie

It was an honour and privilege to be named the AACP MIMS Consultant Pharmacist of the Year for 2019. I would like to personally thank those who nominated me and for the support MIMS provides to the award through providing a grant to travel to an overseas conference.

I have worked as a Consultant Pharmacist in various roles but primarily in the residential aged care sector. This role has been an enormously rewarding, though at times challenging, aspect of my career to date. My passion for supporting Quality Use of Medicines in this sector has included providing aged care workers with opportunities for online learning through my website. As pharmacists, we have an extremely important role to safeguard medicine use for all people in our community, but particularly for our most vulnerable. My focus is a person-centred approach, which includes specifically interacting with the older person regarding their medication management whilst considering their goals and addressing their concerns. Striving to encourage a team environment by supporting aged care workers to optimise medicine use and working with aged care providers to provide overall guidance on medication use, has also been a major focus.

Opportunities for job diversity have increased significantly since I first started my pharmacy career. My role has evolved and developed by taking every opportunity to expand my knowledge base and expertise. This has allowed me to work with people whom I value greatly, who have allowed me to increase my skills and provide a greater community benefit.

My philosophical approach to practice has always been to make the patient the main focus, to never stop learning. Networking with other like-minded practitioners is invaluable and assists in discovering new ways of approaching issues. The guidance of mentors, whether they are formal or informal, has always been appreciated.

I look forward to the next exciting era of pharmacy practice, where my skills as a pharmacist are fully acknowledged and utilised.

**Neil Petrie**

## TGA Improved Consumer Medicines Information (CMI) template

The Australian Government, working closely with consumer, health professional and industry stakeholders, has developed an improved format for Consumer Medicines Information (CMI) documents.

CMIs are intended to provide consumers reliable and easy-to-understand information about the safe and effective use of prescription medicines and many over-the-counter (OTC) medicines.

The new format has been developed in response to concerns raised by doctors, pharmacists and consumer health advocates about the complexity and readability of CMIs. The new version is

shorter, better laid-out and features a one-page summary that provides people with the most critical information about their medicine at a glance.

The format was independently user-tested and received excellent feedback from participants. The overwhelming majority of people preferred the new format, finding it easier to use and understand.

Digital enhancements for CMIs were also explored and may be introduced in the future.

The new template for prescription medicines has been published on the **TGA website** (initially as a PDF to allow interested stakeholders to see it) and work continues on developing a version for OTC products. Further resources to support the use of the templates are also being produced. Once the two templates are finalised and the resources are available, editable versions will be published and medicine sponsors will be encouraged to begin using them.

The TGA is also in the process of updating the Therapeutic Goods Regulations 1990 (the Regulations) to clarify and standardise

CMI requirements. Considering that there are several thousand products marketed in Australia that have CMIs, medicine sponsors have advised that they require time to implement the changes and to capitalise on the opportunity to significantly improve the content of these documents. As such, there will be a reasonable transition period, which means it may be some time before consumers begin seeing CMIs in the new format. Details of the transition arrangements and other matters relating to implementation will be communicated once they are finalised and incorporated into the Regulations.

It is important to acknowledge that useability of CMIs will continue to heavily rely on the quality of the content produced by the medicine sponsors who are responsible for these products.

The TGA is also mindful of the need to raise awareness of CMIs among consumers, including how and where to access them, and to encourage health professionals to offer them to patients. These issues will be the focus of future activities to further help improve quality use of medicines and achieve better consumer health outcomes.

## Royal Commission into Aged Care Quality and Safety Interim Report



The Royal Commission into Aged Care Quality and Safety has released its interim report, *Neglect*, stating that the aged care system fails to meet the needs of older citizens in the delivery of safe and quality care. The report has set out findings to date and outlines key areas for work over the next 12 months.<sup>1</sup> It paints a sombre picture of how Australia has let down some of its most vulnerable individuals, highlighting the need for a major redesign of regulation and funding.

*Neglect* has called out a lack of leadership and accountability from both Government and industry, with the following three areas requiring immediate action:

- to provide more Home Care Packages to reduce the waiting list for higher level care at home
- to respond to the significant over-reliance on chemical restraint in aged care, including through the seventh Community Pharmacy Agreement
- to stop the flow of younger people with disability going into aged care, and expediting the process of getting those younger people who are already in aged care out.<sup>1,2</sup>

Additional to poor quality of care, compassion and resources within the system, *Neglect* has identified problems that start long before, at the 'front door'.<sup>3</sup> The initial point of contact for the aged care system is the online 'My Aged Care' portal, which was set up as a resource for patients and their families to investigate care and facility options to help make decisions around appropriate avenues of care. Not only has My Aged Care failed to deliver the vision it set out, it has also impeded the process causing stress and confusion for users.<sup>4</sup>

The quality of care within the aged care system is underpinned by the quality of the workforce and its conditions. The report has noted that the aged care system provides no encouragement or incentive for workers.<sup>5</sup> The aged care workforce, including training, workload, leadership and remuneration, will be examined closely over the next year to enhance the standards of care.<sup>3</sup>

Although *Neglect* portrays a system that is failing, it does recognise positive experiences to report. Despite the lack of standards, there are organisations providing caring environments with quality staff.<sup>3</sup> Both *Government and industry must step up to extend this across the board and create positive resolutions.*

MIMS Australia is committed to providing solutions compliant with recommendations. We are working with the industry and our partners to improve patient clinical and medication related safety, and, thus, enhance the quality of care in the aged care system.

