

Tech Talk

Digital Transformation for the Aged Care sector
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

Tech Talk #7
02/03/2023

An elderly couple is shown in a close-up, smiling and looking at a tablet held by the man. The man is wearing glasses and a brown jacket, while the woman is wearing a grey sweater. The background is softly blurred, showing what appears to be a home interior with warm lighting. A blue semi-transparent overlay covers the left side of the image, where the text is located.

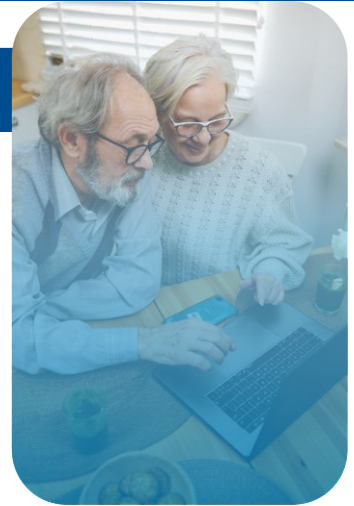
WELCOME

& housekeeping

Digital Transformation for the Aged Care sector

AGENDA

Tech Talk #7



**Welcome &
housekeeping**

Janine Bennett

**Tech Talk
vision**

Fay Flevaras

**Digital
Transformation
update**

Fay Flevaras

**Star Ratings
update and
Q&A**

Josh Maldon &
Emma Cook

**Aged Care
B2G Gateway
Conformance
Service**

Herbert Down &
Laura Toyne

Q&A

Fay Flevaras
Janine Bennett
Brian Schumacher
Marina Muttukumar
Laura Toyne
Jonathon Milne

Close

Janine Bennett



Australian Government

Department of Health and Aged Care

A man with grey hair, wearing a red t-shirt and large black headphones, is seated at a desk. He is looking towards a computer monitor which displays a grid of approximately 12 video feeds of other participants in a virtual meeting. His right hand is raised in a gesturing motion. The background is a softly blurred office interior with large windows.

Tech Talk vision

What's a Tech Talk?

Fay Flevaras

First Assistant Secretary

Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care

PRODUCT DESIGN

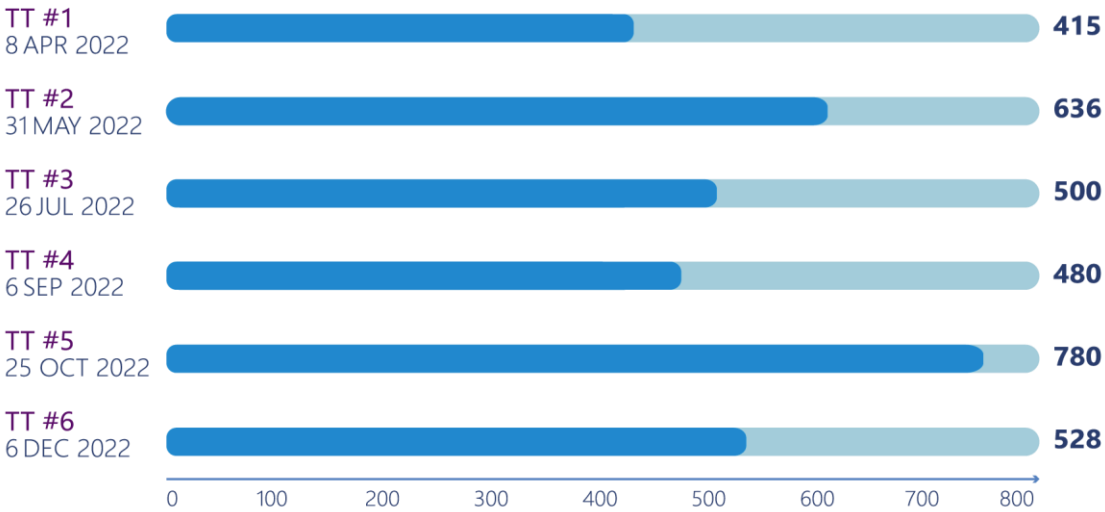
Audience: Public-facing

Channel: Webinar series

Frequency: Approx. 6 wkly

- Purpose:
- Have open & regular conversations
 - Build a coherent & joined up narrative (for DHAC & Govt.)
 - Provide visibility of activity
 - Hear from the sector
 - Demonstrate transparency

