



Digital Transformation

# Tech Talk

Webinar series

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](http://www.health.gov.au)

Tech Talk #6

20221206



# Welcomes

– and housekeeping

## Digital Transformation for the Aged Care sector

# Agenda

Tech Talk #6

- **Welcome** (Fay Flevaras & Janine Bennett)
- **Star Ratings** (Josh Maldon & Emma Cook)
- **( DEFERRED: Aged Care Transformation Roadmap** (Thea Connolly) )
- **Aged Care Transfer Summary (ACTS)** (Bronia Cullen & Laura Clubbers)
- **Year in Reflection** (Fay Flevaras)
- **Q & A Panel** (Fay Flevaras, Josh Maldon, Emma Cook, Laura Toyne, Herbert Down)
- **Close** (Fay Flevaras & Janine Bennett)



# Demo:

# Star Ratings

Joshua Maldon & Emma Cook

Quality and Assurance Division | Ageing and Aged Care Group  
Department of Health and Aged Care



# Star Ratings

## Overview & Recap

Covered at the last meeting (25 October)



Star Ratings

### Key Points from when we last met:

- Why we need Star Ratings
- How Star Ratings were developed
- What's in Star Ratings
- Fundamental Design

#### The development process included:



##### Research

An **evidence review** of 20 performance reporting systems for residential aged care across 18 countries.



##### Consultation

A rigorous process of **24 workshops & 154 written submissions** with older Australians & representatives as well as aged care providers and peak organisations.



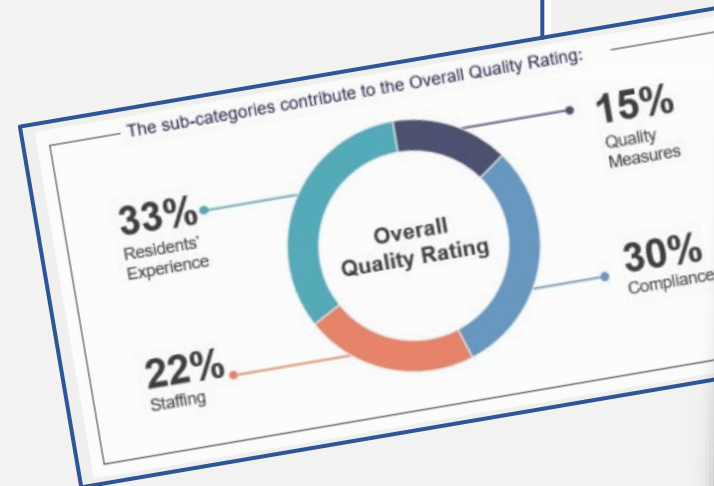
##### Algorithm & Prototype Development

A **digital Star Ratings prototype** that ingests real data was developed, informed by consultation findings.



##### User Experience Testing

The Star Ratings prototype was **tested** with 29 older Australians and their representatives, providers and aged care navigators.



### Garden City Retirement Home

Share Compare

Overview Rooms & costs Compliance Quality measures Residents experience Staffing

#### Overall star rating

★★★★☆ Good

 Aged care Star Ratings

This rating is based on this organisations performance in relation to compliance, quality measures, residents experience and staffing. The ratings for each of the sub-categories that make up the overall rating are shown below.

Learn how this is calculated

Compliance	★★★★☆	Quality measures	★★★★☆
Residents experience	★★★★☆	Staffing	★★★★☆

Show ratings history

#### Address

33 Tryon Street, Upper Mount Gravatt  
QLD 4122

#### Contact





# Star Ratings Collaboration

Many hands make great results



Star Ratings

## Star Ratings involved the work of many

- Aged Care Providers and peak organisations
- Older Australians, their representatives and peak organisations
- The University of Queensland
- Aged Care Industry Information Technology Council (ACIITC)
- PricewaterhouseCoopers (PwC)
- Aged Care Quality & Safety Commission
- Australian Institute of Health and Welfare
- International governments and experts



**Working together...**



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## Star Ratings

# Demonstration Video

Sneak peak into how Star Ratings works



Star Ratings

The screenshot displays the Star Ratings software interface. The main section shows a 'Consumer Experience Report' for 'NAPS187714 NAPS234065'. Key metrics include: Service Account (SACR-0181959), Consumers Surveyed (17), Total CER Score (37.30), and a 3-star rating. The 'Details' section lists various attributes such as Provider (Lanholm Fleur Nominees Pty Ltd), NAPS Provider Id (PRV-2092), and NAPS Service Id (SRV-2604). A 'Consumer Experience Interviews' list on the right shows a series of interviews with scores ranging from 10015 to 10017. A large 'DRAFT' watermark is overlaid on the screen.

