



Digital Transformation

Sector Partners

Co-Design Meeting (14)

Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care



Australian Government

Department of Health and Aged Care

www.health.gov.au

Meeting date: 25 November 2022

Meeting: #14



Welcome

Fay Flevaras

Digital Transformation and Delivery Division
Corporate Group | Department of Health and Aged Care



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Sector Partners Engagement

Agenda

Sector Partners Co-Design Meeting

- 2 mins - **Welcome & Introductions** (Fay Flevaras)
- 10mins - **State of Play** (Fay Flevaras)
- 10 mins - **Introducing: Aged Care Transfer Summary (ACTS)** (Clara Lubbers)
- 10 mins - **Introducing: Worker Screening** (Kate Harkins)
- 10 mins - **Introducing: Support at Home** (Nick Morgan)
- 10 mins - **Showcase: B2G highlights from this year**
- 8 mins - **Q&A, Close & Next Steps** (Fay Flevaras)





DT Sector Partners: State of Play

Fay Flevaras

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Co-Design Activities



Practice Co-Design



UX Co-Design



API Co-Design



Aged Care Transfer Summary (ACTS)



Worker Screening



Support at Home



Sector Personas



Terms of Reference



GPMS: Understanding Work Patterns



GPMS / Star Ratings (done through university of QLD)



GPMS / QFR: Interface Playback



B2G: Pain Points & API Priorities



B2G: Quality Indicators



B2G: Developer Journey



B2G: Research Questionnaire



Co-Design Activities



Discovery



Practice Co-Design



UX Co-Design



API Co-Design

★ Aged Care Transfer Summary (ACTS)	✓ Sector Personas	✓ GPMS: Understanding Work Patterns	✓ B2G: Pain Points & API Priorities
★ Worker Screening	✓ Terms of Reference	✓ GPMS / Star Ratings (done through university of QLD)	✓ B2G: Quality Indicators
★ Support at Home		✓ GPMS / QFR: Interface Playback	✓ B2G: Developer Journey
			✓ B2G: Research Questionnaire



State of Play

High level updates & reminders

- Recap last meeting
- Tech Talk coming up
- Access to our **DT Sector Partners**
SharePoint site should be available to all members –
 - any access issues, let us know
 - check out the site and give us feedback

This group was formed through an open, equal opportunity, public invite – given that, we don't expect confidentiality or conflicts of interest to be a concern BUT if you have any questions or issues, please contact us ASAP



Working in the Open:
sharing underpins the DTDD approach





COMING SOON

Aged Care Program

Clara Lubbers

Director | Benefits Integrity & Digital Health Division

Bronia Cullen

Change and Transition Lead, Aged Care Program
Australian Digital Health Agency



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COMING SOON

The Royal Commission into Aged Care Quality and Safety Recommendations

The 'Supporting Medication Management in Residential Aged Care' initiative (under the Improving Access to Primary Care and Other Health Services' Budget Measure) is intended to address the Government's response to the following Royal Commission into Aged Care Quality and Safety recommendations:

- **Recommendation 68: Universal adoption by the aged care sector of digital technology and My Health Record**
- Recommendation 66: Improving the transition between residential aged care and hospital care.



Problem

Increase the use of digital systems in the Aged Care Sector which improve patient safety and promote the quality use of medicines; addressing widespread issues associated with poor medication management and the safe and effective transfer of residential aged care residents between clinical care settings.



COMING SOON

Program outcomes

The Program aims to support older Australians receiving better connected aged and health care, enabled by My Health Record (MHR) and supported by a digitally enabled and proficient aged and health care sector.



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Our deliverables

- Residential aged care facility (RACF) will have the ability to generate an electronic aged care transfer summary (ACTS) which will be supported by a current medicines list and advanced care plan (if available in MHR)
- RACFs will be supported to register for MHR
- Industry Offer to incentivise software vendors (who support RACFs) to upgrade their solutions to enable the ACTS capability in their systems and connectivity to MHR
- Standardise the technical requirements and information requirements (minimum data set) for aged care clinical information systems
- Digital health literacy uplift of the aged care workforce (to support the outcomes of the Program) is under consideration.



COMING SOON





COMING SOON

High-level timeline

Activity	Timing
MHR Registration Campaign Launch	January 2023
Change and Transition – Phase 2 Plan	3 February 2023
Consultation on Phase 2 Industry Offer Scope and Requirements	Concludes w/c 13 February 2022
Round 2 Industry Offer Release	3 March 2023
ACTS Specifications and Supporting Documentation	3 March 2023
ACTS Agency Build in MHR Completed	29 September 2023
Clinical Information Standard - First Draft	29 September 2023
Clinical Information Standard - Final Draft	30 June 2023

What's next?