REGISTRATIONS



6
Events Hosted

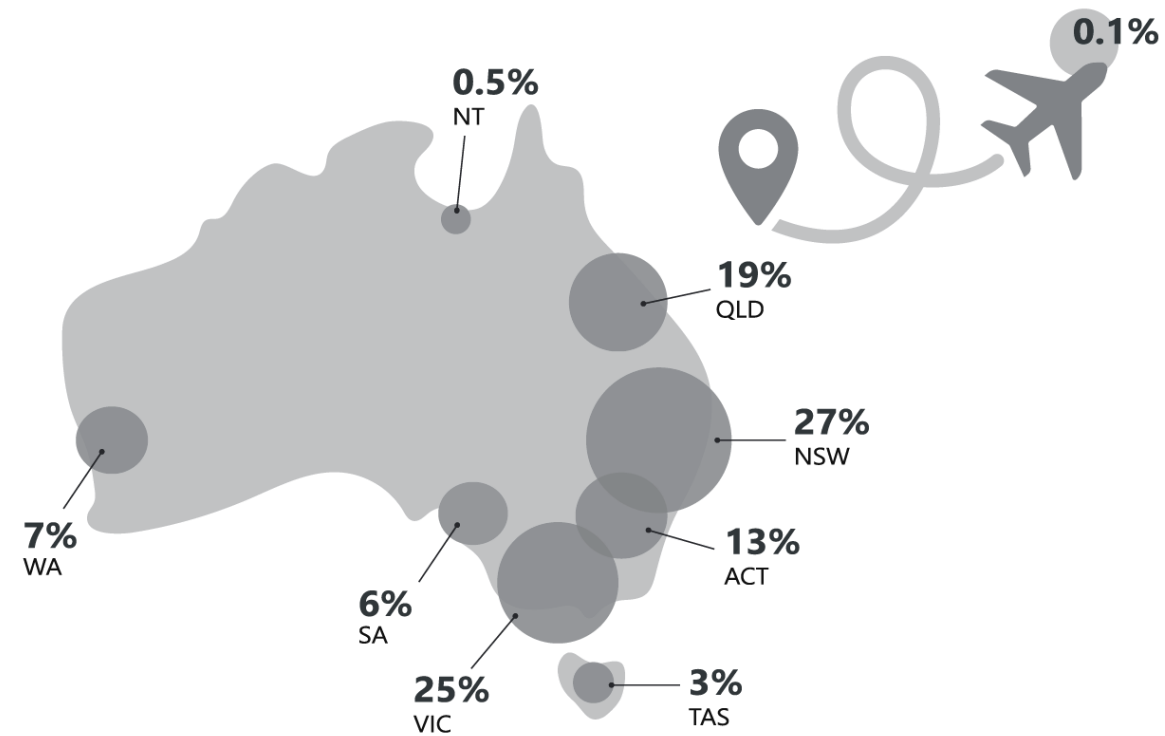
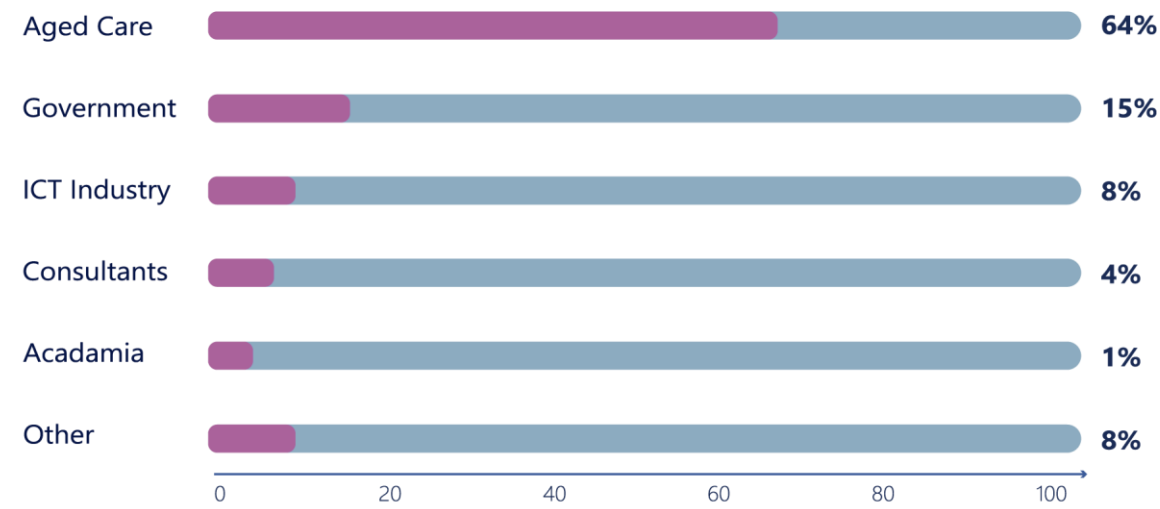
Average Registration Per Event
557

38
Total Speakers Featured

222
Total Audience Questions

1182
Total YouTube views

AUDIENCES

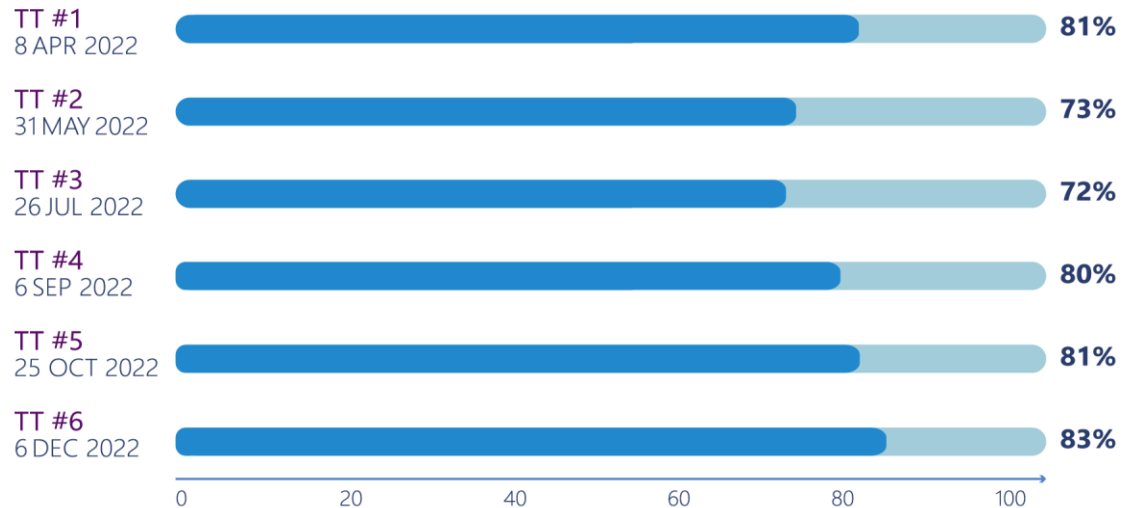


TOTAL REGISTRATIONS BY TYPE



SATISFACTION

OVERALL



78%

Average
Overall

77%

Average
User Exp.

76%

Average
Presenter
Quality

48.5

(GOOD)

Net
Promoter
Score

"...a great initiative
& **good to see all
areas of the
department
talking & working
together** - well
done. Looking
forward to more!!"

"Very
informative.
Great to
have NDIA
there..."

"Having been in the
industry for a number
of years the level of
engagement has
been amazing &
greatly
appreciated..."

