

Digital transformation

Sector Partners

Co-design meeting (18)

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 #18

21/04/2023



WELCOME

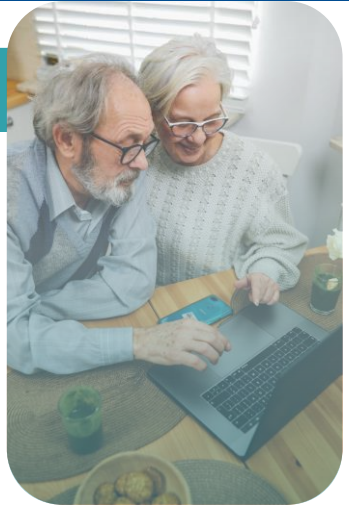
Fay Flevaras

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

Digital transformation for the aged care sector

Agenda

Sector Partners #18



**Welcome
& agenda**

Fay
Flevaras

**State of Play
update**

Fay
Flevaras

**Pulse Survey
playback**

Janine
Bennett

**Healthcare
Identifiers
initiative**

Anastasia
Mastoris

**Dollars Going
into Care
measure**

Phil Fleischer &
Jim Lewis

Close

Fay
Flevaras



Australian Government

Department of Health and Aged Care

State of Play update

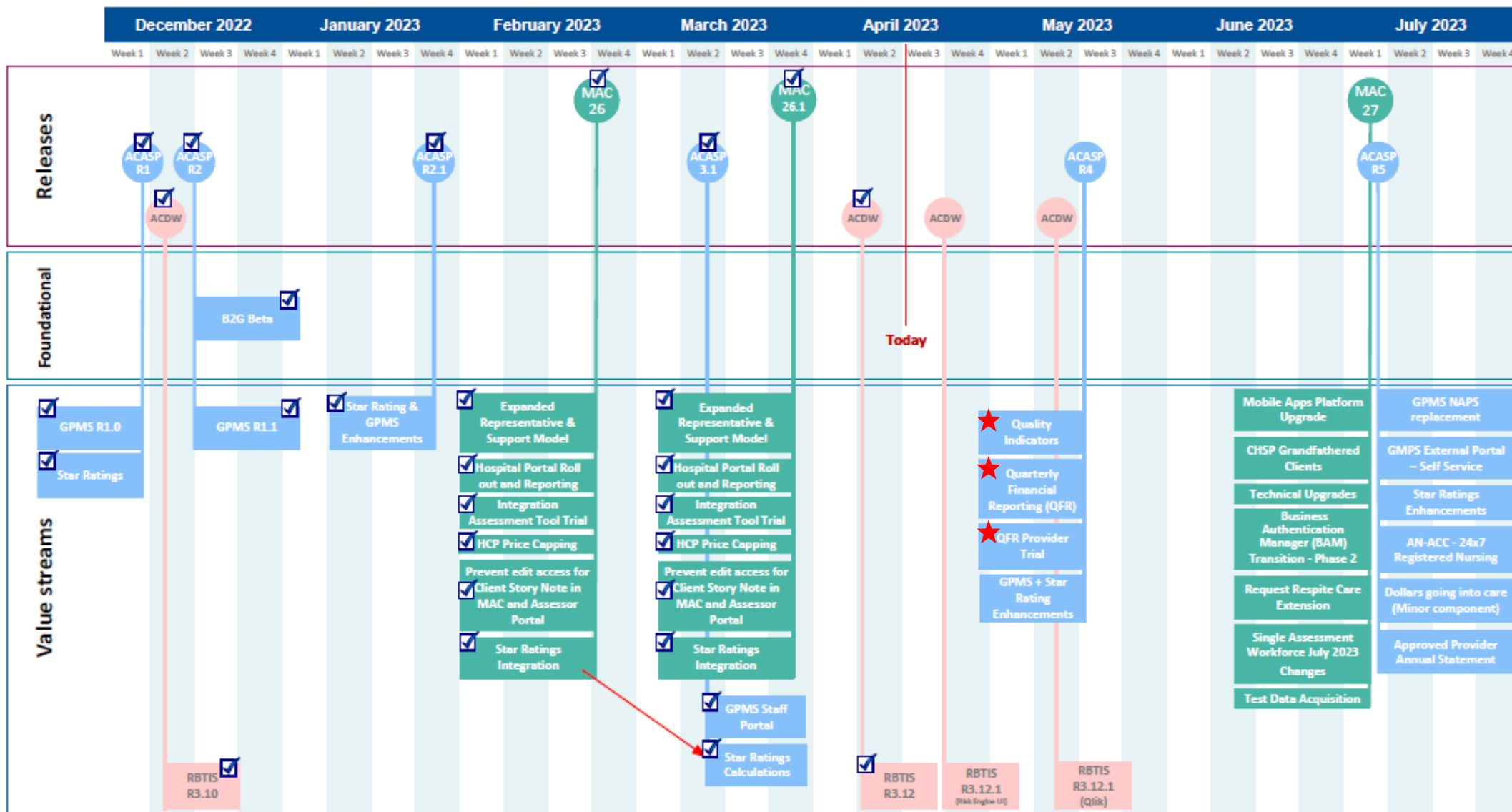
Digital Transformation Sector Partners

Fay Flevaras

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



Digital Transformation (DT) portfolio release view

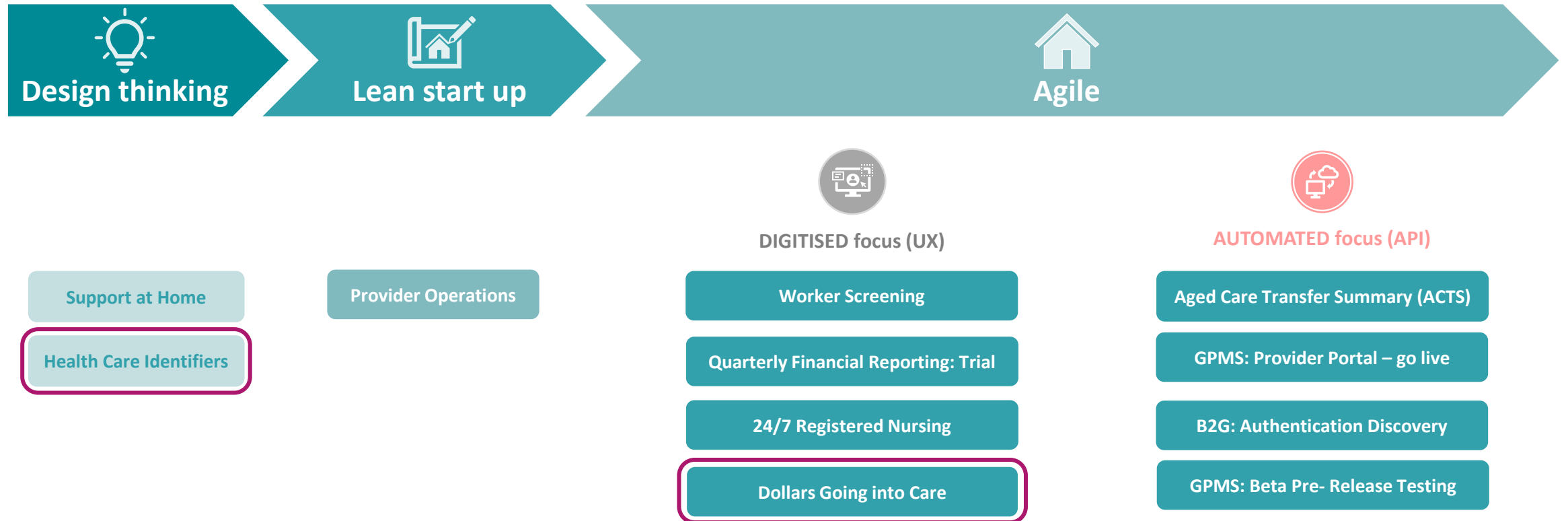


Disclaimer: This is a CURRENT STATE view, shared to provide early visibility of the expected work ahead (a 'working timeline'). The timeline is NOT a Government commitment. Formal decisions – regarding the scope, sequence, and timeframes of the department's portfolio delivery will be determined by the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



