Tech Talk

Digital Transformation for the Aged Care sector

Webinar series

Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care

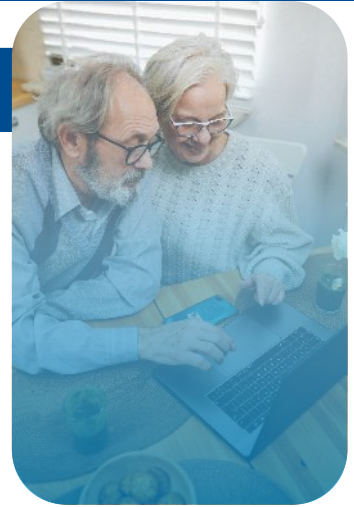Australian Government
Department of Health and Aged Care

WELCOME

& housekeeping

Digital Transformation for the Aged Care sector

AGENDA

Tech Talk #9

Welcome & housekeeping	Digital Transformation update	Funding and Policy for a Modern Aged Care System	National Aged Care Mandatory Quality Indicator Program	Support at Home Program deep dive	ADHA update	Q&A and close
Janine Bennett	Fay Flevaras	Thea Connolly	Joshua Maldon	Nick Morgan	Laura Toyne	Fay Flevaras Janine Bennett Thea Connolly Joshua Maldon Nick Morgan Laura Toyne

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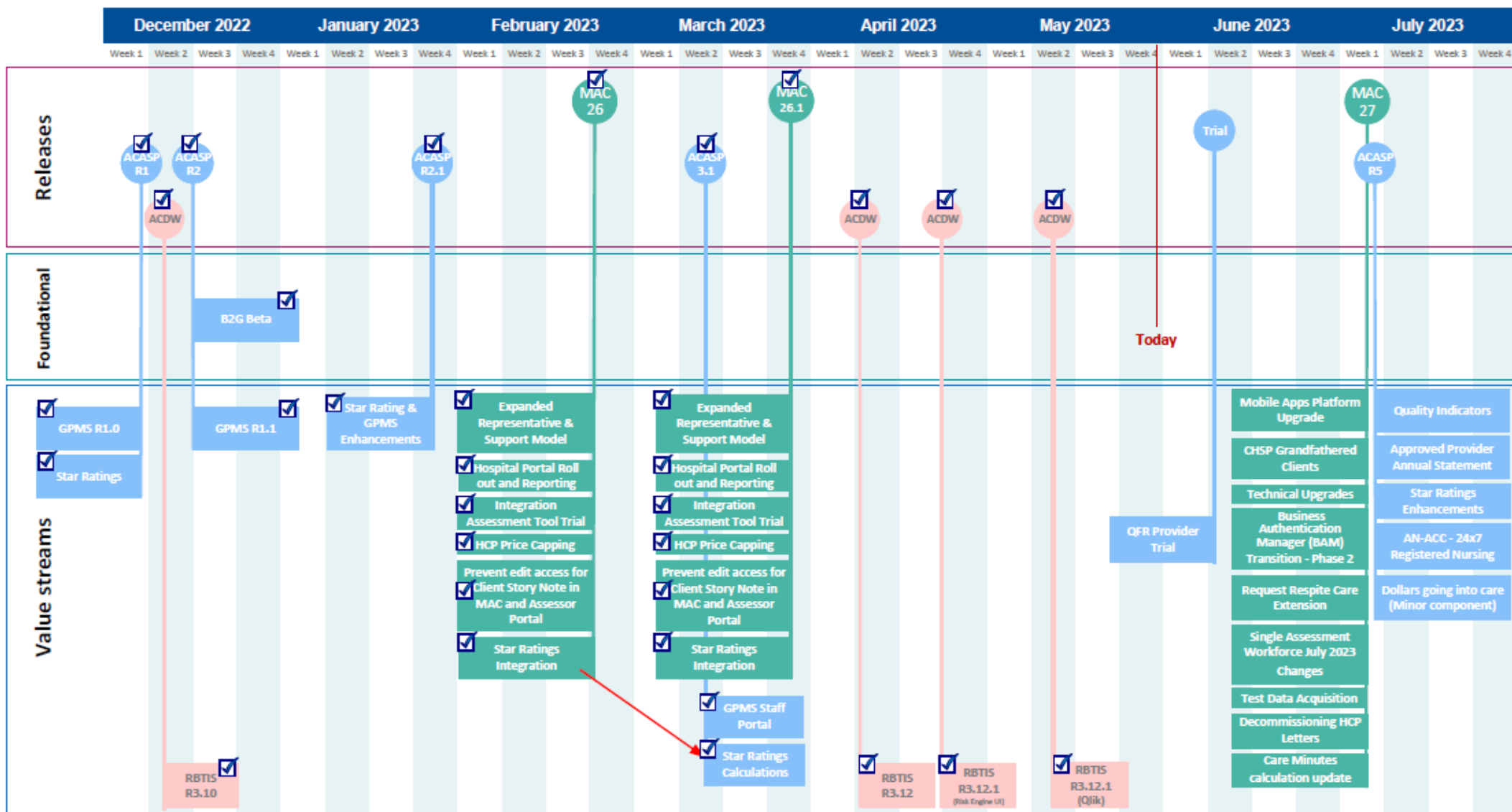# Digital Transformation update