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5. Royal Commission into Aged Care Quality and Safety (2019). Extract from Interim Report: A Shocking Tale of Neglect. Available at: <https://agedcare.royalcommission.gov.au/publications/Documents/interim-report/interim-report-foreword.pdf> [Accessed 5 November 2019].

## Antimicrobial Resistance



Antimicrobial resistance (AMR) is a growing public health concern, being described by the World Health Organisation (WHO) as one of the biggest threats to both human and animal health today.<sup>1</sup> AMR occurs when a microorganism (such as bacteria, fungus or virus) develops the ability to stop an antimicrobial agent (such as antibiotic, antifungal or antiviral) from working against it. As a result, the antimicrobial becomes ineffective against the microorganism it had been designed to kill, allowing infections to persist in the body and increasing the risk of spread to others.<sup>1,2</sup> Microorganisms that develop resistance to multiple antimicrobials are known as 'superbugs'.<sup>1,3</sup>

Genetic mutations in microorganisms naturally cause a degree of resistance, however, this process is accelerated with the overuse and misuse of antimicrobials today. Antimicrobials are increasingly being prescribed for incorrect indications and being administered differently from the way they have been prescribed.<sup>1,4</sup> Greater access to medications, particularly in developing countries, is also contributing to resistance as antimicrobials are increasingly being used without professional guidance.<sup>1</sup>

The extent of AMR in some microorganisms is such that there are no antimicrobials available to treat the diseases they cause.<sup>4</sup> New mechanisms of resistance are also emerging and spreading globally.<sup>1</sup> This growing resistance, coupled with the limited number

of new antimicrobials being developed, is threatening our ability to treat both new and common diseases.<sup>1,4</sup>

Education and awareness of AMR is the responsibility of all. Antimicrobials are a life-saving resource, especially for those undergoing surgery or with weakened immune system. The correct use of antimicrobials, in line with changing recommendations and guidelines, is essential to preserve our current resources. Both the patient and healthcare provider need to understand the impact of inappropriate use and, consequently, how they can minimise the risk and spread of AMR.

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# To crush or not to crush

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## MIMS Staff Profile



**Corinne Cockram**  
Customer Service Officer

### What is your role at MIMS Australia?

My role at MIMS is Customer Service Officer, where I have the privilege of speaking with our valued customers about our products and their subscription needs. Building relationships and effective communication with our customers is integral to helping them purchase the MIMS product that will meet their needs and work best within their professional environment.

### What is your background?

I have always been involved with customer relations and service, however, in many various capabilities. My roles have included Customer Quality Representative for 8 years, where I was the voice of the customer and Quality representative within the organisation to ensure we worked to ISO9000 standards as well as our high customer quality expectations. I have had the privilege and rewarding opportunity of working with intellectually disabled young people with Special Olympics for 6 years, helping these delightful young people gain confidence and learn new skills. In my previous role prior to joining MIMS I was the Senior Accreditation Administrator for an Australian Members Association. This involved all aspects of accreditation, including auditing our members annually to ensure they met Australian Standards for building and construction. I was also on the other end of the auditing process as our facility was NATA certified, therefore we too were audited every two years by the National Association of Testing Authorities.

### What do you enjoy most about your role?

Working with professional, interesting and passionate colleagues and customers makes all aspects of my role enjoyable. I am an eternal optimist and very passionate about helping and dealing with people. I thrive on positive interactions and ensure I get plenty of daily fixes.

### What do you enjoy outside of the office?

I enjoy socialising with family and friends and love trying new foods. The outdoors plays a big part in my life and I take great pleasure in all aspect of nature. My favourite activities involve water – boating, kayaking, swimming and long long walks along the beach. I also enjoy keeping fit and am a voracious reader.

## Upcoming Conferences

### NAPSA Congress Newcastle

23rd – 29th January 2020  
The University of Newcastle

### Australian Healthcare Week

25th – 26th March 2020  
International Convention Centre, Sydney

### APP Conference

19th – 22nd March 2020  
Gold Coast Convention and Exhibition Centre

### AVA Annual Conference

10th – 15th May 2020  
Gold Coast Convention and Exhibition Centre

**MIMS**

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