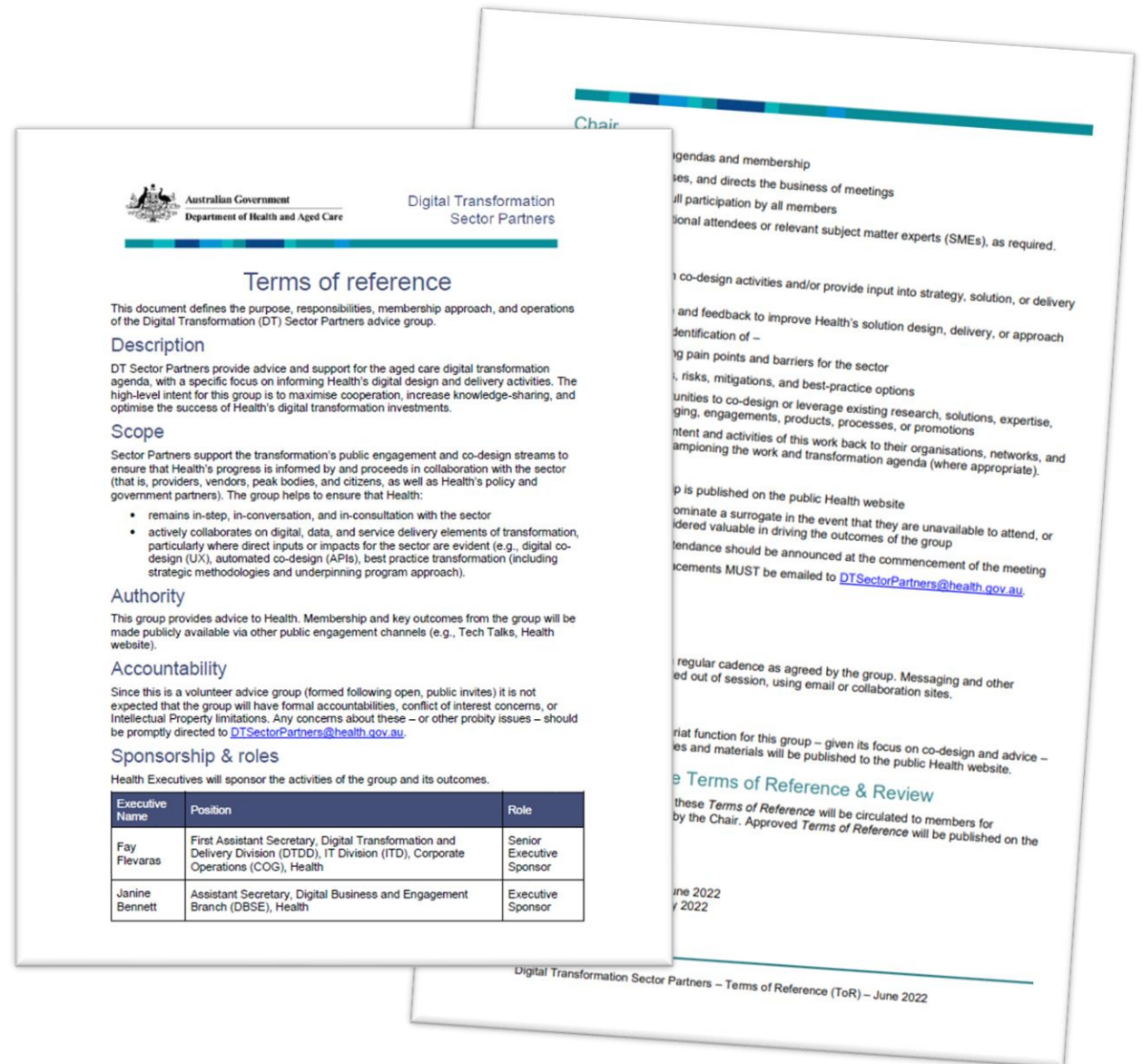
Open co-design activities by phase

Open 



Terms of Reference

- Updates circulated with the group
- Changes primarily –
 - new dept. name
 - reflect sponsorship change
- TODAY: Seeking final endorsement





