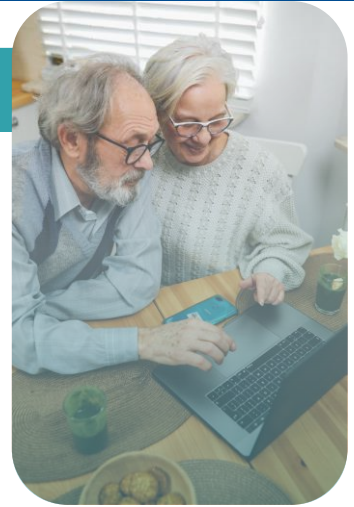WELCOME

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

Digital transformation for the aged care sector

Agenda

Sector Partners #15

Welcome & agenda	Induction & sector partner reminders	State of play	Worker screening	Strengthening aged care approved provider governance	Quarterly Financial Reporting (QFR) system trial	Close
Fay Flevaras (5 mins) 11-11:05am	Fay Flevaras (10 mins) 11:05-11:15am	Fay Flevaras (10 mins) 11:15-11:25am	Katie Harkins (10 mins) 11:25-11:35am	Trish Kreig (10 mins) 11:35-11:45am	Kate Stewart (10 mins) 11:45-11:55am	Fay Flevaras (5 mins) 11:55-12pm

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Induction & sector partner reminders

Digital transformation Sector Partners

Fay Flevaras

Digital Transformation and Delivery Division
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Important considerations
Principles underpinning health's public engagement

Message alignment

- Aged Care *business and IT deliver consistent narratives*, aligning messages and, where appropriate*, events*

Probity

- *Probity principles and protections* underpin public engagements with a focus on *fairness and equity*
- Probity Adviser *approvals in place*

Govt. driven

- *Govt. drives the transformation*, while having cross-sector conversations that encourage best-of-breed, no-regrets decisions
- *Govt. commitments* and transformation objectives *stay front-of-focus*

Shifting sands

- *Clarity* is provided *about the known versus the somewhat known versus the unknown*, understanding that dynamic multi-stream delivery agendas have many moving parts and are subject to change
- Caveat information accordingly; *'as we know it now'*

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Business outcomes by persona group

Deliver outcomes for different stakeholder group through a human centered approach

OLDER AUSTRALIAN

✓ **Access to up-to-date information** to make **better informed and safer choice** about their care and other service needs

✓ **Up-to-date information about providers and their services** in their areas to get access to services they need at the time they need them

✓ **Feel better supported** to stay in their own home

PROVIDERS

✓ **Assessors, physios and other providers can use e-referrals** with patient notes without transcription errors

✓ **Administrative burden is reduced** due to automation e.g. single sign-on, which means, carers can spend more time with their clients

✓ Staff at residential care facilities have a **better view of care requirements for each resident** to provide better quality of care

GOVERNMENT

✓ With better data, **can take fast action to keep consumers safe** and manage serious incidents

✓ **Identify issues early and look to support aged care facilities early** before it goes out of business, keeping its residents in the community

✓ Emergency services and community organisations **have an up-to-date profile of each facility**

All stakeholders will benefit from streamlined data sharing

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Reform outcomes for users:

Seamless user experience
Users and authorised entities can obtain info easily, particularly clinical info

Simplified, one-touch capability
Access information simply, without needing to access multiple platforms, utilising existing whole of government authentication

Improved data for consumers
Improved visibility and transparency of the quality of aged care services; systems provide real time quality & safety info