The plan as we know it

Fay Flevaras
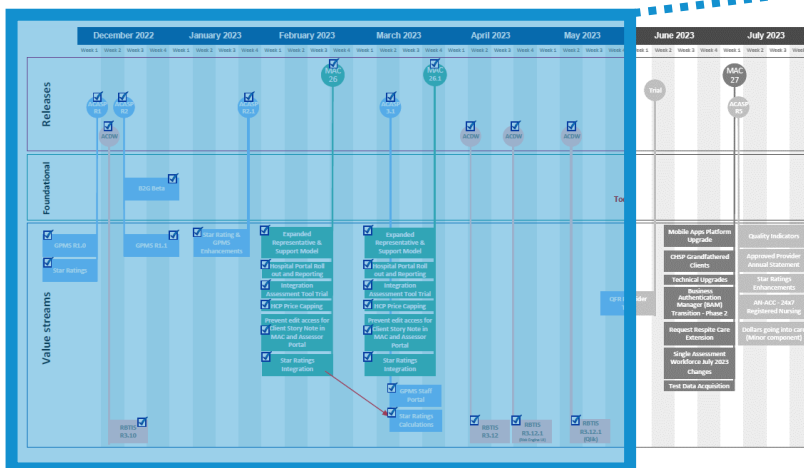
First Assistant Secretary

Digital Transformation and Delivery Division

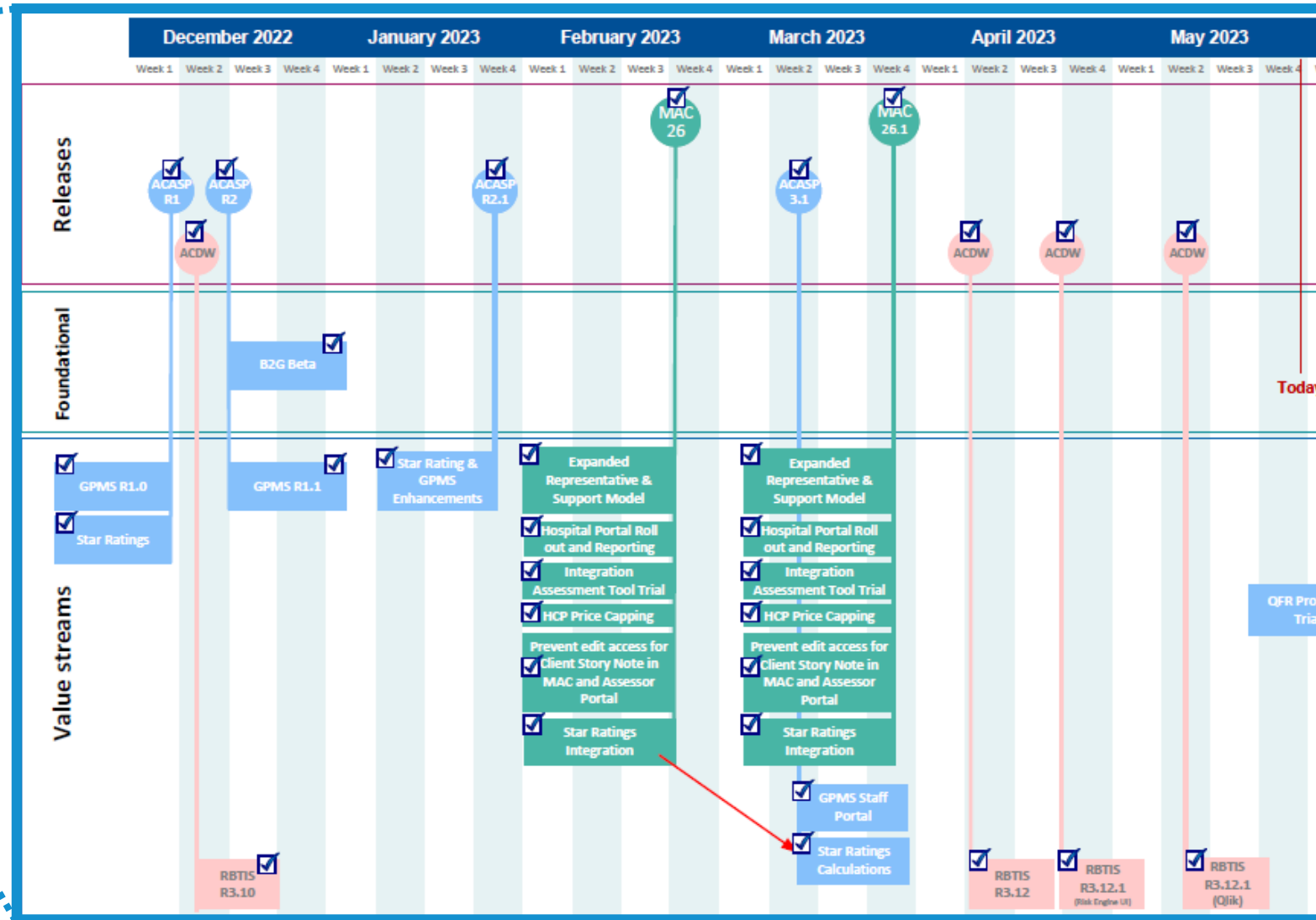Corporate Group | Department of Health and Aged Care

Digital Transformation (DT) portfolio release view

LEGEND

Release Type:
- Aged Care and Support Platform