"It's great to hear
what is happening
in the digital space
albeit still a lot of
uncertainty"

"Great session,
thank you for
your **openness
& passion**"

"Great to
have early
information
on plans"

"... really useful to have
the **big picture view**
of the digital
transformation vision
moving forward...
now... interested in
the nitty gritty"

"Thanks for
being so open...
thanks to Mel for
explaining the
legislative reform
in **nice clear
language**"



Digital Transformation update

The plan as we know it

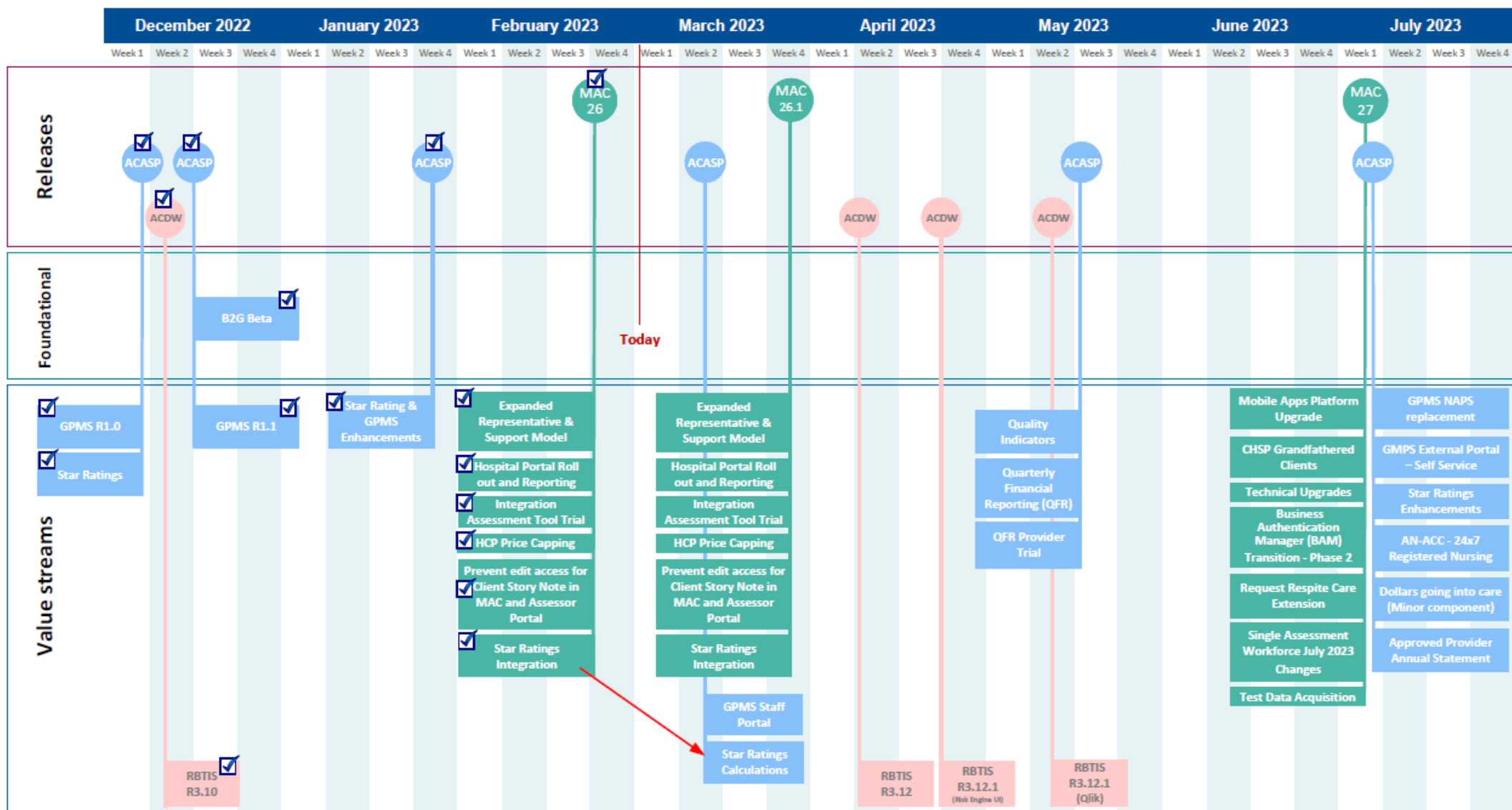
Fay Flevaras

First Assistant Secretary


Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care

Digital Transformation (DT) portfolio release view

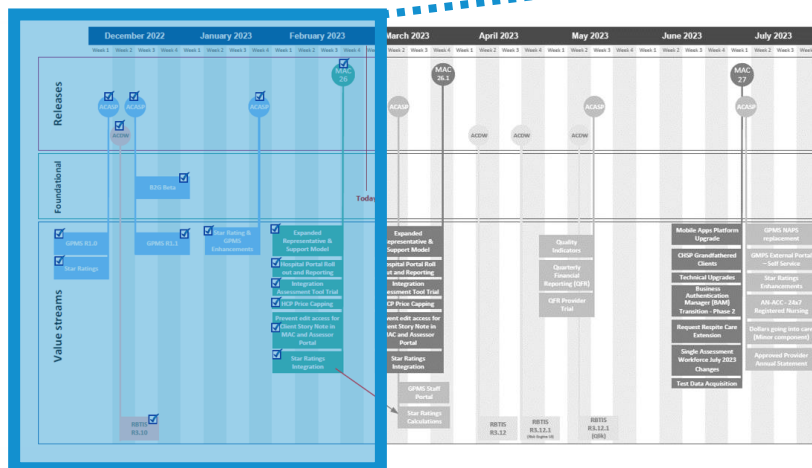


Release Type:

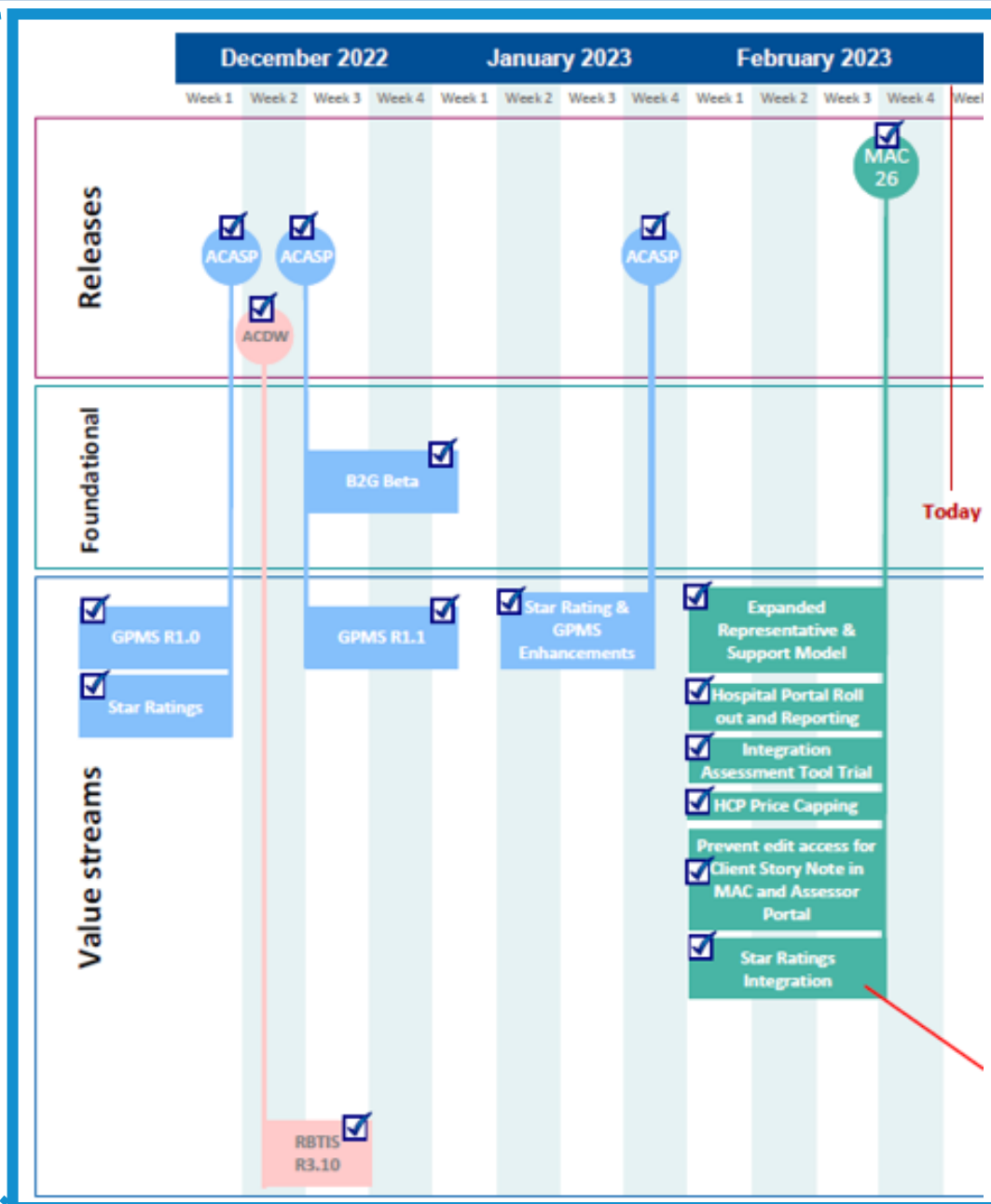
- Release Type:
- Aged Care and Support Platform ACSP
 - My Aged Care (Siebel) Platform MAC 24.1
**Out of Release Cycle*
 - Aged Care Data Warehouse Platform ACDW
- Dependency 

Disclaimer: This is a CURRENT STATE view, shared to provide early visibility of the expected work ahead (a 'working timeline'). The timeline is NOT a Government commitment. Formal decisions – regarding the scope, sequence, and timeframes of the department's portfolio delivery will be determined by the Government – and therefore this timeline is subject to change as policy decisions and planning evolves.