Improved safety with current data & info
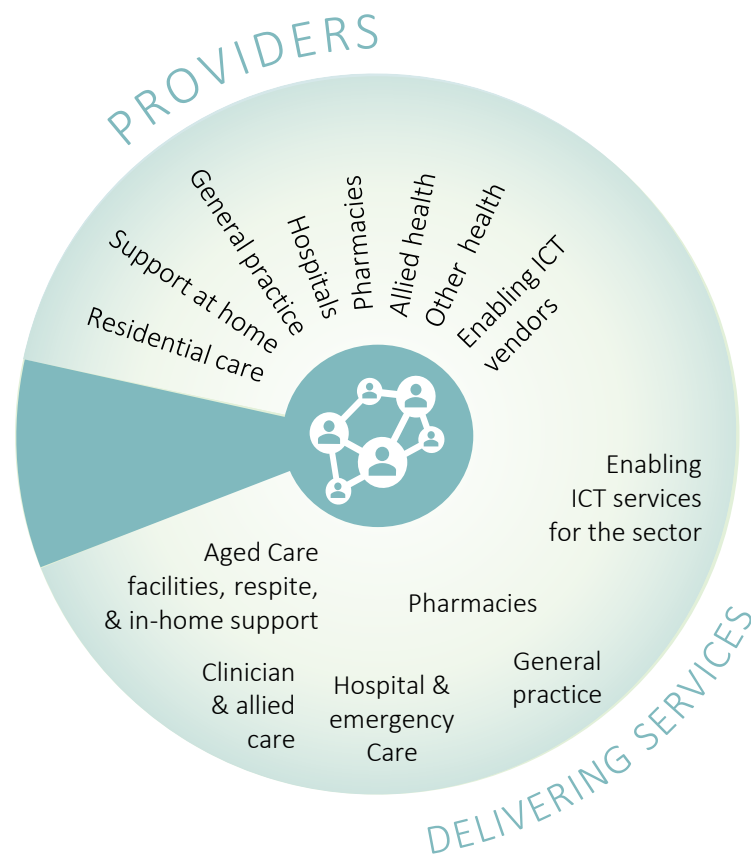Dynamically change the info govt. holds, especially during times of crisis

Streamlined, interoperable experience
Enable providers to self-serve the services they provide to consumers via a simplified, integrated platform without needing to access multiple platforms across government

Persona groups to be used and the roles within each group

Initial thinking around personas

CONSUMERS – OLDER AUSTRALIANS / ACCESSING SERVICES
- Older australians
- Families & carers
- Community
- Advocates
- Residential aged care Services
- Home care packages program
- Community Home Support Program (CHSP)

PROVIDERS / DELIVERING SERVICES
- Residential care
- Support at home
- General practice
- Hospitals
- Pharmacies
- Allied health
- Other health
- Enabling ICT vendors
- Enabling ICT services for the sector
- Aged Care facilities, respite, & in-home support
- Pharmacies
- Clinician & allied care
- Hospital & emergency Care
- General practice
- Workforce
- Assessors

GOVERNMENT / SPONSORING, DELIVERING, & MONITORING SERVICES
- State & territory
- Local
- Federal
- Australian Digital Health Agency
- Aged Care Quality and Safety Commission
- Department of Veteran's Affairs
- Department of Health and Aged Care
- Services Australia
- Department of Social Services

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Overview of co-design streams

Parallel co-design streams

Two immediate co-design streams:

EXPLORE the problem
DISCOVERY

Build the RIGHT thing
BUILD LEAN

Build the thing RIGHT
BUILD AGILE

DIGITISED focus (UX)