Demo

How the Star Ratings scores are calculated...



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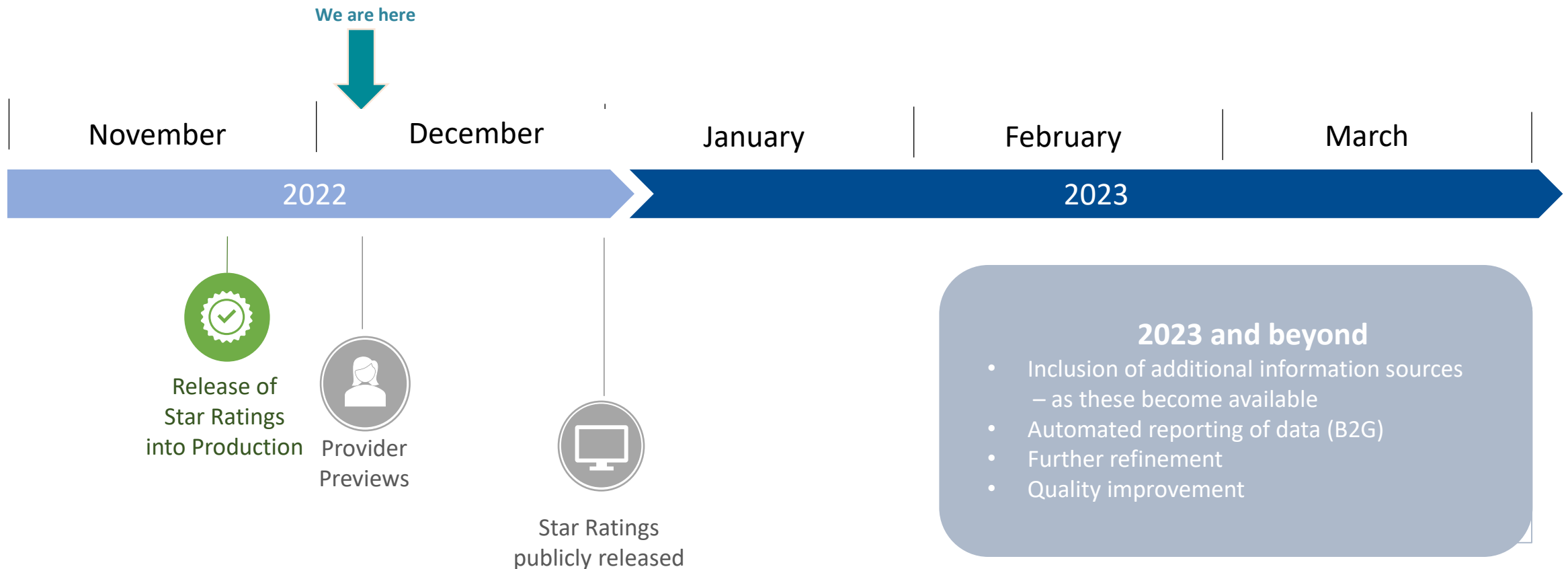
# Star Ratings Next Steps

Where to from here...



