Digital transformation

Sector Partners

Co-design meeting (19)

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

www.health.gov.au

Meeting #19

05/05/2023

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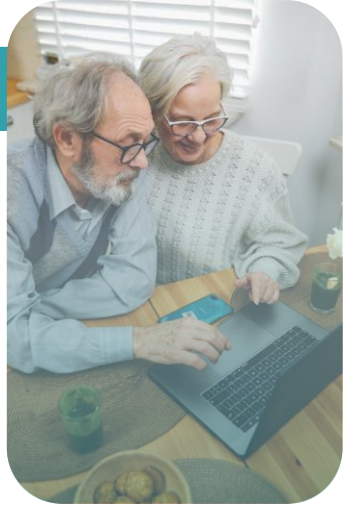**Department of Health and Aged Care**

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 #19

Welcome & agenda	**State of Play update**	**User research workshop**	**Persona Playback**	**User Journey mapping**	**Close**
Fay Flevaras	Fay Flevaras	Trish Kreig	Fay Flevaras	Michael Scurrah	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

Australian Government
Department of Health and Aged Care

Open co-design activities by phase

Open 🔓

Practice	Design thinking	Lean start up	Agile

DIGITISED focus (UX)

AUTOMATED focus (API)

Terms of Reference update ☑	Support at Home	Provider Operations ····· Dollars Going into Care
Journey Mapping	Health Care Identifiers	Worker Screening

Aged Care Transfer Summary (ACTS)

GPMS: Provider Portal – go live ☑

Quarterly Financial Reporting: Trial

B2G: Authentication Discovery

24/7 Registered Nursing

GPMS: Beta Pre- Release Testing ☑

Australian Government
Department of Health and Aged Care

On today's agenda

User Research Workshop

Strengthening Aged Care Approved Provider Governance – Provider Operations Reporting

Trish Kreig

Director | Strengthening Providers Branch

Australian Government
Department of Health and Aged Care

www.health.gov.au

Accountability and transparency in aged care

Royal Commission Recommendation 88(e)

Government commitment to publishing more financial information on *residential* aged care

Reform outcomes

- Improved data for older Australians
- Streamlined, reporting capability for approved providers
- Building accountability and transparency in aged care
- Improved quality care

New data collected July-Oct '23 → **New & existing data collated Nov-Dec '23** → **Provider Preview Dec '23** → **My Aged Care Jan '24**

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Providers' Operations
(Approved providers)

Dollars going to Care
(Residential care)

Increasing Provider Transparency

Governing body statement & membership

Food preparation

Feedback, complaints improvements

Diversity & inclusion

Key personnel

Home care financials

Service provision and use

How much money is spent on....

Care

Cleaning

Nursing

Administration

Maintenance

Profits

Proposed Data published on My Aged Care
Exposure draft legislation – see https://www.health.gov.au (strengthening-provider-governance-in-aged-care webpage)
For comment by 16 May 2023

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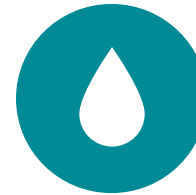**Department of Health and Aged Care**

Governing body statement

What we heard

Make it easy for providers to submit data

- Provide categories for types of non-compliance

- Identify the relevant aged care service

- Allow timeframes for non-compliance

- Confirm who identified non-compliance

Revised data collection approach

Drop-down lists for the type of and reason for non-compliance

Free text enabled to specify non-compliance responsibility/requirement and actions taken