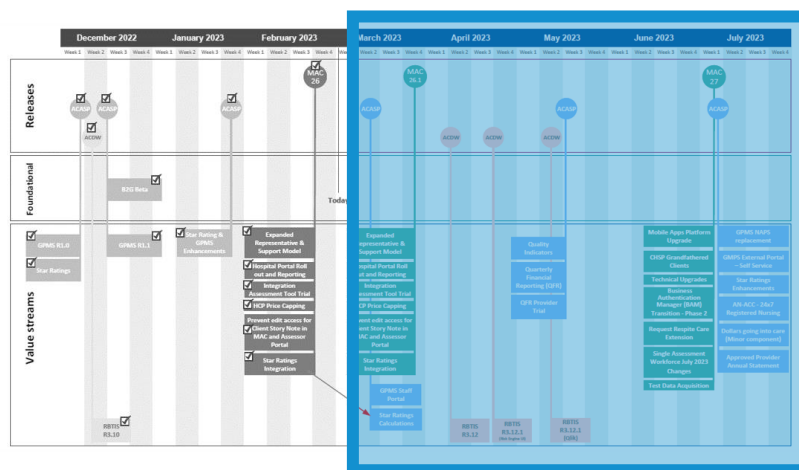
DT portfolio release: Recent delivery



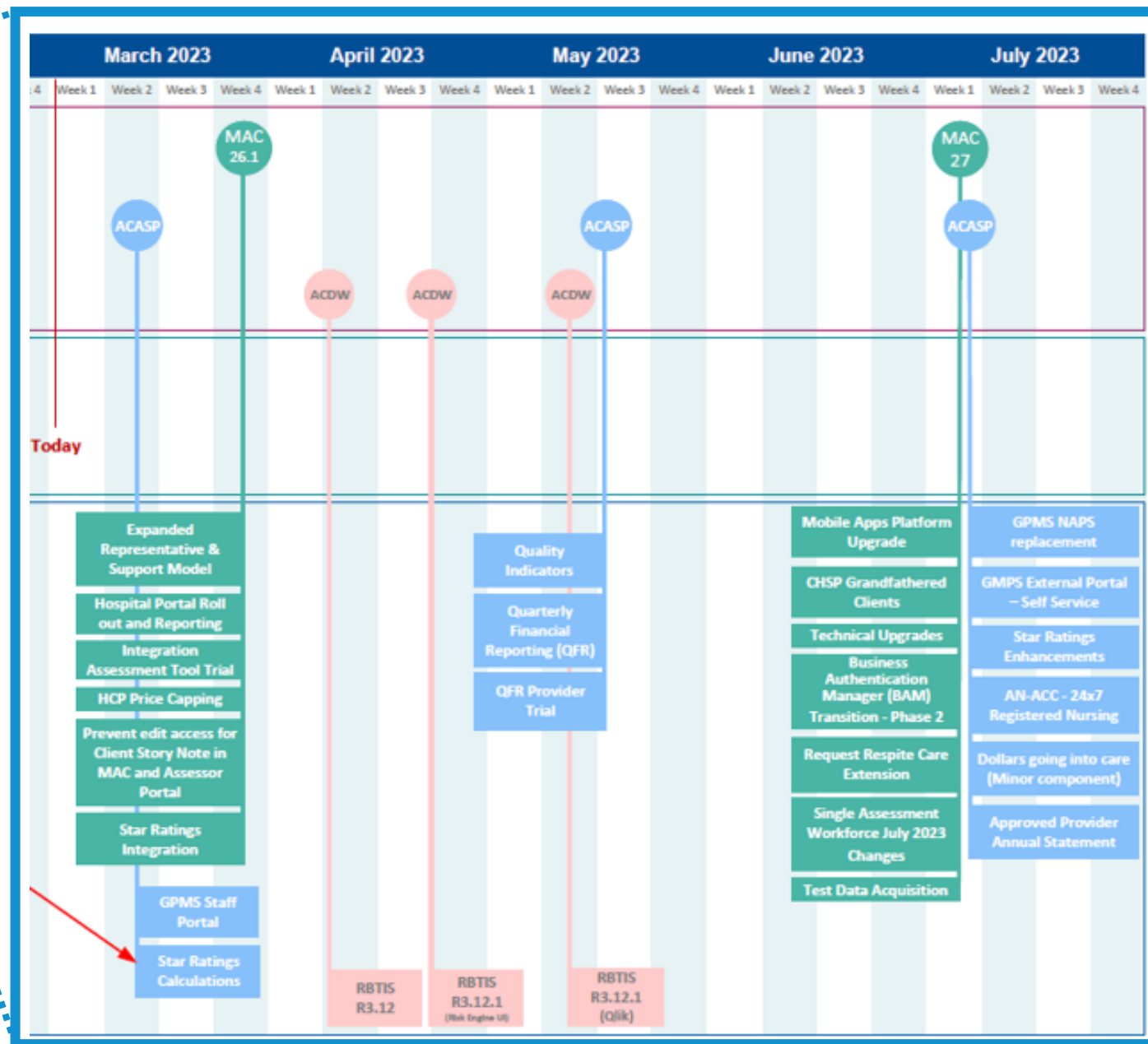
Disclaimer: This is a CURRENT STATE view, shared to provide early visibility of the expected work ahead (a 'working timeline'). The timeline is NOT a Government commitment. Formal decisions – regarding the scope, sequence, and timeframes of the department's portfolio delivery will be determined by the Government – and therefore this timeline is subject to change as policy decisions and planning evolves.



DT portfolio release: Upcoming delivery



Disclaimer: This is a CURRENT STATE view, shared to provide early visibility of the expected work ahead (a 'working timeline'). The timeline is NOT a Government commitment. Formal decisions – regarding the scope, sequence, and timeframes of the department's portfolio delivery will be determined by the Government – and therefore this timeline is subject to change as policy decisions and planning evolves.



Sector Partners update

Progress on current co-design initiatives



- Welcomed **30** new members in the latest intake
- Total membership now at **97**
- Initiatives currently in progress: **6**

For more info, visit the
*Digital Transformation
Sector Partner* pages on the
Health and Aged Care website

06 active

2023 Co-design Initiatives

Total number of co-design
initiatives this year

01

Discovery

In-progress co-design
initiatives focused on
exploring 'the problem'



01

Build LEAN

In-progress co-design initiatives
focused on 'building the
RIGHT solution'



04

Build AGILE

In-progress co-design initiatives
focused on 'building the
solution RIGHT'



Star Ratings & Quality Indicators

Deeper dive: Update and Q&A

Josh Maldon & Emma Cook

Assistant Secretary & Director

Quality and Assurance Division | Ageing and Aged Care Group

Department of Health and Aged Care



Star Ratings - Launch

The screenshot shows the myagedcare website interface. At the top, there's a header with the Australian Government logo, the myagedcare logo, a search bar, and a language selector. Below the header is a navigation menu with links: Home, Types of care, Assessment, Find a provider, Manage my services, Contact us, and News. The main content area features a green banner for 'Willoughby Retirement Community Hostel' with a 'Back to results' link and 'Find a provider' button. To the right of the banner are icons for Print, Share, and Compare. Below the banner is a tabbed interface with 'Overview' selected. The 'Overview' tab displays the 'Overall Star Rating' as 'Excellent' (5 stars) with the 'aged care Star Ratings' logo. A text block explains that the rating is based on performance in Compliance, Quality Measures, Residents' Experience, and Staffing, and was last updated on 4 January 2023. A link 'Learn how this is calculated' is provided. Below this, four subcategories are listed with their respective star ratings: Compliance (5 stars), Quality Measures (5 stars), Residents' Experience (4 stars), and Staffing (5 stars). A 'Show ratings history' link is at the bottom left. On the right side of the 'Overview' tab, there's a photo of the hostel interior and contact information: Address (1 Warrah Street, Chatswood NSW 2067), Contact (Phone: (02) 9417 8443, Fax: (02) 9417 3777), and links for 'Email an enquiry' and 'Visit provider's website'.