Co-design in this space will work with end users of a system to create a great experience for users; sessions will observe how users interact with the system.
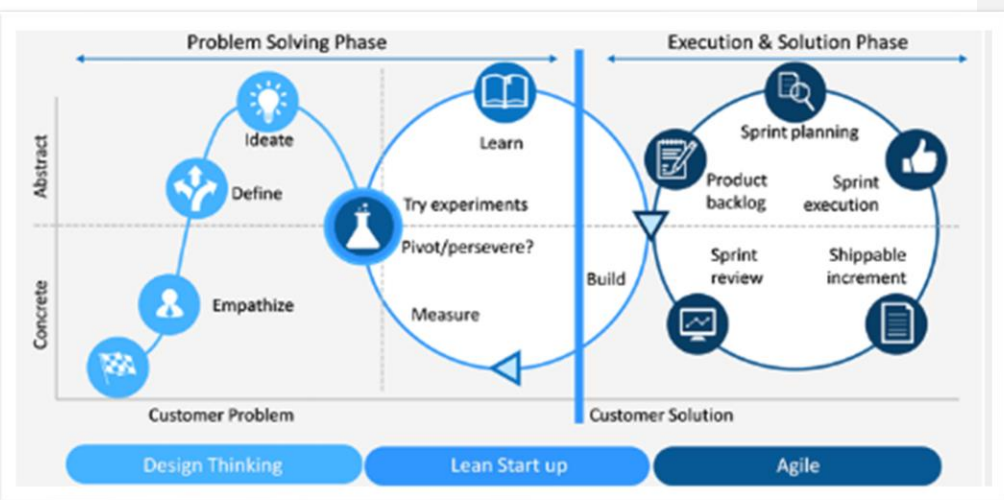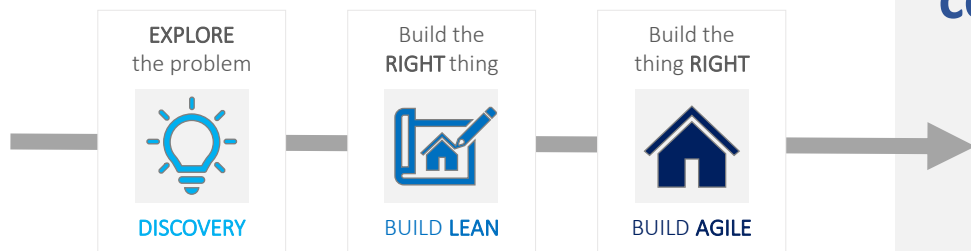
AUTOMATED focus (API)

Co-design in this space will focus on bringing developers into conversations about data models and approaches; session will involve discussion and collaboration on API design & development.
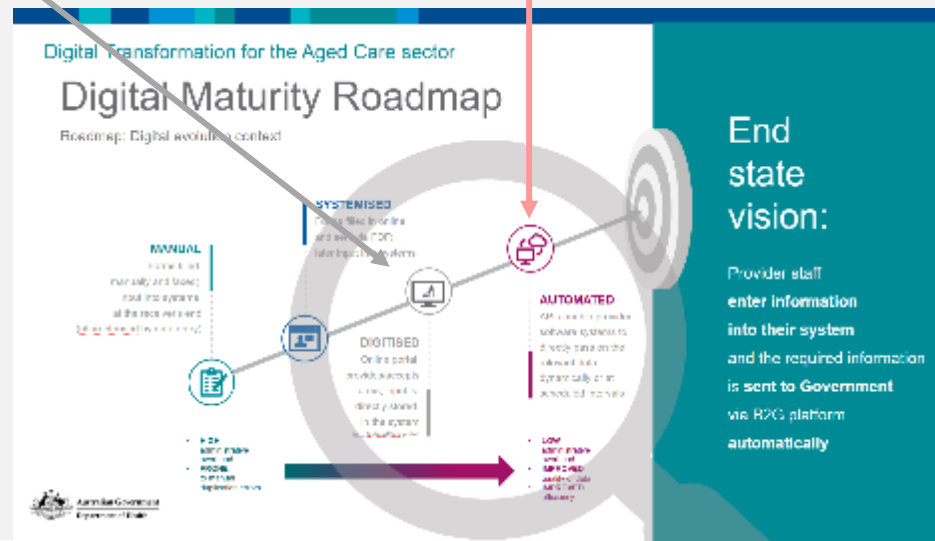
Important considerations

Principles underpinning the work of this group

- We will **publish the names of participants** in this group to the Health website – along with their role and organisation (if relevant)

- An **attendance record, all shared material, and a meeting summary** will be published on the Health website each time we gather

- Be aware that this is considered a *public space* forum and **participant IP does not apply**

- Anything that is said in this room is to **inform Health's digital transformation direction** and **our explicit intent is to use your input to do just that**

- We will be **sharing the outcomes of this work** across our public channels and with the broader Tech Talk group

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**

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State of play

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Open co-design activities by phase

Open 🔓

Design thinking	Lean start up	Agile

DIGITISED focus (UX)

AUTOMATED focus (API)