Sector Partner Pulse Survey

Janine Bennett

Director & Project Manager |
Transformation & Quality Branch



Overall satisfaction from Pulse survey

2022



4.2/5

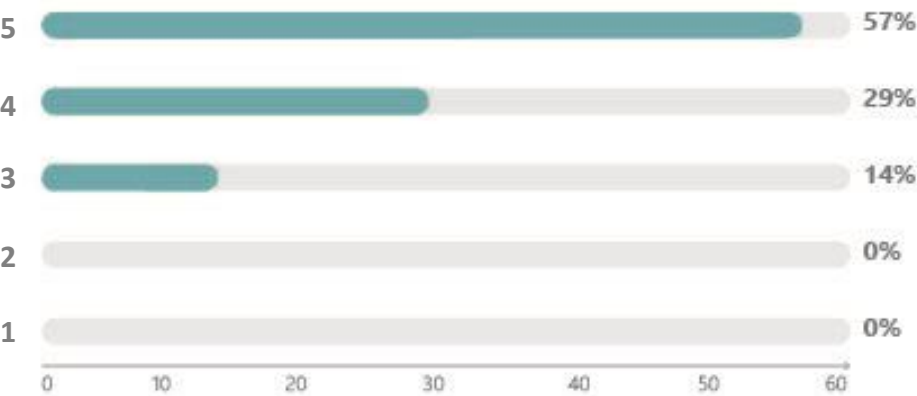
March 2023



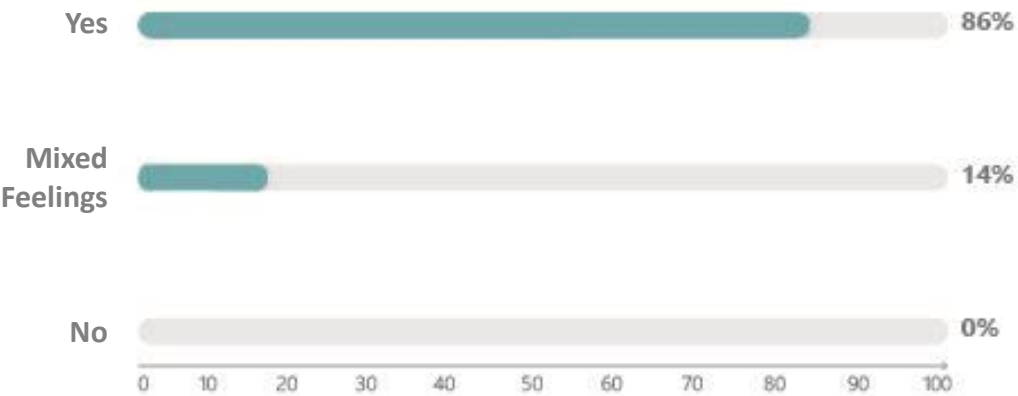
4.4/5

Pulse Survey Results

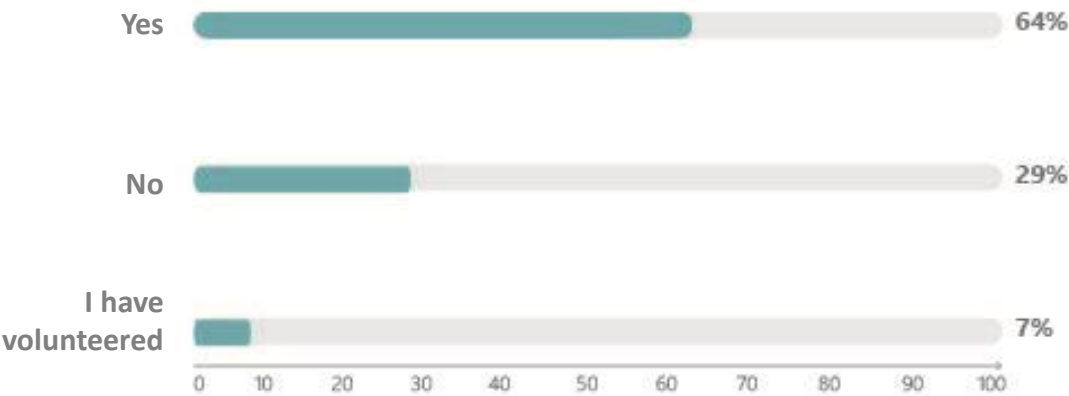
How are you finding the Sector Partners' experience so far?