Australian Government | myagedcare

Search Languages

Home Types of care Assessment Find a provider Manage my services Contact us News

< Back to results | Find a provider /

Willoughby Retirement Community Hostel

Print Share Compare

Overview Rooms & Costs Compliance Quality Measures Residents' Experience Staffing

Overall Star Rating

★★★★★ Excellent

aged care Star Ratings

This rating is based on this organisation's performance in relation to Compliance, Quality Measures, Residents' Experience, and Staffing. The ratings for each of the subcategories that make up the Overall Star Rating are shown below. The Overall Star Rating was most recently updated on 4 January 2023.

[Learn how this is calculated](#)

Compliance ★★★★★	>	Quality Measures ★★★★★	>
Residents' Experience ★★★★☆	>	Staffing ★★★★★	>

Show ratings history ▾

Address
1 Warrah Street, Chatswood NSW 2067

Contact
Phone: (02) 9417 8443
Fax: (02) 9417 3777

[Email an enquiry](#)
[Visit provider's website](#)

1

Published on *My Aged Care* for all residential aged care providers on 19 December 2022

2

Range of *Star Ratings* resources available (QR codes at the end of presentation)

3

Positive feedback from older people in Australia and their representatives

4

Updated *Star Ratings* data will be made available quarterly from April 2023



Star Ratings – Provider View

Government Provider Management System

Home Switch Provider Manage Users [Lamb_DT@te...](#)

Hi Test

Star ratings

- View current and historical star ratings
- Learn how star ratings are calculated

Looking for something else?

Sign in to My Aged Care service provider portal

- Referrals
- Clients
- Staff
- Incidents
- Complaints
- Form 8 & Reports

Services Select a service [All Services](#)

An exemption has been placed on a sub category.

Reporting period: Quarter 1 FY 22 - 23 (1 July 2022 - 30 September 2022) - Previous

Service ID: SRV45384
Status: Published

Overall Star Rating

[How are ratings calculated?](#)

New Rating

★★★★★ (5 stars)
Published: 12 Dec 2022
To be published: Dec 2022

Well Above Average
Above Average
Average
Below Average
Well Below Average

Overall rating last three years

2022-12-26

Star Ratings

Filter List

Quarter: All Status: All [Filter](#) [Clear](#)

Search by service name or ID

[Search](#)

2 items Filtered: All

Service name	Service ID	Quarter	Status	Calculation date	Overall rating	Publish due date	
		Quarter 1 FY 22 - 23 (1 July 2022 - 30 S...	Published	31/12/2022	★★★★★	31/12/2022	View
		Quarter 1 FY 22 - 23 (1 July 2022 - 30 S...	Published	11/12/2022	☆☆☆☆☆	11/12/2022	View

< previous Showing 1 of 1 results. next >

Using this website

- Terms of use
- Privacy and security
- Copyright
- Accessibility



What's next

Star Ratings will update regularly with new information and enhancements over time, including:

- Availability of *Star Rating Provider Preview*, via the *Government Provider Management System (GPMS)* portal
- Quarterly data updates, provider previews and releases
- Expert analysis & annual evaluation cycle to inform enhancements
- Potential inclusion of new information over time, subject to Government decisions.



New Quality Indicators

Deeper dive: Update and Q&A

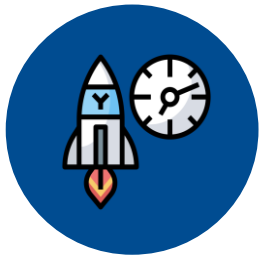
Josh Maldon & Emma Cook

Assistant Secretary & Director

Quality and Assurance Division | Ageing and Aged Care Group

Department of Health and Aged Care













QI Program expansion

1 April 2023



QI Program data reporting

1 July – 21 July 2023

QI Program quality indicators	 Pressure injuries <ul style="list-style-type: none">• Percentage of care recipients with pressure injuries, reported against six pressure injury stages.	 Physical restraint <ul style="list-style-type: none">• Percentage of care recipients who were physically restrained.	
	 Unplanned weight loss <ul style="list-style-type: none">• Percentage of care recipients who experienced significant unplanned weight loss (5% or more).• Percentage of care recipients who experienced consecutive unplanned weight loss.	 Falls and major injury <ul style="list-style-type: none">• Percentage of care recipients who experienced one or more falls.• Percentage of care recipients who experienced one or more falls resulting in major injury.	 Medication management <ul style="list-style-type: none">• Percentage of care recipients who were prescribed nine or more medications.• Percentage of care recipients who received antipsychotic medications.
	 Activities of daily living <ul style="list-style-type: none">• Percentage of care recipients who experienced a decline in activities of daily living.	 Incontinence care <ul style="list-style-type: none">• Percentage of care recipients who experienced incontinence associated dermatitis.	 Hospitalisation <ul style="list-style-type: none">• Percentage of care recipients who had one or more emergency department presentations.
	 Workforce <ul style="list-style-type: none">• Percentage of staff turnover.	 Consumer experience <ul style="list-style-type: none">• Percentage of care recipients who report 'good' or 'excellent' experience of the service.	 Quality of life <ul style="list-style-type: none">• Percentage of care recipients who report 'good' or 'excellent' quality of life.

Quality Indicator - Submission

Government Provider Management System

Home Help Username

QI Data Entry & Submission

Report due dates Program Manual Guides & FAQs Reporting Dashboard

Search by service name or ID

Period ending Status

Search service name or ID All periods All statuses Apply Filters Clear Filters

Service ID	Service name	Address	Period ending	Due date	Status
12345	Abbeyfield Hostel	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/09/2022	21/10/2022	Not Started
23456	Aroua Twilight	24 Macdonald Street, KINGARAY, QLD, Australia, 4610	30/09/2022	21/10/2022	Not Started
34567	Kings and Queens	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/09/2022	21/10/2022	Not Started
45678	Pasadena Aged Care Centre	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/09/2022	21/10/2022	Not Started
91234	Bathurst Region Aged Care	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/09/2022	21/10/2022	Not Started
12645	Los Angel Aged Care	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/09/2022	21/10/2022	Not Started

Government Provider Management System

Home Username

Abbeyfield Hostel

Reporting on: Quarter 3 FY 21 - 22 (1 January 2022 - 30 May 2022)

Service ID: 4176 | Reporting period due date: 21 May 2022

Save Close

Last updated by John Smith on 03 Mar 2022, 15:59

Pressure Injury

All fields marked with an asterisk must be completed before submission.