- Relevant stakeholders will be consulted on the scope and requirements of the Industry Offer
- Sector Partners group to advise on their preferred Aged Care Program topic for future discussions



Worker Screening

Kate Harkins

Director | Quality & Assurance Division



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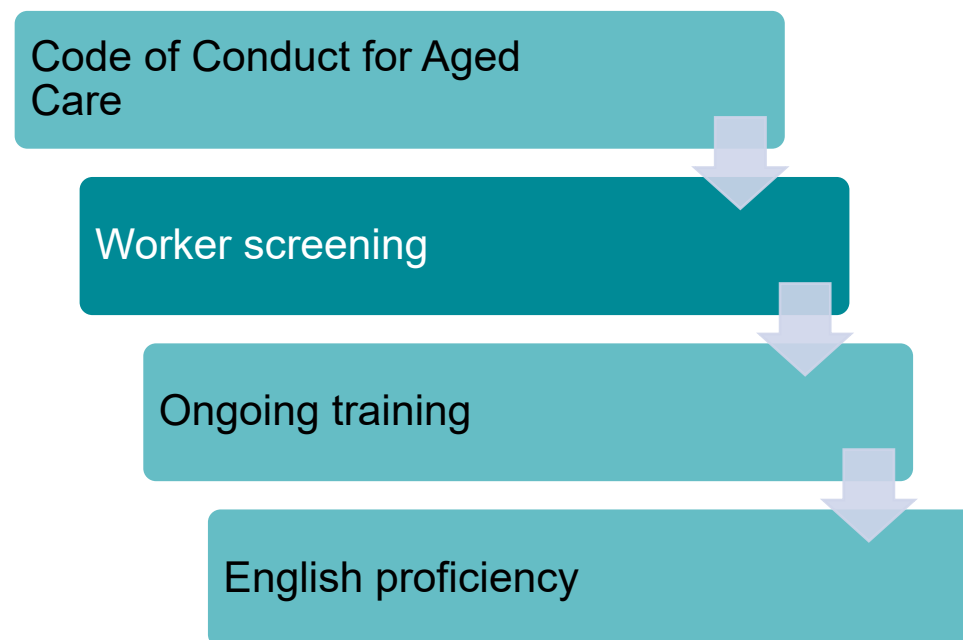
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Worker Screening Overview



COMING SOON

- The National registration scheme for personal care workers
 - Is an election commitment
 - Consistent with recommendation 77 of the Royal Commission
 - Has four elements.
- Commencement is staggered
 - The Code starts on 1 December 2022
 - Worker screening commences from 1 July 2024
- Expands on the existing National Disability Insurance Scheme (NDIS) Worker Screening Check
- Will create a register of cleared and excluded workers in the aged care sector
- Will require the development of an ICT solution
 - A product has been developed and will be ready for user testing in the first quarter of 2023



Worker Screening User Research



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Purpose:

To better understand the way aged care providers manage their workforce – this will ensure that the solution developed is fit for purpose.

Key Research Focus:

- Understand existing processes within aged care providers for managing different types of workers across their business to support the worker screening design
- Conduct useability testing of the proposed screening interface within the My Aged Care Provider Portal to support the future design
- Gather feedback from providers who already participate in the NDIS worker screening process



What's Next?



COMING SOON

- Engagement with providers to begin early 2023
- Seeking input from:
 - Providers with 50+ staff
 - Providers who engage with NDIS worker screening units
 - Metro/rural
 - Registered/unregistered
 - Engages students/volunteers
- Expected time commitment is under 2 hours
- Feedback will directly impact the development of the solution
- If you have any questions or would like your organisation to participate in the Worker Screening User Research, email:
WorkerRegulationSe@Health.gov.au