Star Ratings

## Star Ratings Roadmap





# Aged Care Transfer Summary

Laura Toyne

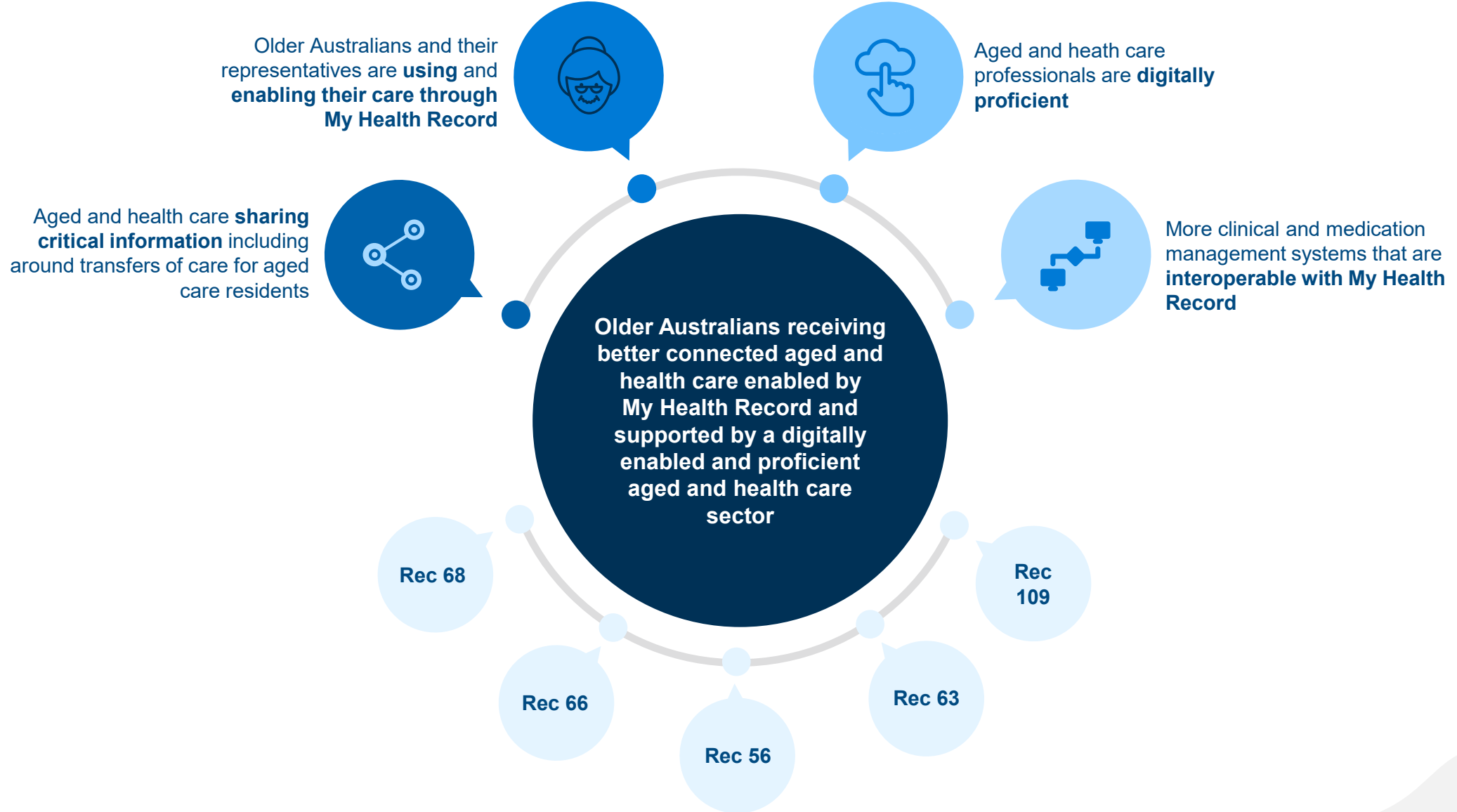
Assistant Secretary  
Australian Digital Health Division



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# The Agency's Aged Care Program



# Our Aged Care Program Components



Working with developers of Clinical Information and Medication Management Systems in residential aged care through an Industry Offer to become conformant to My Health Record, and to specifically develop a new feature: the Aged Care Transfer Summary

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Delivering a supported registration pathway for residential aged care providers/facilities to connect to My Health record (through either the National Provider Portal or software) and assisting them to benefit from the information available through My Health Record, and preparing them for the Aged Care Transfer Summary