Enter QI Data for Pressure Injuries

1 Number of care recipients assessed for pressure injuries

123

2 Number of care recipients excluded because they withheld permission*

included because they were absent for the

with (one or more) pressure injuries*

New *Quality Indicator* reporting functionality will be available for the 1-21 July reporting period

Government Provider Management System

Home Help Username

Quality Indicator Bulk File Upload

Upload your bulk QI file

1 Download the quality indicator bulk file upload template

The Quality Indicator File Upload enables you to bulk upload the quality indicator data for all your residential facilities using a single file.

To do this you will need to download and complete the Quality Indicator File Upload Template and upload the completed file.

Download the quality indicator bulk file upload template

Download Template

2 Select your reporting quarter

The QI file upload can only update services in a single reporting period.

Choose reporting quarter



Webinar Recording



Fact Sheet



FAQs



Detailed Provider Manual





Aged Care B2G Gateway Conformance Service

Deeper dive: Cross-Government update

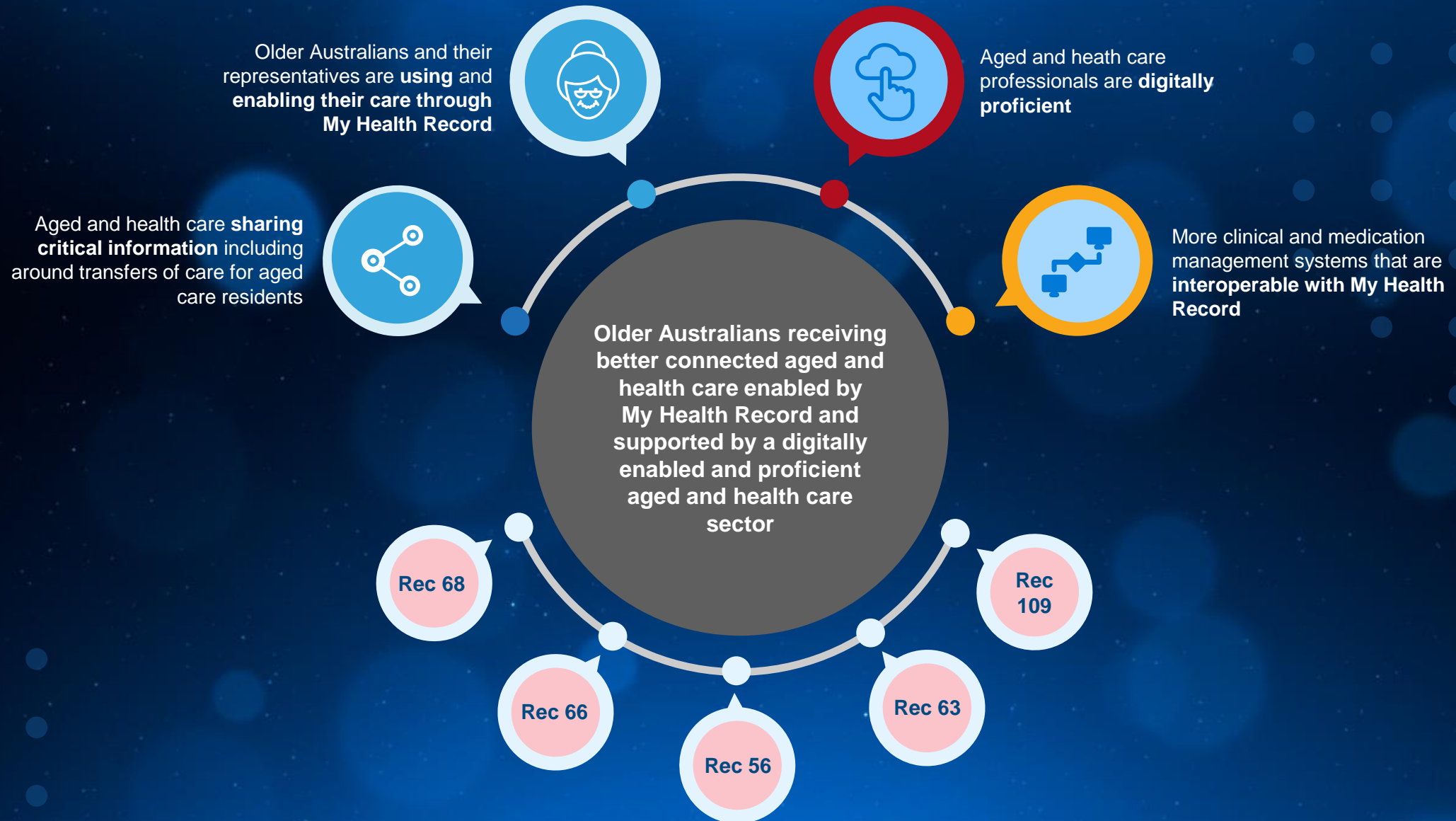
Herbert Down & Laura Toyne

Branch Manager

Clinical and Digital Health Standards Governance |

Australian Digital Health Agency

The Agency's Aged Care Program



Our approach



Shoulder to shoulder support for vendors from Agency experts



Successful assessment supported through prompt feedback



Low administrative burden for vendors

What is conformance?

Testing to see if an implementation faithfully meets the requirements of a standard or specification¹

Risks associated with software identified risk rated by subject matter experts

Mitigations developed in consultation with industry to articulate requirements to be imposed on software products and services

Software is assessed for conformance against the set of requirements specific to its use cases (software type and/or operating context)

Requirements evolve over time to iteratively improve the safety profile of the conformance process

Assurance

Legal

Cyber Security

Clinical Safety

Architecture & Design

Privacy

Policy

1. Conformance Testing, *National Institute of Science and Technology (NIST)*, <https://www.nist.gov/itl/ssd/information-systems-group/conformance-testing>

Typical Connection & Conformance Process



Discover

Sector Partners access documentation and other material that outlines the connection and conformance process.