Support at Home

Reforming in-home aged care

Nick Morgan

Assistant Secretary

Home and Residential Division

Corporate Group | Department of Health and Aged Care



COMING SOON



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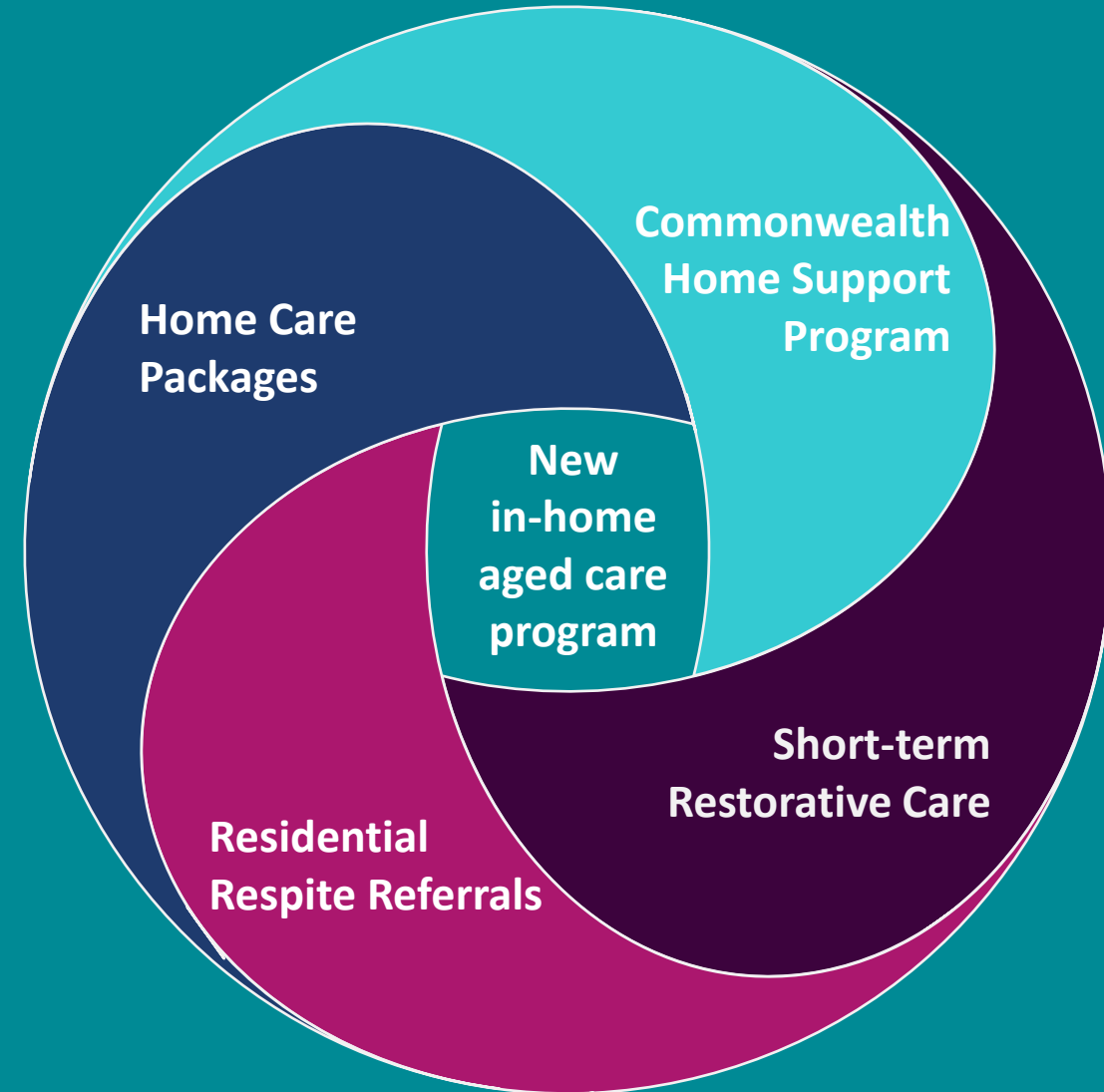
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Update on reforming in-home aged care

A new program will commence 1 July 2024 combining existing in-home aged care programs

Objectives

- improve access to services
- better align services to needs
- reduce administrative costs
- better support independence
- make aged care simpler
- facilitate innovation and investment



Discussion paper

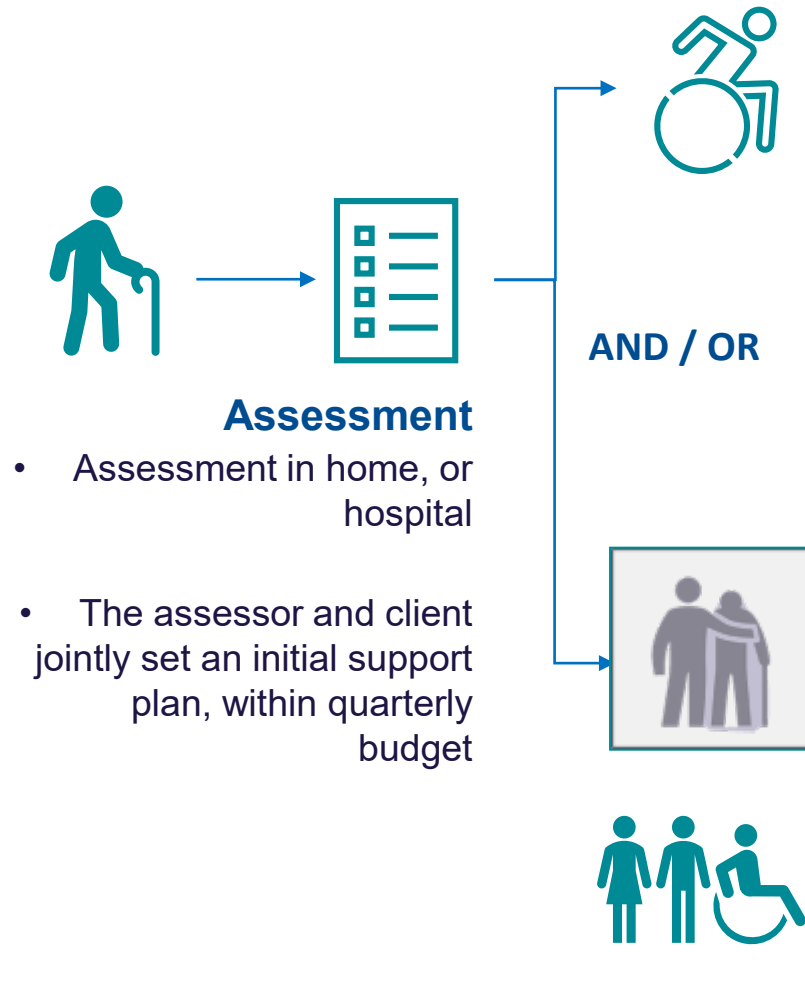
- Released on 18 October 2022
 - Outlines proposed reforms to the in-home aged care system that:
 - Incorporate what we have heard with a focus on five key areas
 - Seeks submissions from the community by 25 November 2022.