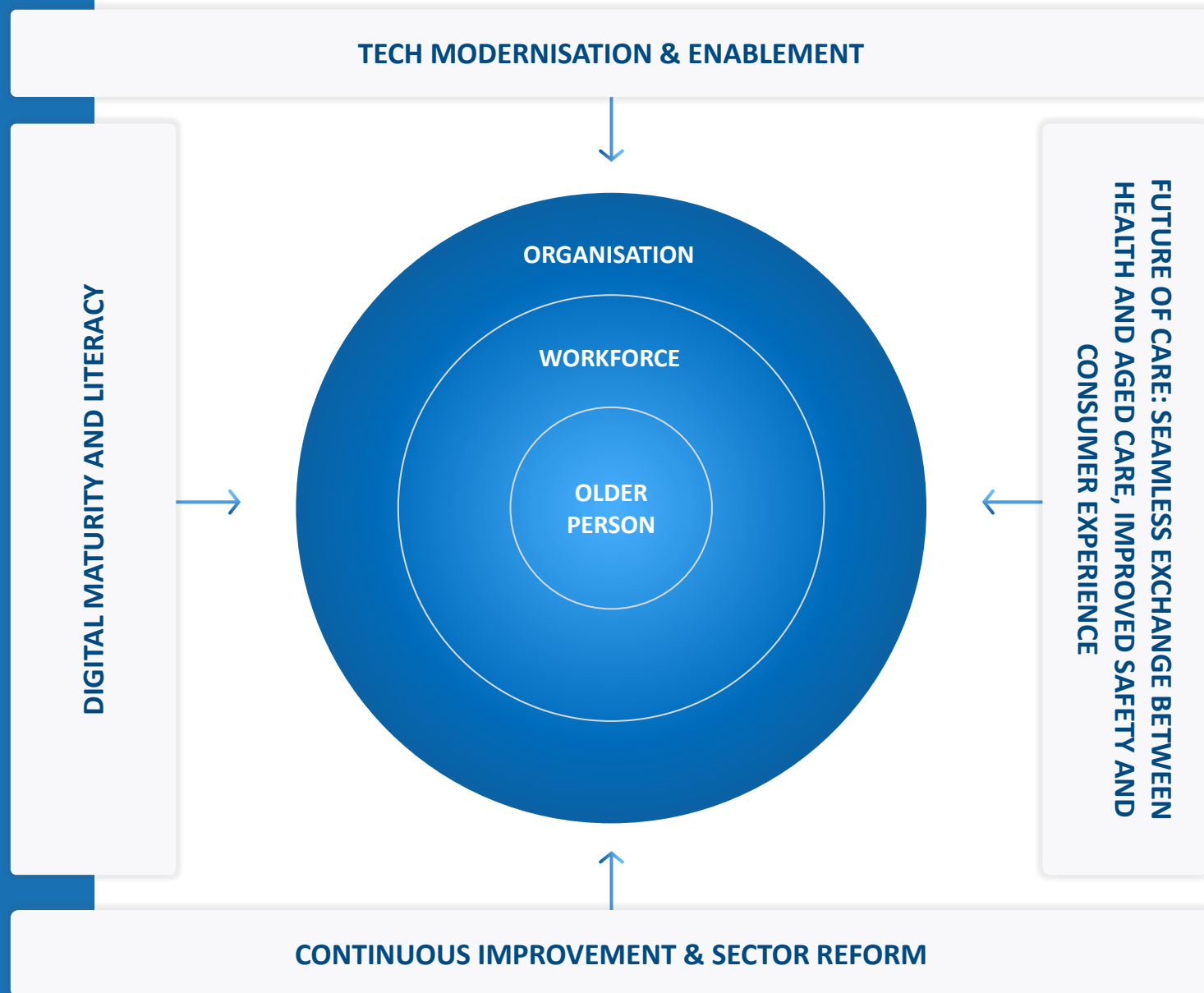
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Working in partnership with trusted industry organisations to build digital health maturity and proficiency within the aged care sector; and to support older people and their families and carers to build digital health literacy



# Program positioning



# Our Program in 2023

National rollout:  
My Health Record  
registration to  
residential aged care

Aged Care Industry  
Offer released to  
market

Consultation on Aged  
Care CIS Standard

Aged Care Transfer  
Summary delivered in  
My Health Record

WORKFORCE, ORGANISATIONAL AND CONSUMER FOCUSED INITIATIVES





# Digital Transformation Year in Reflection

Fay Flevaras

First Assistant Secretary  
Digital Transformation and Delivery Division  
Corporate Group