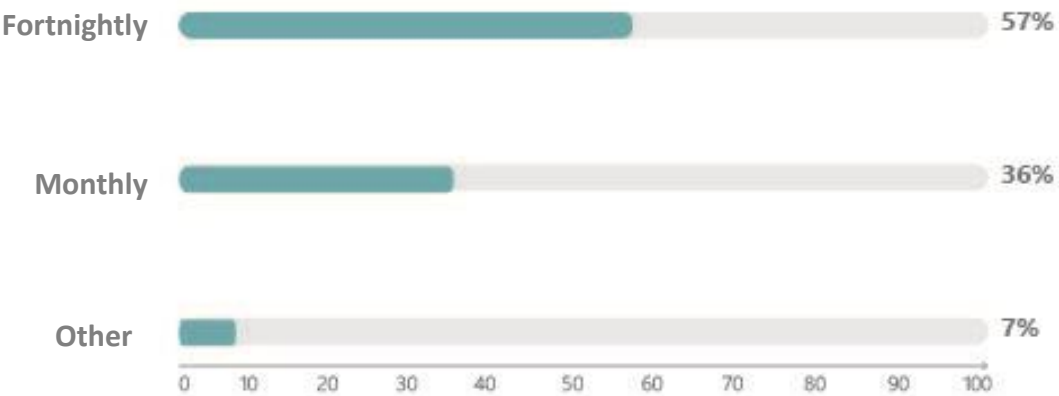
Do you think the Sector Partners' initiative is a worthwhile investment of time and effort?



Have you participated in any of the co-design activities yet?



How frequently would you prefer to meet?



Pulse Survey Results

What about the Sector Partners group is working well for you?

"The **fortnightly briefing** works well alongside the **targeted independent co-design...** appreciate the **respect for everyone's time & the effort to make each minute count**"

"I enjoy the **sense of community** the group brings"

"Excellent **transparency...** good follow through on actions"

"The agenda is always **packed with info**"

"Great to get **early access to implementations** with an **ability to give feedback**"

"I am getting a **holistic view of what is coming...** to **volunteer in the area that is most relevant to the business I am in**"



Pulse Survey Results

What are the takeaways from your
Sector Partner experience?

**“Opportunity to be
involved with ideas
& initiatives before they
are set in stone with
genuine collaboration”**

**“The process is good...
detailed streams is useful
as some stream are of
more interest than others”**

**“Really useful to learn what
is underway... provide input
if relevant & be aware of
what's coming”**

**“Being abreast of
changes... allows the
organisations... to
prepare & plan ahead”**



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Department of Health and Aged Care

Pulse Survey Results

Share ideas about how we can make this experience better?

"It would be really helpful to get a **combined timeline** for everything going on and planned timelines in one page (if possible)...

There is just so much it can be hard to keep up with everything. **Marrying this with what DHS is also rolling out would be even better"**

"For me, it's **too much of a time investment**, but it's great to see other vendors actively involved"

"As a CHSP provider most of the content/work so far is not aimed at us. It would be good to know **when the opportunities would be relevant** and to only attend those meetings"

"Portal is good source of information... **access to some UAT resources... a separate EXEC pack... [to use] with our executives to give them the bigger picture...**"

"I would like to hear from our members about their **roadmaps** and how we can **better help them be successful**"





Healthcare Identifiers

Digital Transformation for the Aged Care sector

Anastasia Mastoris

Digital Health Foundations Policy
Ageing and Aged Care Group



Public Consultation - Problem Statement # 6

Support for healthcare technology services

To support a modern healthcare environment, the Act and the HI Service must allow for flexibility in how platforms and applications connect an individual to their healthcare data, and providers to one another.

Problem

The HI Act is too prescriptive

The Act only allows software vendors that are contracted directly by a healthcare provider to access the HI Service directly, and collect, use, adopt and disclose HIs. These vendors are Contracted Service Providers (CSPs).

