PULSE.IT   News 📢 ⌄   Podcast   Opinion   Blog   Directory   About us ⌄   Events   Advertise   🔍 Log out   Profile

Share

News / Australian Digital Health

Digital solutions for GROSS problems

2 April 2025

By Reesh Lyon

Image: iStock photo

Related Articles

The Australian Medical Association of Victoria says digital technology could significantly enhance healthcare efficiencies across the state, as it calls on the Victorian Government to implement the 'Getting Rid of Stupid Stuff' (GROSS) initiative across all Victorian health services.

Share

The GROSS initiative is a globally recognised program that aims to help health services identify and eliminate inefficiencies, boost worker morale and productivity and redirect resources to frontline care. It was first launched in Hawaii and has been implemented in Australia at Western Health and Queensland Health.

AMA Victoria has launched a petition calling for the initiative to be implemented there, saying "with constrained budgets and overstretched resources, every dollar and moment must be spent where it matters most – delivering patient care."

AMA Victoria President Dr Jill Tomlinson told Pulse+IT that if GROSS was successfully embedded across Victorian health services, digital technology had the potential to significantly enhance care delivery, improve clinician wellbeing, "and position Victoria as a national leader in efficient and clinician-friendly digital health."

"Digital solutions can eliminate low-value administrative tasks, such as duplicate data entry, redundant documentation across multiple platforms, and unnecessary manual processes – for example, handwritten discharge summaries," Ms Tomlinson said.

She said implementing interoperability, unified dashboards, and a universal login across Victorian health systems would "significantly reduce clinician frustration caused by fragmented systems," while smart alerts, streamlined documentation templates, and AI tools for automating routine documentation could "reclaim clinician time for direct patient care."

Ms Tomlinson said AMA Victoria would advocate digital solutions for clinical and administrative inefficiencies, including digital investment and policies.

"AMA Victoria advocates embedding GROSS principles into digital health policies, promoting system improvements like interoperability and integrated, user-friendly electronic health records.

"Specific digital priorities include eliminating duplicative mandatory training and streamlining processes such as credentialing through digital solutions."

Share

Ms Tomlinson said the initiative called for formal mechanisms for clinicians to proactively identify inefficiencies, "which should feed directly into digital health improvements and ongoing investments."

DIGITAL DOWNSIDES

Ms Tomlinson also warned that poorly designed digital health systems could inadvertently increase inefficiency, by causing redundant data entry, excessive documentation, fragmented workflows, and unnecessary alerts.

She said over-documentation for regulatory compliance and billing, irrelevant data fields, and complicated interfaces could lead to clinician frustration and burnout.

Another risk was "digital overload" from excessive notifications and poorly integrated systems that "contribute significantly to administrative burdens rather than alleviating them."

Ms Tomlinson said GROSS required "strong leadership commitment from health services and government, senior stakeholders such as the Health Minister – who has already indicated her support – and the Department of Health Secretary," who she said were "critical in championing digital health reforms."

"Continuous clinician engagement and feedback loops are central, ensuring digital initiatives remain practical, clinician-led, and focused on patient care rather than administrative compliance."

Explore similar topics

AMA | AMA Victoria | Australian Medical Association of Victoria

Getting Rid of Stupid Stuff | GROSS | Jill Tomlinson