Information on the discussion paper and submissions process are on the

Aged Care Engagement Hub.

Overview of Proposed Model

Clients



Short Term Support for Independence

- Goods, equipment and assistive technology (including loan scheme)
- Home modifications
- Short term allied health
- Specialised support services

Ongoing supports at home

- One provider or multiple
- Can adjust services within a quarterly budget
- Clinical care partners
- Access to extra services for temporary needs
- Client contributions set by capacity to pay
- Regular reports on services & budget

Providers

Short term support for Independence

- Goods, Equipment & Assistive Technology and Home Modifications Scheme
 - Separate funding
 - Loan scheme
 - National procurements
- Grants for specialised support services
- Allied health and restorative care

Mixed funding model for ongoing support

- Activity based funding
- Supplementary grants as for:
 - Transport, cottage & centre-based respite, meals, social support group
 - Providers who operate in thin or niche markets
- Funding pool for additional client services (set at 25% of client budgets each quarter)
- Client contributions by capacity to pay
- Monthly or more frequent payments with automatic data capture

Self Management issues:

- **Clients can have multiple providers who get paid in arrears against the client's quarterly budget**
 - How to prevent over booking by clients, leaving no funds available when providers invoice?
- **A client may have a care partner who is not separate to their provider(s)**
 - How do we providers share information with a care manager in another organisation?

New payment platform no longer a focus

Where we started

- Point of delivery payment platform
- Allow invoicing as services delivered
- Real time data on each client's hours of different services.
- Book and pay functionality

What we heard from Providers

- Not keen on new platform
- Not interested in care workers submitting invoices
- Detailed data is kept in existing systems
- Preference to invoice from existing systems
- Online bookings not feasible given links to scheduling.

What's next

- Department to use & extend existing Health and Services Australia capabilities and integration channels to capture provider booking and service delivery data
- Provide options for batched payment claims (daily, weekly, monthly etc)
- Providers to continue to manage Bookings and Client Contribution payment collection

Process from here

18 Oct	Discussion paper released – open for submissions for six weeks to 25 November
26 – 31 Oct	Initial sessions with Provider peaks, Consumers, Consumer peaks
2 Nov – 22 Nov	Weekly open consumer and provider online Q&A sessions Three one day workshops consulting on Indigenous delivery options
8 Dec	Webinar outlining feedback on discussion paper
30 Jan – 24 Feb	Targeted consultations on specific elements based on submission feedback <ul style="list-style-type: none">• Client groups - eg CALD, Carers, Dementia, Indigenous• Provider groups – eg by service type
March	Government consideration of final program design



API Co-Design

B2G Highlights from this year

Dale Naughton

Digital Transformation & Delivery Division

Corporate Group | Department of Health and Aged Care



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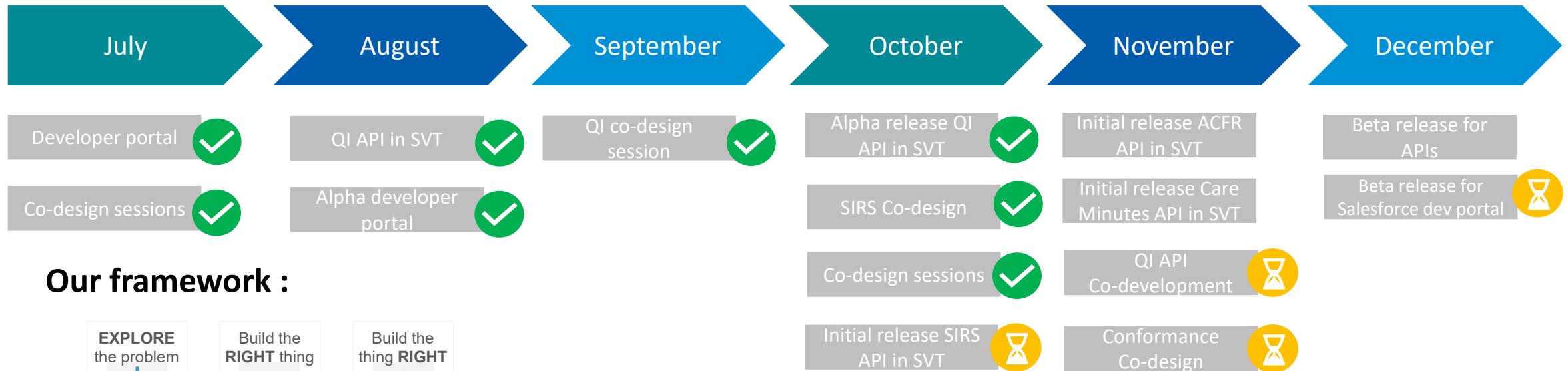
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B2G update