The Act does not align with our modern healthcare environment to enable HI use in a broader range of digital health services and software providers.

Objective

Alignment with our modern healthcare environment

Align the Act with our modern healthcare environment so that it provides for HI use in a broader range of digital health services and software providers. At the same time, the Act must still ensure that the provider has a legitimate purpose and meets community and government expectations and standards. Any changes must also:

- Maintain the privacy of healthcare recipients and providers
- Uphold the principles of informed consent
- Set clear boundaries around the appropriate use of data.



Key questions

1

Should consumer facing and intermediary software be able to collect, use, disclose and adopt HIs.

2

Should consumer facing and intermediary software have the same HI conformance requirements and safeguards as software used by healthcare providers, or higher?

3

Should consumer facing and intermediary software only be authorised to use HIs for the specific purpose they serve at the time of application? Or should they receive a set of standard authorisations, enabling greater flexibility?

4

If a complex organisation (e.g. a hospital) uses one system to integrate with the HI Service and then sends HIs to other systems in the organisation (e.g. an electronic medications management system), should these other systems also be required to undergo HI conformance testing?

5

Should consumer facing and intermediary software be able to collect, use, disclose and adopt HIs.

6

Should consumer facing and intermediary software have the same HI conformance requirements and safeguards as software used by healthcare providers, or higher?



Public Consultation - Problem Statement # 6 Support for healthcare technology services

Feedback

Consumer facing and intermediary software (CFIS): should be able to collect, use, disclose and adopt HIs for the purpose of providing or facilitating healthcare services, to encourage adoption and interoperability.

Conformance: HI conformance requirements and safeguards should be higher for consumer facing and intermediary software than that required for healthcare providers to ensure clinical safety, data quality and accuracy and consistency in the way data is handled and build trust by healthcare consumers that their data is secure.

In general, there was support for a standard set of authorisations, if information is only collected, used or disclosed for the purposes of healthcare, as this would allow for future flexibility to adapt consumer and provider use cases in a continuously evolving sector.

HI Conformance testing: for reasons of patient safety, where a complex organisation uses one system to integrate with the HI Service and then sends HIs to other systems in the organisation those other systems also should be required to undergo HI conformance testing. However, other respondents considered that unless these 'other' systems are directly engaging with the HI Service there should be no need for further conformance testing, as these clinical and data quality processes are already in place to ensure the correct passage of data from one system to another.

Unauthorised use by software providers should not be permitted. Should use be permitted to software providers to develop apps (which includes a patient's medical history), careful consideration must be taken including vetting of security and privacy controls and compliance with the relevant legislation.

Information should be made available for healthcare recipients that helps them to understand when and in what situations they may disclose their IHI and how their identifier may be used to by collecting entity. Consent should also be provided at the point of care for HI information to be shared.



For further consideration

Privacy Consent

Consumers should always provide informed consent (unless in an emergency/patient under 14)

There should be an ***opt out*** function

Security

Ensuring security and privacy of patient data is maintained
How the increased risks of misuse of, and inappropriate access to, sensitive personal information will be managed

Policy levers raised by respondents

- Incentives
- Conformance
- Education and training

Broaden the definition of an 'Entity' to include a greater range of organisations that provide healthcare, support healthcare recipients, or administer healthcare programs.

Amend Part 3 of the Healthcare Identifiers Act 2010 to ensure that any exchange of health information for administrative, clinical or health system management purposes can use healthcare identifiers, and associated identifying information, for that information exchange.

Broaden the future use of Health Provider Identifiers for administrative, workforce management, claims/payments and clinical purposes.

Public Consultation - Problem Statement # 6 Support for healthcare technology services

Proposed legislative amendments

Outcomes

- 1 Further targeted consultation April to June 2023
- 2 Policy Impact Analysis May – August 2023
- 3 Exposure Draft – September 2023

Ensure individuals can provide consent for their Healthcare Identifier to be used and disclosed for any purpose specified by the individual.

Amend the definition of "contracted service provider" to ensure there is legislative support for emerging service delivery models.