Collect service name and confirm if non-compliance has ceased

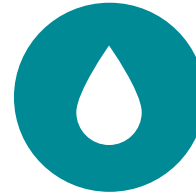Guidance, FAQs, and website information

Feedback, complaints and improvements

What we heard

Revised data collection approach

Support providers

to submit data

- List types of feedback, complaints & improvements

- Allow free text

- Protect personal privacy

Revised drop-down lists for feedback, complaints & improvements

Free text options enabled

Privacy Impact Assessment recommendations implemented

Guidance and FAQs
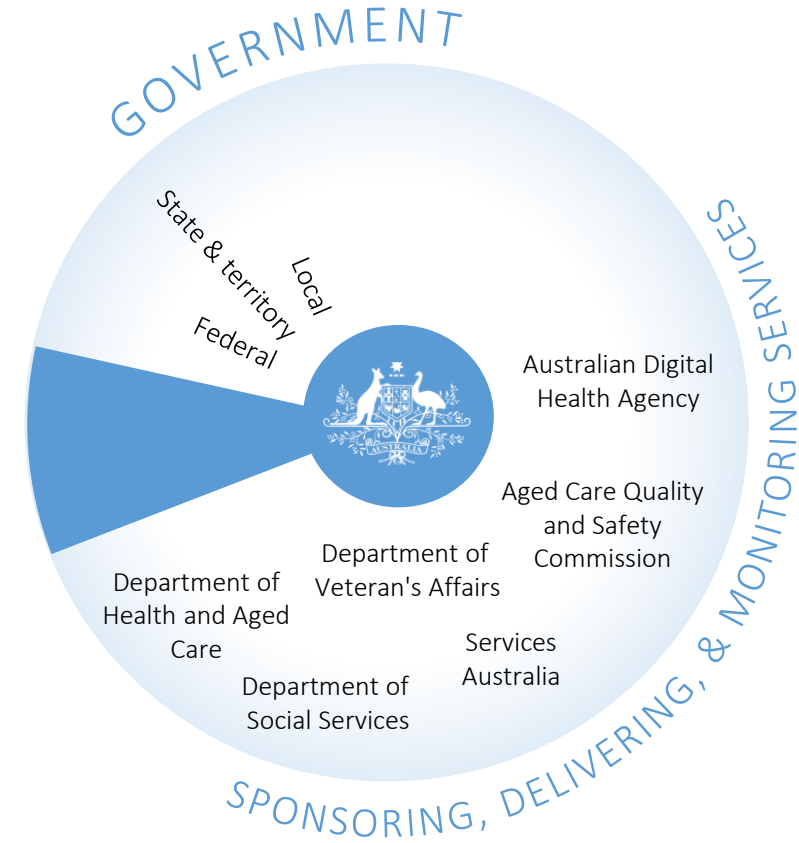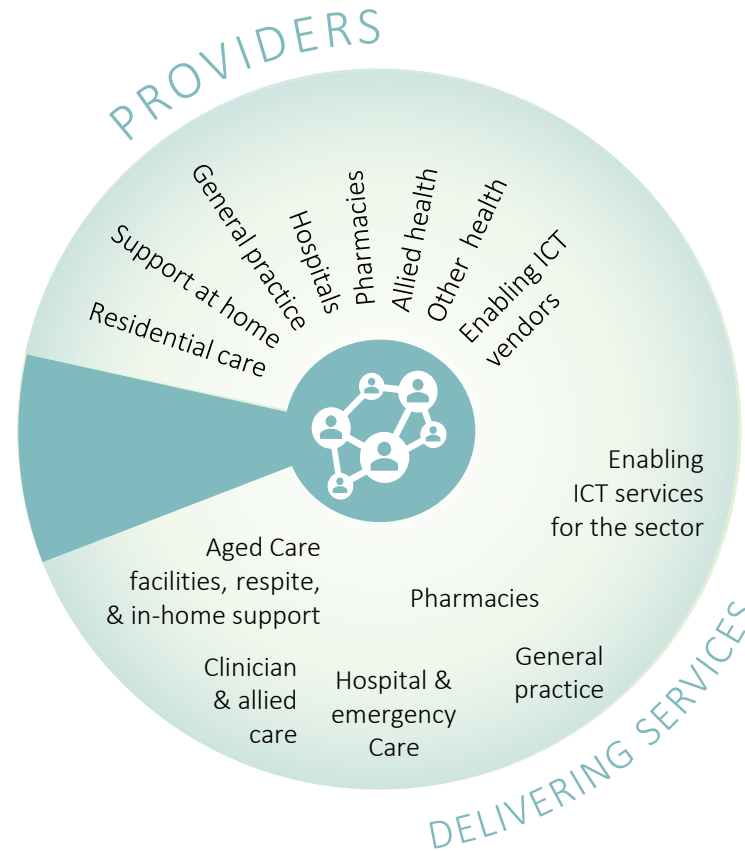
User Journey mapping

Michael Scurrah
Sector Partner member
Aspire for Care

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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
- Aged Care facilities, respite, & in-home support
- Pharmacies
- Enabling ICT services for the sector
- 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 Health and Aged Care
- Department of Veteran's Affairs
- Services Australia
- Department of Social Services

Invitations for others to share

 Journey maps

 User personas

 UX findings

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THANK YOU

NEXT MEETING:
11am, Friday 19 May