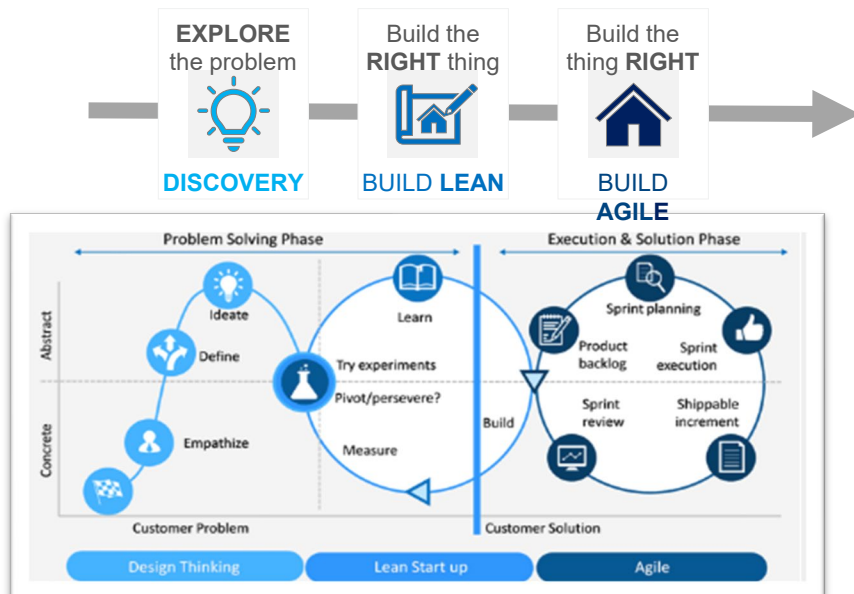


API Co-Design

Milestones



Our framework :



Key:

✓ Completed

⌚ In progress

Highlights from July



Goals: Build a proof of concept prototype of the developer portal and test it via co-design



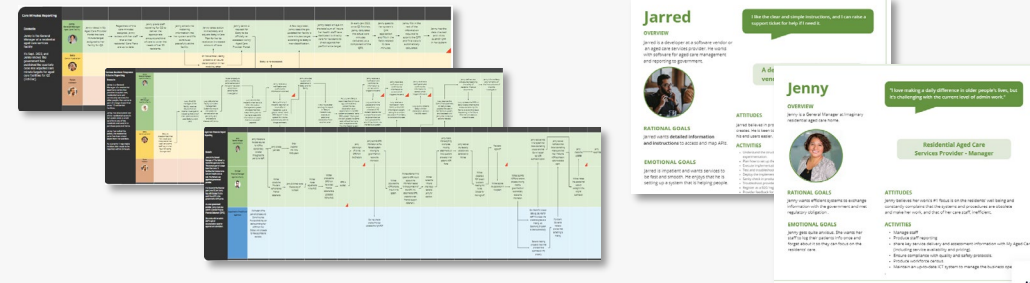
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API Co-Design

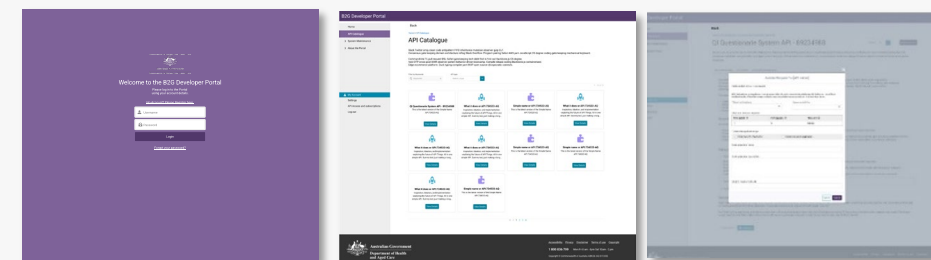
Journey mapping & personas

Mapped user journeys and personas to use to understand pain points, and understand how users capture information for reporting.