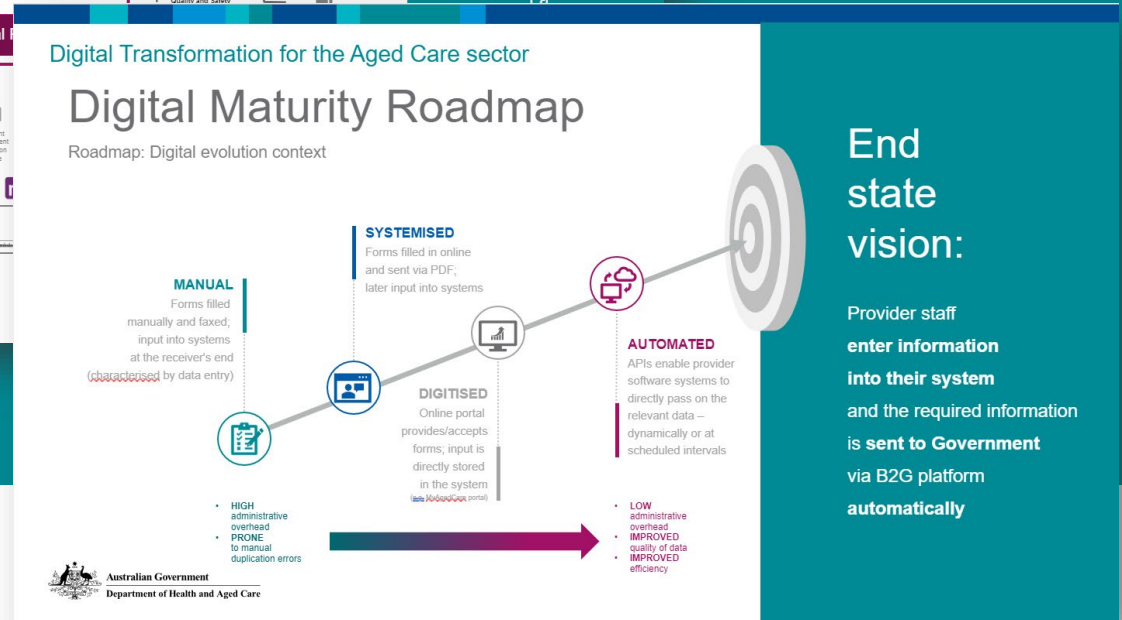
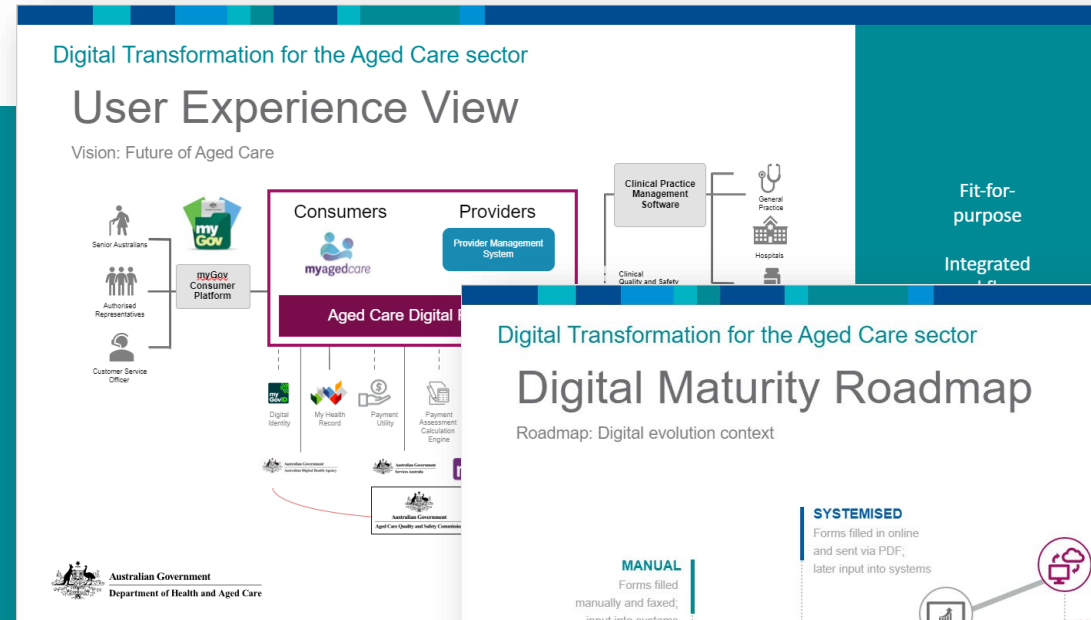


## Digital Transformation for the Aged Care sector

# Digital Transformation

Our North Star

Digital transformation promises  
**fit-for-purpose, integrated,  
connected experiences** through  
sector-wide digitally-mature  
capabilities.



## Digital Transformation for the Aged Care sector

# Engagement initiatives

Our intent

To facilitate departmentally-driven **information and collaboration activities** that provide advice and support for our digital transformation agenda, with a specific focus on **having conversations, gathering insights, and understanding touchpoints with the sector.**



### Public

Tech Talk webinars,  
Speaker series, & Health  
website information releases



### Cross-Govt.

Partnering, engaging,  
and collaborating  
across Govt.



### Sector Partners

Working with the  
sector to co-design  
digital solutions

‘... power, today, comes  
from sharing information,  
not withholding it...’