Support at home	Provider operations		Worker screening		Aged care transfer summary (ACTS)
			Quaterly financial reporting: trial		GPMS: provider portal – go live

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Closed in 2022 🔒

Access to the information from last year's design activities can be Found on the SharePoint site

Sector personas	GPMS: star ratings	B2G: quality indicators
Terms of reference	GPMS/QFR: interface playback	B2G: developer journey
GPMS: understanding work patterns	B2G: pain points & API priorities	B2G research questionnaire

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Worker screening overview

Overview of upcoming engagement opportunity

Kate Harkins

Business Director| DoHAC

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The national registration scheme

- Is an election commitment

- Consistent with recommendation 77 of the Royal Commission

- Has four elements

Commencement Is staggered

- The Code commenced on 1 December 2022

- Worker screening commences from 1 July 2024

- Expands on the existing National Disability Insurance Scheme (NDIS) Worker Screening Check

- **We are seeking volunteers to participate in the UX research process to assist the development of the ICT solution to support the roll out of worker screening**

Code of conduct For aged care → **Worker screening** → **Ongoing training** → **English proficiency**

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Worker screening user research

Key research focus

1 Understand existing processes within aged care providers for managing different types of workers across their business to support the worker screening design

2 Conduct useability testing of the proposed screening interface within the My Aged Care Provider Portal to support the future design

3 Gather feedback from providers who already participate in the NDIS worker screening process

Purpose

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

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What's next

We have engaged ThinkPlace to undertake the research seeking input from:

- Providers with 50+ staff
- Providers who engage with NDIS worker screening units
- Metro/rural

01

Expected time commitment is under 2 hours

02

Feedback will directly impact the development of the ICT solution

03

If you have any questions or would like your organisation to participate in the Worker Screening User Research, email: **WorkerRegulationSe@Health.gov.au**

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Strengthening aged care approved provider governance - provider operations

Digital transformation Sector Partners

Trish Kreig

Director| Strengthening Providers Branch

Australian Government
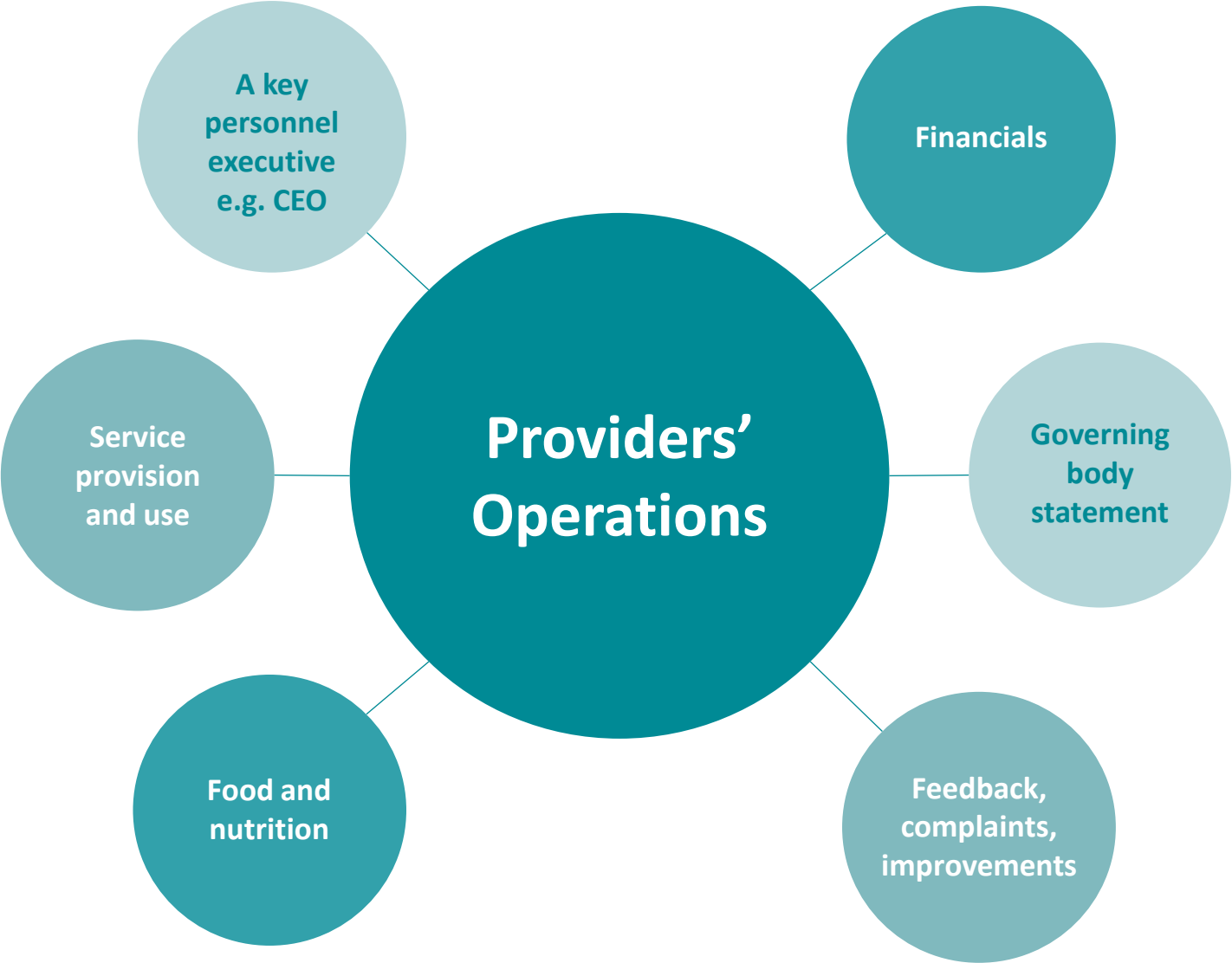**Department of Health and Aged Care**