Ensure the Healthcare Identifiers Act 2010 reflects that the Privacy Act 1988 provides the overarching rules and penalties for breaches of personal information, including identifiers. The Healthcare Identifiers Act 2010 should only cover situations that do not fall within other legislation that protects health information, such as the My Health Records Act 2012.



LAUNCH & RUN –
Lean Start-Up



Dollars Going into Care measure

An introduction and group workshop

Phil Fleischer & Jim Lewis

Aged Care Transformation and Quality Branch
Digital Transformation and Delivery Division



Australian Government
Department of Health and Aged Care

The Problem

Dollars Going into Care

The Government is seeking to ensure that older Australians and their representatives have pertinent and up to date information relating to Residential Aged Care services. The Government is seeking to ensure that the information currently received from Services Providers is available in a transparent manner to the Australian public.



Australian Government

Department of Health and Aged Care

The Solution


Dollars Going into Care

The Department of Health and Aged Care will be developing a form to be made available to Residential Service Providers to capture information relating to the provision of Residential Aged Care services. The form is aiming to be released in the second half of this year, to capture information relating to the providers and the nature of the services they're providing. Subsequently, this information and other information that is currently captured by the Department of Health and Aged Care will be displayed on the My Aged Care website.



Australian Government

Department of Health and Aged Care




Australian Government


Government Provider
Management System

Home

Switch Organisation

Invite Users

 Penny Teller



Before you start

Key Personnel

Governing Body Membership

Governing Body Statements

Diversity and Inclusion - Provider

Diversity and Inclusion - Service

Feedback, Complaints and Improvements

Declaration and Submission

1-YHP9H37 - Big Bang Aged Care

Provider operations data collection

Reporting - In progress

Save and Close

Data collection

This form is to help you submit information about your operations to the Department of Health and Aged Care (The Department). The form must be submitted by 31 October 2023.

The Department is going to publish this information, along with other information held by the Department on the My Aged Care website through the "Find a provider" tool and supported by a range of simple information for older Australians and their representatives.


You will have the opportunity to preview the data before it is published on My Aged Care.

This reform is to give older Australians better access to information about approved providers' operations and to encourage accountability and transparency.

How to submit information

At vero eos et accusamus et iusto odio dignissimos ducimus qui blanditiis praesentium voluptatum deleniti atque corrupti quos dolores et quas molestias excepturi sint occaecati cupiditate non provident, similique sunt in culpa qui officia deserunt mollitia animi, id est laborum et dolorum fuga.


Et harum quidem rerum facilis est et expedita distinctio. Nam libero tempore, cum soluta nobis est eligendi optio cumque nihil



Australian Government
Department of Health and Aged Care

Prototype

Provider selection - version 1.0 (This form is for prototype purposes only, do not implement)

Government Provider Management System

HomeSwitch OrganisationInvite UsersPenny Teller

Before you start

Key personnel

Governing body membership

Governing body statements

Diversity and inclusion - Provider

Diversity and inclusion - Service

Feedback, Complaints and Improvements

Declaration and submission

Big Bang Services Inc

Save and close

Provider Operations - 1 July 2022 to 30 June 2023

Reporting - Draft

Key personnel

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About this section

Provide the name of at least one key personnel within your organisation who is responsible for executive decisions. This person needs to be available to be contacted by care recipients and their representatives should they wish to escalate an issue concerning your organisation.

You may enter up to maximum of three person's names and roles. Each person should be a senior executive of the organisation, such as a Chief Executive Officer (CEO) or similar.

Privacy consent

Fields marked with a * are required.

* Do you have the consent of the named person(s) to report their information in this data collection. This person(s) is aware that their name and role is being reported to the Department for the purpose of being published on My Aged Care website under each service of the provider.

YesNo

Key personnel

You must have consent of the person to report their name and role. Their name and role will be published on the My Aged Care website.

At least one person must be named.