~ Keith Ferrazzi



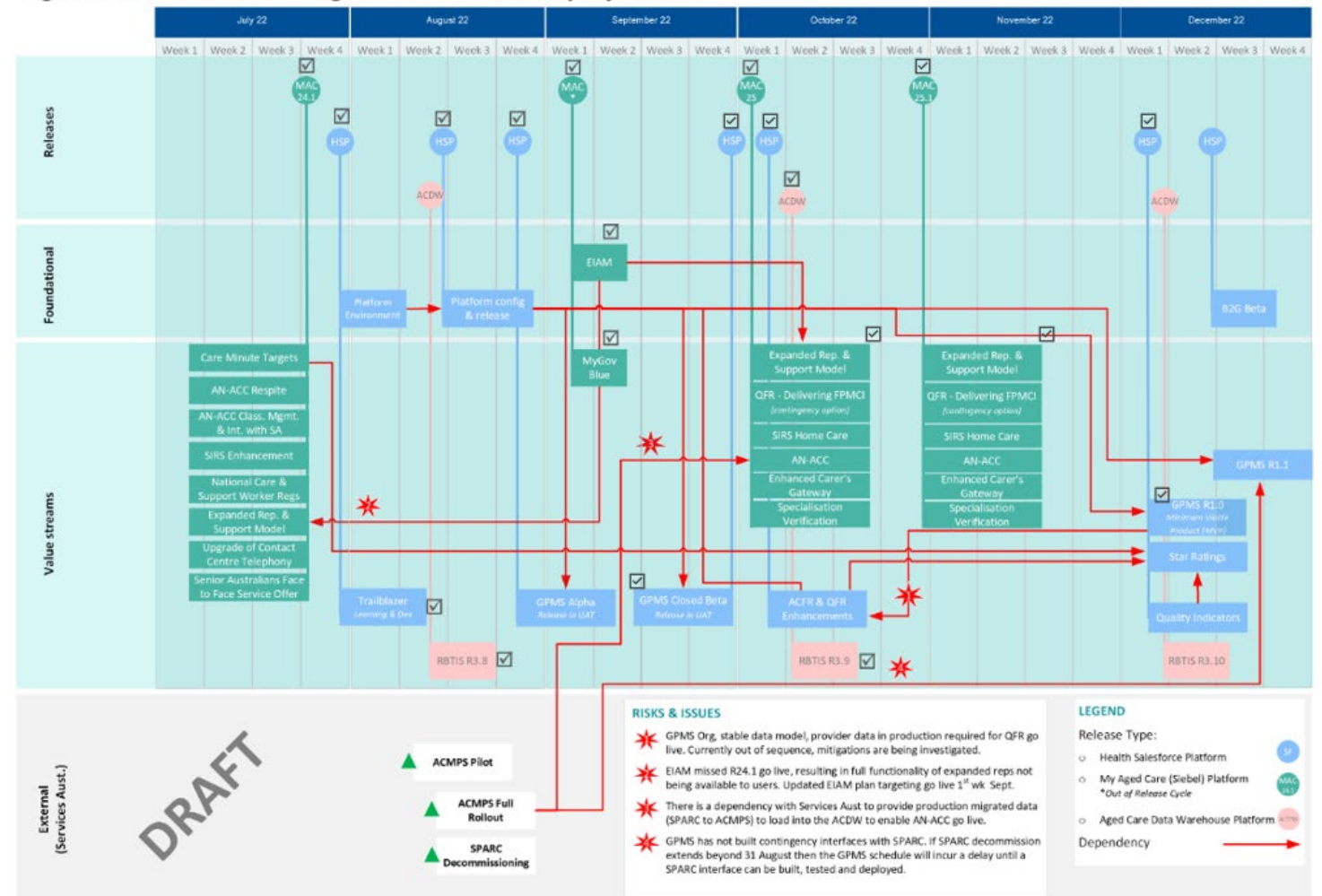
## Digital Transformation for the Aged Care sector

# Our Roadmap

Heading for our North Star

- Releases for AN-ACC, SIRS, Care Minutes, National Care & Support workers reps, face-to-face service offer, myGov alignment, EIAM, contact centre upgrades, & more
- Established foundational platform capabilities to support B2G, GPMS, ACFR, & more

### Aged Care IT Portfolio – High level release and project view





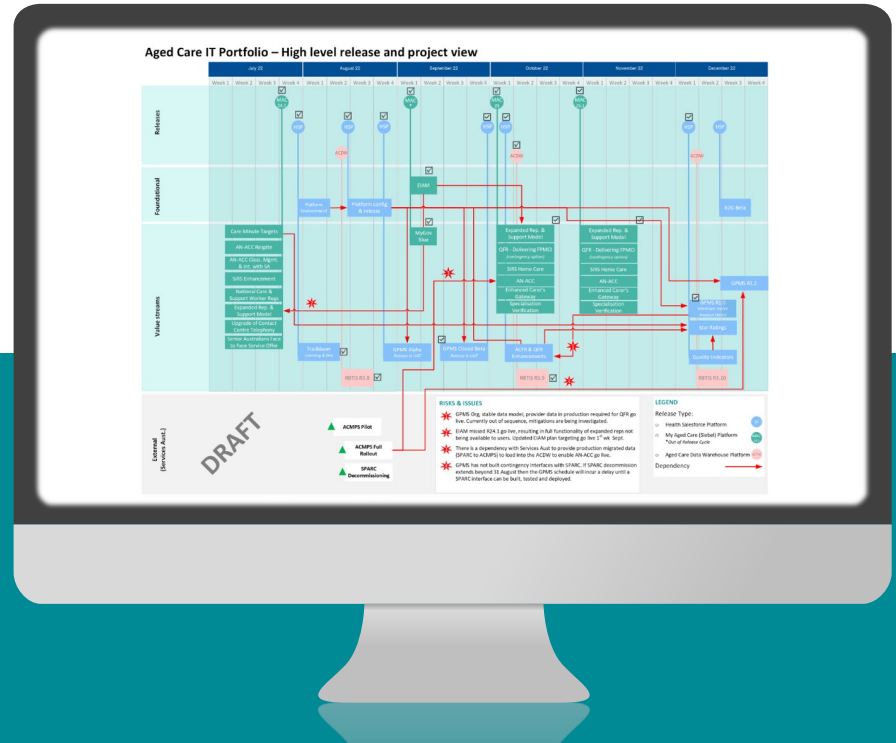
# Digital Transformation for the Aged Care sector