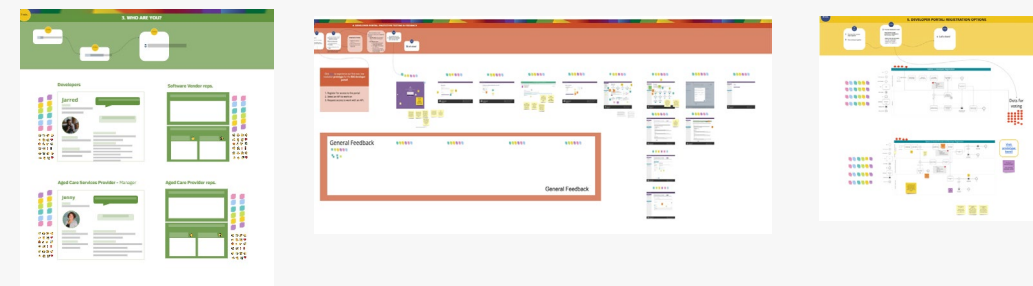
Developer Portal proof of concept

Built a working prototype of the developer portal to test with users.



First co-design workshop

Tested prototypes and obtain feedback on the design of the B2G Developers' Portal.





Highlights from August



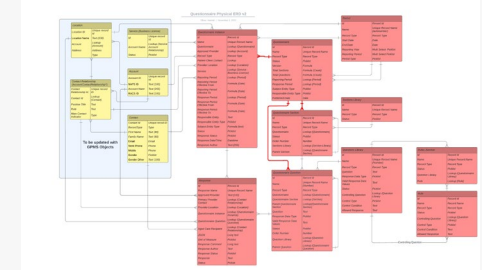
Goals:

- Complete Questionnaire model to support QI APIs
- Start preparations for B2G NPP for 2023



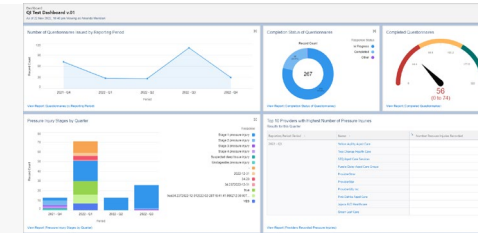
QI Data modelling design and development

Creation of the canonical and target state QI data model to complement the API design and build.



QI reporting and dashboard prototypes

Visualise reported Quality Indicator data to validated aggregation in real time using a data driven questionnaire data model.



Preparation of a New Policy Proposal

The B2G project has always sought to deliver more than simply a Beta version of the B2G gateway. Significant foundational policy work has been progressing in the background to secure ongoing authority and funding to broadly extend the B2G capability across the Aged Care sector for a further 2 years.



Highlights from September



API Co-Design



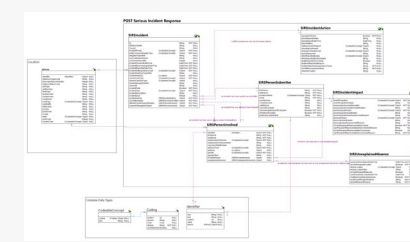
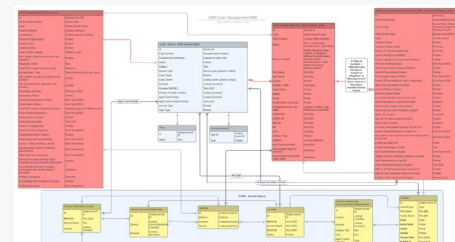
Goals: Focus on completing QI build and taking the output to the sector for feedback in a co-design workshop.



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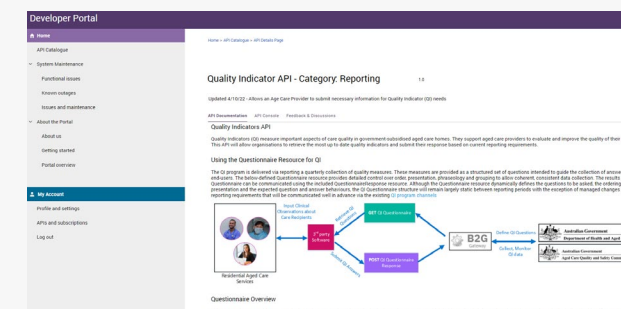
SIRS Data modelling design and development

Creation of the canonical and target state SIRS data model to complement the API design and build



QI API build complete in software vendor testing

Development of the QI APIs is available in the SVT environment for end to end testing with software vendor community (ready for Beta testing)



QI Co-design workshop

Further understand the value of B2G in general, and regarding QI specifically. Also understand short- and long-term options for QI information collection and submission with B2G.





API Co-Design

Highlights from October



Goals:

- Execute co-design activities for SIRS
- Commence initial API Catalogue design activities
- Confirm authority & funding for 2023+



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Ongoing Authority and Funding beyond Beta

Prior to the Federal Budget October 2022-23 announced on 25 October, the B2G project was scheduled to conclude on 31 December 2022.