* First Executive

Executive Name *

Role *

Second Executive


Executive Name

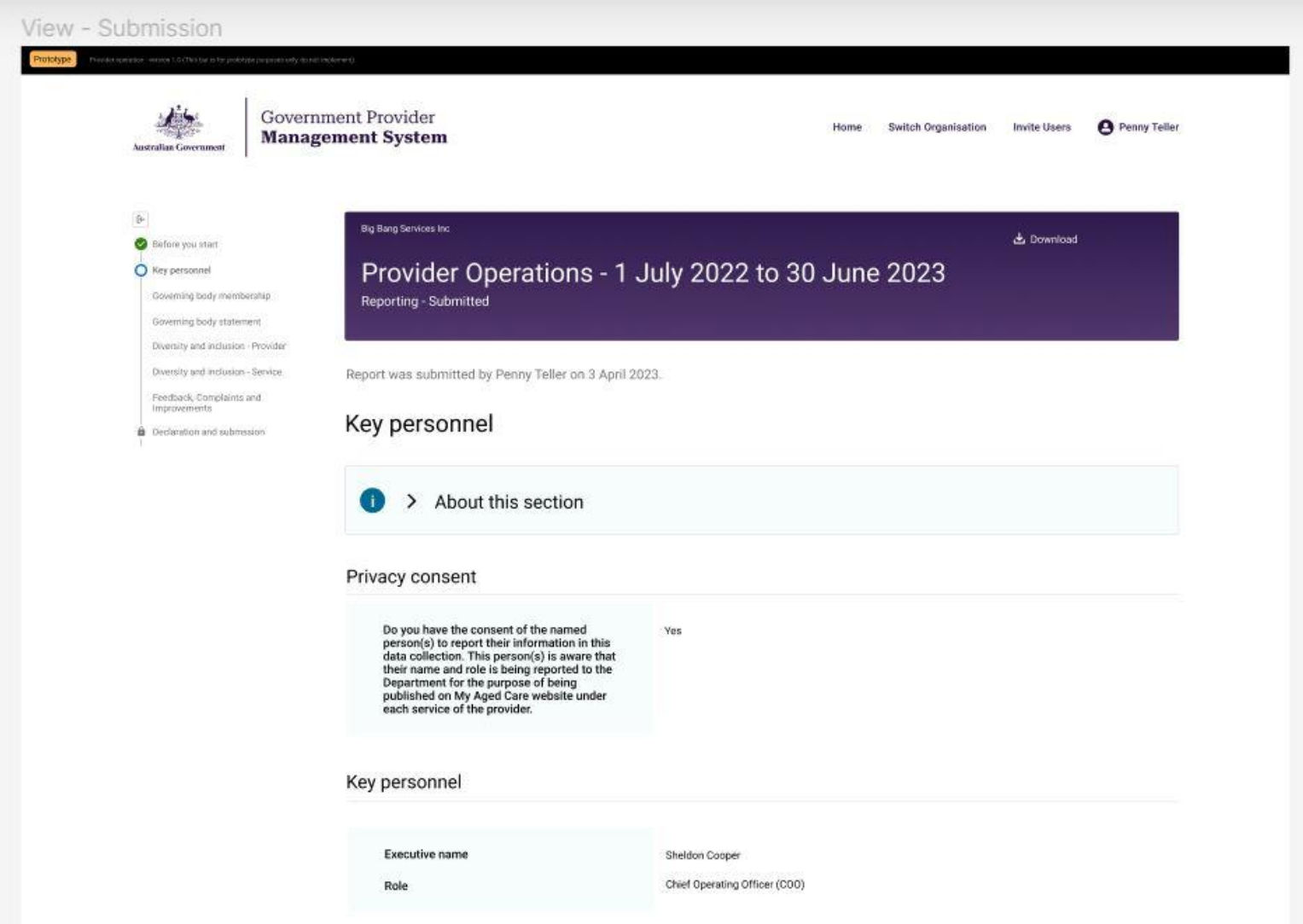
Executive Role

Third Executive

Executive Name

Executive Role

Australian Government
Department of Health and Aged Care



A group of four diverse people are shown from the chest up, laughing heartily. In the center is a woman with curly brown hair, wearing a white lace top. To her left is a man with glasses and a beard, also laughing. To her right is a man with glasses and a beard, wearing a blue shirt. In the background on the left is a woman with long brown hair, also smiling. The background is bright and out of focus.

THANK YOU

NEXT MEETING:
11am, Friday 5 May