OUR PROGRESS:

## Delivery

Heading for our North Star

- Multiple releases for AN-ACC, SIRS, Care Minutes, Face to Face service offering
- Upgrade of the Contact Centre
- A new back-end identity and access management platform
- MyGov alignment with Services Australia
- Established foundational platform capability to support B2G, GPMS and ACFR



45



Initiatives in total

45 initiatives have had one or more releases go into Production

29



Initiatives in Co-Create

29 projects are currently being co-created with the sector

4



Initiatives in Co-Design

4 projects are currently being co-designed with the sector

28



Initiatives in Co-Deliver

28 projects are currently being co-delivered with the sector



# Digital Transformation for the Aged Care sector

OUR PROGRESS:

## Tech Talks

Heading for our North Star

- First Tech Talk in April
- Next Tech Talk on 7 Dec
- High registration numbers
- Speakers from DHAC & across Govt.



**5**



### Tech Talks

Held every six to eight weeks since April 2022; one more for 2022 in Dec

**550+**



### Average Registrations

Representing providers, IT vendors, peak bodies, academics, and more...

**~15**



### Invited Speakers

From policy and across Govt.(ADHA, Services Australia, NDIA, etc.)

**81%**



### Average Satisfaction Rate

Average overall satisfaction rate across all events



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# Digital Transformation for the Aged Care sector

OUR PROGRESS:

## Guest Speaker series

Heading for our North Star

- Guest speaker series opened in Feb/Mar
- Allows sector groups to ask us to speak to them directly about the things they want to hear

~80

### Invites to Speak

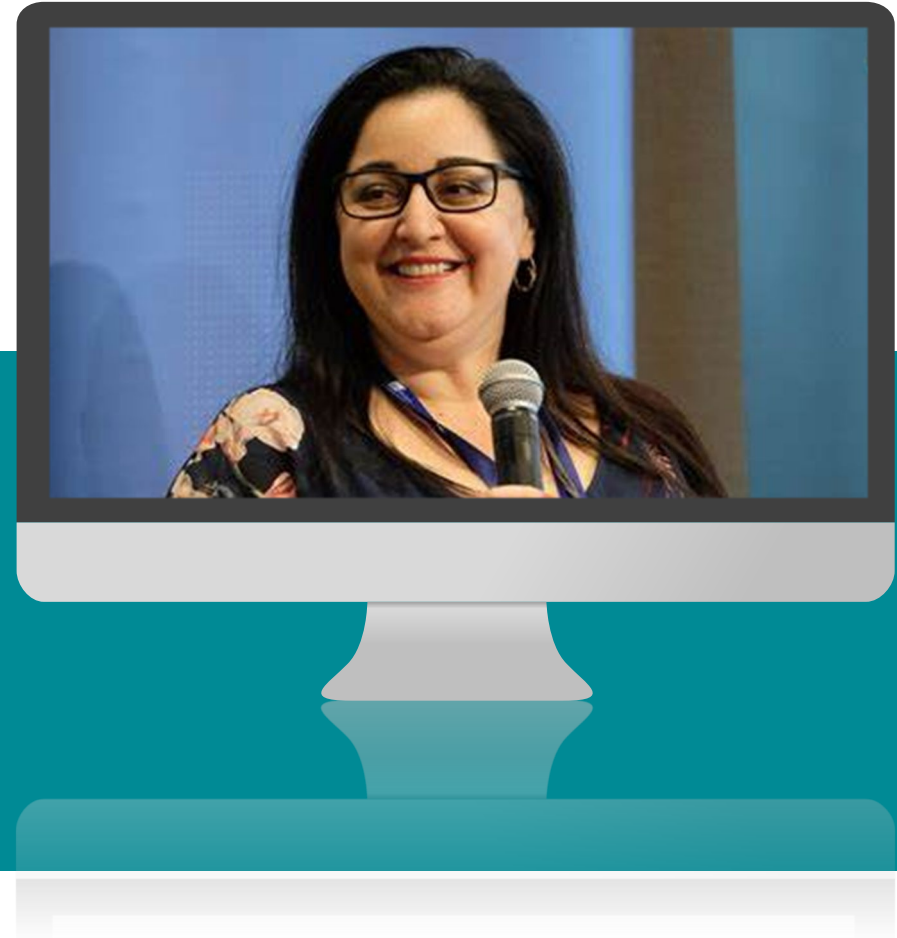
Groups asked us to speak at *their* events on topics of interest *to them*