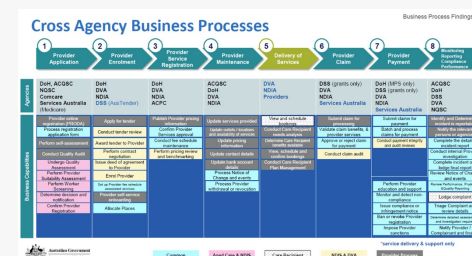
The budget announcement to further improve Aged Care ICT platforms has extended the Department's capacity to continue delivery of B2G capabilities for the Aged Care sector through to 31 December 2024.



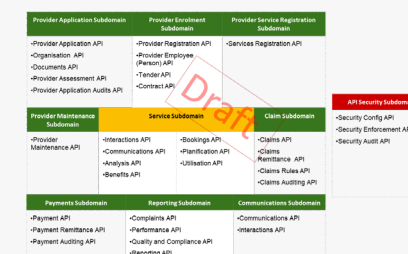
API Catalogue

Application of Domain Driven Design to discover reusable AP foundational components.

Discover how including risk in the API design process may help drive an innovative approach for Conformance.



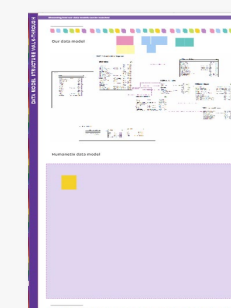
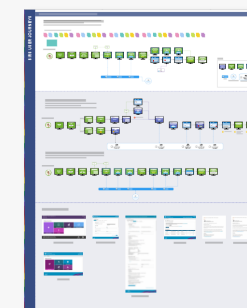
B2G API Catalogue: Process APIs Mapped to Sub-domains



SIRS co-design session

Understand how Vendors' Incident Management Systems (IMS) may be adapted to enable SIRS reporting via B2G.

Insights on opportunities and challenges for the design of the API.



Highlights from November



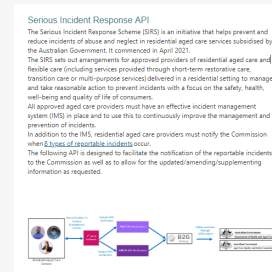
API Co-Design



Goals

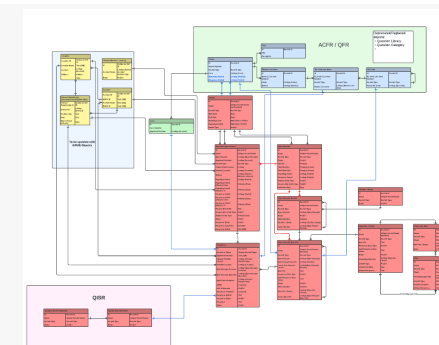
SIRS API build complete in development environment

Development of the SIRS API is available in the dev environment. Ready for internal testing before release for Beta testing in the SVT environment



ACFR Data modelling, design and build

Creation of the canonical and target state ACFR data model to complement the API design and build



ACFR co-design session

Katrina



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2023 planning

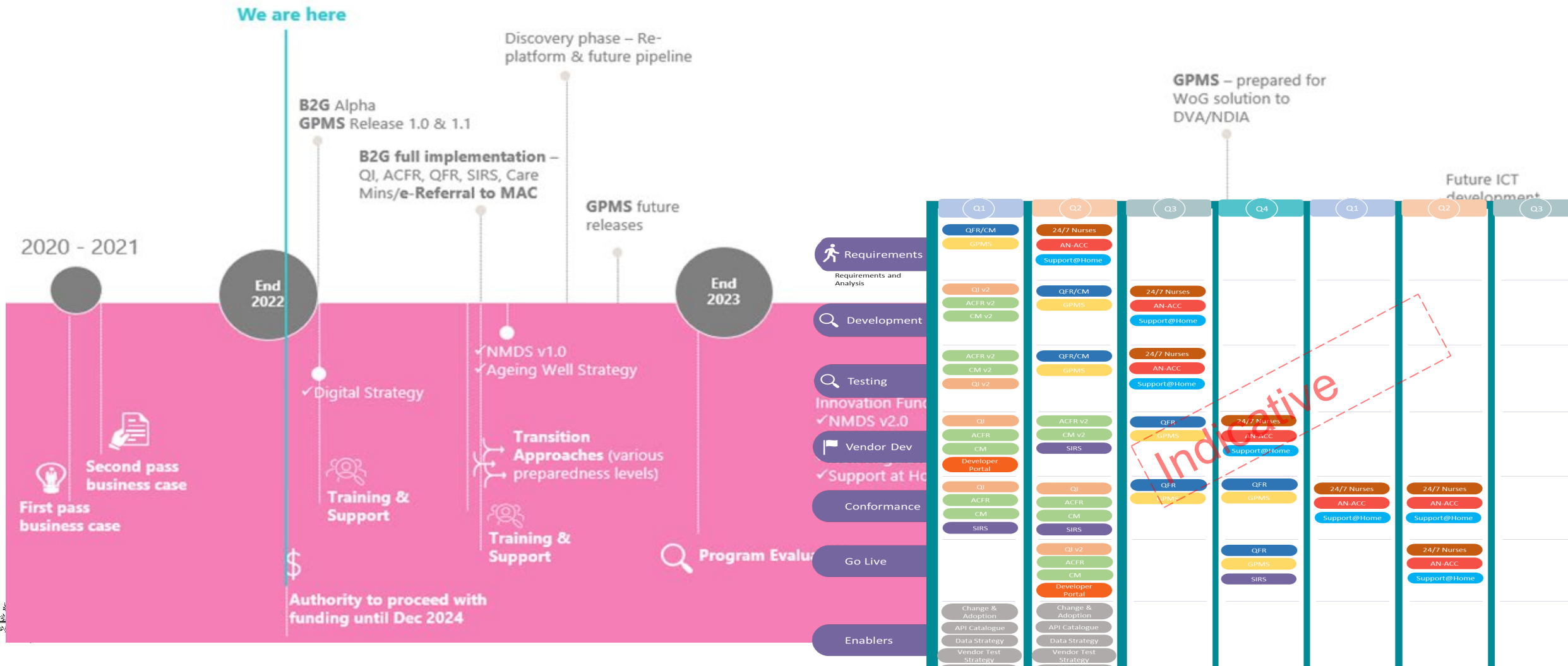
Future Aged Care ICT Platform Roadmap (4 Year)