Register

Sector Partners register intent to participate and seek connection.

Detailed technical information and assistance is provided.



Test for Connection

Sector Partner commences product development and has access to a test environment to demonstrate integration and adherence to technical specifications.

Self-guided conformance testing begins.



Conformance Assessment

Sector Partner submits test evidence and conformance declaration, to demonstrate that their product satisfies the applicable conformance requirements.

Product is assessed for conformance by the Agency.



Production

Sector Partner conformant products are included in the Agency's register of conformant products.

Department is notified and grants production access.

Service providers can now begin using the product.

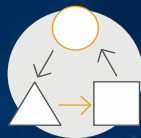
Outcomes



Prior recognition of use cases = fast-track



Reduced duplication and burden



Flexible and adaptive (modular)

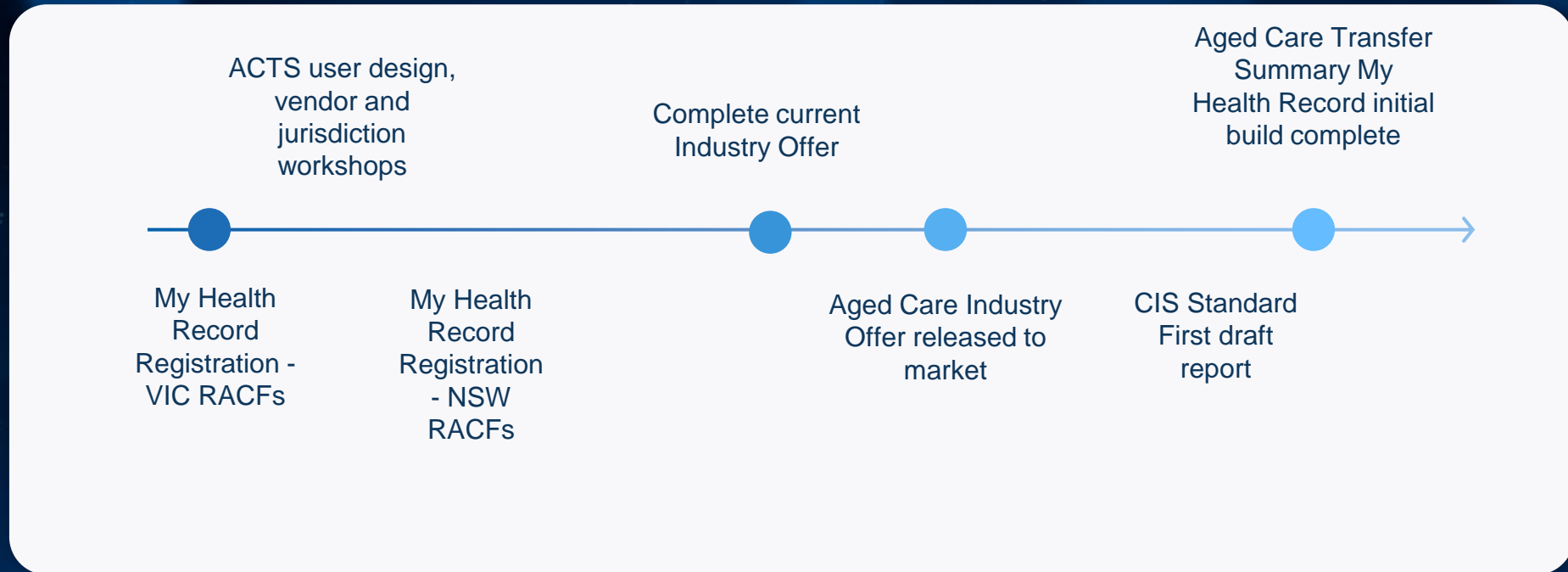


Intuitive and smart vendor journey

Proposed modular conformance model

		Data classification					
		Aggregated data (organisation, individual)	Non-aggregated, de-identified data (organisation, individual)	Identifiable data (organisation, individual)	Identifiable data - National identifiers (individual)	Clinical data (individual)	Highly sensitive clinical data (individual)
Profile and applicability	Example:	Number of facilities operated by service provider in NSW Number of residents visited by a GP in the last quarter	ABN and address of facility XYZ in Marrickville, NSW List of individual GP visits in the last quarter, including only GP name and reason for visit	Employee remuneration by role title Full name and DOB of all residents	Data includes care recipient IHI, Medicare, DVA numbers	Resident name, national identifier, medications dispensed, and medication chart	Resident name, national identifier, detailed pathology results, mental health diagnosis
	Core (global)	Yes	Yes	Yes	Yes	Yes	Yes
Requirements	Use approved authentication and credential management service						
	Enforce role-based access control						
	User must attest to data submission						
	Personally identifiable data (use case 1)	No	No	Yes	Yes	Yes	Yes
	Data is encrypted at rest						
	Person consent is obtained						
	Clinical data (use case 2)	No	No	No	Yes	Yes	Yes
	Ensure national identifiers are validated						
	Clinician must attest to data submission						
	Sensitive data is masked in read-only views						

Key engagements



Aged Care Reforms Pulse Survey

Aged Care Communication and Change Branch



*Department of Health and
Aged Care Pulse Survey*



Share your views



Scan the QR code on the
screen to take the survey

**Scan the QR
code here**



Q&A

- 1 Type your question into Slido
- 2 Click 'Submit' so your input can workflow its way through to being a public question
- 3 If you see a question you like on Slido, 'vote it up'

**Happy to ask your question
directly to the panel?**

Simply use your name
when submitting your question in Slido
& we'll invite you to join us
on our 'virtual' stage



Australian Government

Department of Health and Aged Care

A group of diverse people, including a woman with curly hair in the foreground, are laughing and smiling together. The image has a blue overlay.

IN CLOSING

Visit the **Digital Transformation** page on the Health and Aged Care website
Email us at **DTDOffice@health.gov.au**

Take the
Event Survey