~50

### Presentations

Even with event cancellations and conflicts, we did *a lot* of presentations



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# Digital Transformation for the Aged Care sector

OUR PROGRESS:

## Websites

Heading for our North Star

- We made a commitment to be transparent
- We created publicly available, centralised online information sources

2



### Public Sites

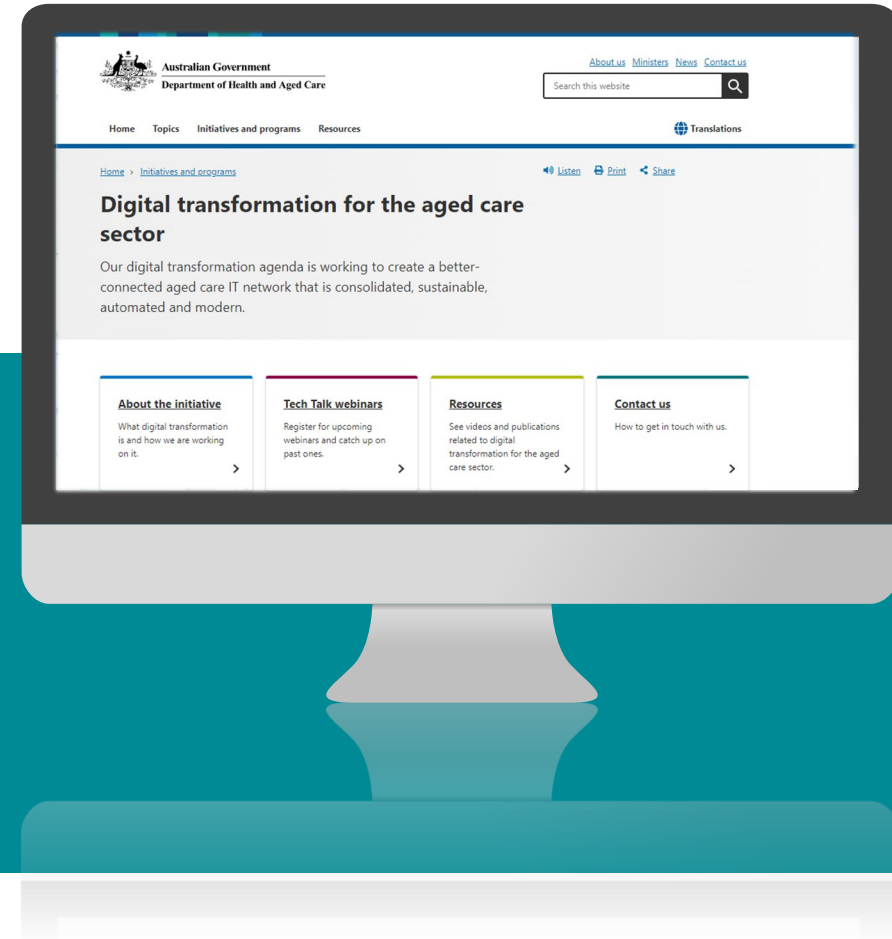
Built a DT and Sector Partner presence on the department's website

1



### Collaboration Site

Built a permission-controlled collaboration site for Sector Partners



## Digital Transformation for the Aged Care sector

# Progress: Sector Partners

Heading for our North Star

- Volunteers sought in April
- First meeting in May
- Strong sector representation
- Regular contributors from across Govt.



13

### Formal Meetings

Where members review plans, progress and more...



65 (+12)

### Members

Representing service providers, IT vendors, peak bodies, and more...



10 (8 done)

### Co-Design Activities

Design workshops, surveys, interface development, and more



4.2 / 5

### Satisfaction Rate

July Pulse Survey results show a strong Sector Partner satisfaction rate





Question  
Time



# In Closing

Visit the **Digital Transformation** page  
on the Health website

Email us at **DTDOffice@health.gov.au**

Take the  
**Event Survey**