Public reporting on providers' operations

Oct '23 Data submission

Jan '24 Publication on My Aged Care

Providers' Operations

- A key personnel executive e.g. CEO
- Financials
- Service provision and use
- Governing body statement
- Food and nutrition
- Feedback, complaints, improvements

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Provider governance reforms aim to:

Enhance	Improve	Ensure
Information available to care recipients	Improve transparency and accountability	The focus of providers, from the top down, is on the best interests of care recipients

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1

2

3

4

Focus

Feedback on proposed approach for data collection about complaints, feedback and improvements, and governing body statement

Details

- 1.5 hour video conference workshop – 01 March 2023 at 2:30pm (AEST)
- Feedback will directly impact the development of the solution

Workshop volunteers

Allan Waters	Arif Muzafar Abdul Mashir	Louise Fry
Nathan Betteridge	Magdalena Biadala-Sahingoez	Peta Page

Feedback

Feedback will be gathered from volunteers at the workshop, and will be provided via DTSP meetings

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Overview

01 The department has made progress with the development of a new system for providers to submit their Quarterly Financial Report (QFR)

02 Building on previous research, we'd like to invite you to participate in a trial of the future QFR system and associated user guides in mid April

03 Previous research conducted with members of the sector partners group revealed a preference for being able to explore the new system yourselves – we're working to reflect this in the trial design

04 During the trial you'll be able to input data into the trial QFR form as well as being able to generally explore the system

05 Your input during the trial may inform updates to the user guides and future system enhancements, shaping how we communicate QFR system changes to the broader aged care sector

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Trial approach

We're still working through the details for the trial, but we anticipate the QFR trial session will take approximately half a day and involve the following elements:

Attending an induction session

Accessing the trial environment remotely from your place of work

Entering data into the trial QFR form

Exploring the system

Providing feedback on the system and our user guides

Next steps

•A number of QFR trial sessions will be offered on different days – you will be asked to nominate which session you will attend closer to the trial

•If you're interested in participating please follow the steps in the expression of interest email that will be circulated following this meeting

•We are seeking aged care providers covering a cross section of provider types, sizes and metro/rural for the QFR trial.

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THANK YOU

For more information about provider governance reforms:
https://www.agedcarequality.gov.au