Business changes are in place to enable and accelerate the adoption of ICT capabilities by the Aged Care Sector.

DRAFT
As at 27 Oct 2022



API Co-Design



2023 planning

CM v2



API Co-Design



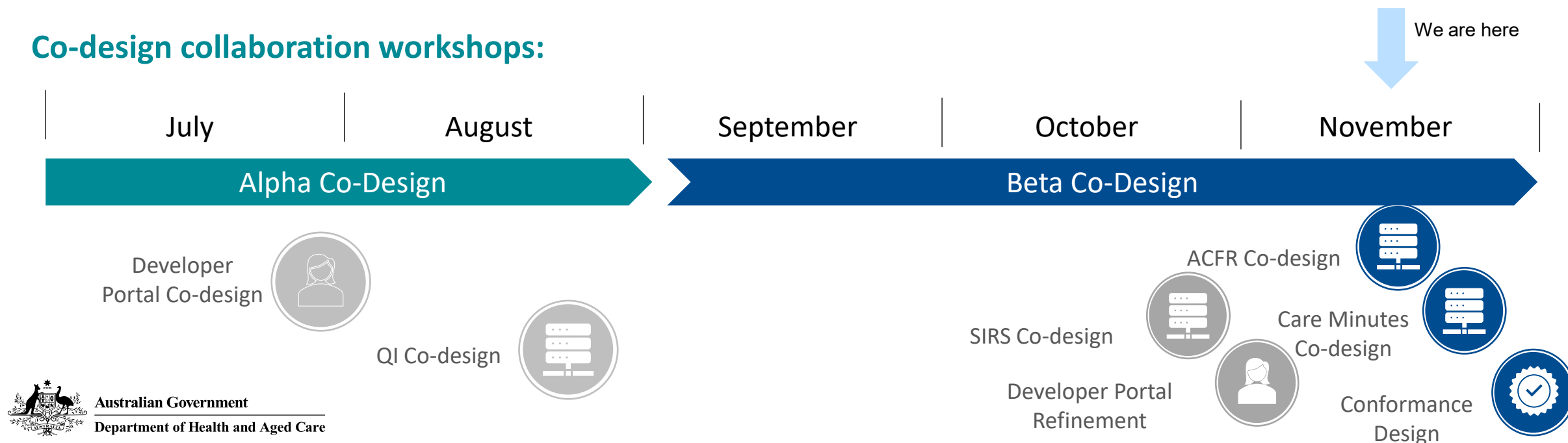
Wrapping up for B2G



API Co-Design

- Developer Portal has been completed for the Beta Phase and is now being packaged to be transitioned
- Complete initial technical documents for ACFR API submission this is on track for completion next week.
- SIRS API development completed next week
- ACFR Workshop focussed on the canonical model
- 2023 initial planning has commenced, with draft timelines for the initial 6-months of 2023.

Co-design collaboration workshops:



Sector Partners Recap 2022



~65 Members

Representing Service Providers,
IT Vendors, Consultants, Peak
Bodies & other Agencies



14 Meetings

Where we meet every
fortnight to review plans,
progress and have
discussions on new
initiatives



★★★★☆ 4.2 / 5

Satisfaction Rate

July Pulse Survey results show a
strong Sector Partner satisfaction rate



23 Co-design sessions

activities, design workshops, surveys,
interface development and more



8 Projects Introduced

Next Steps

Industry Partners Welcome Meeting

Reminders:

- Encourage our new members to get familiar with the SP site

Upcoming:

- The final tech talk for the year is on the 6th December 2022
- Post-meeting wrap-up email before Friday next week
- Next meeting: 2023