- My Aged Care (Siebel) Platform *Out of Release Cycle*
- Aged Care Data Warehouse Platform

Dependency →

- Movement possible ★

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.

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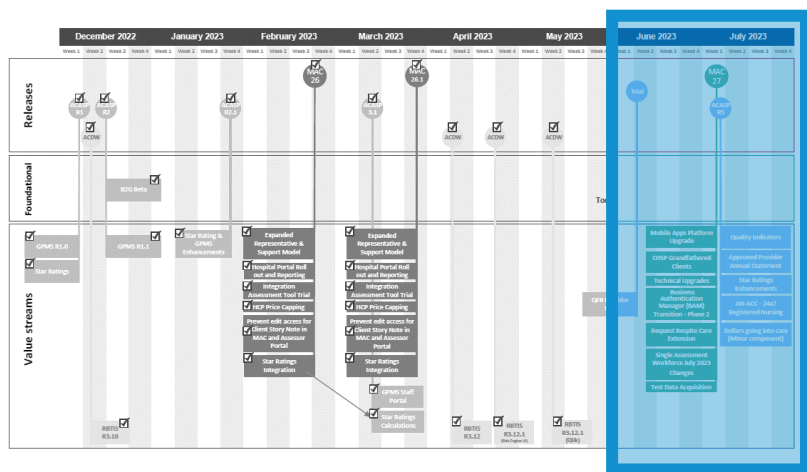**Department of Health and Aged Care**

DT portfolio release: Upcoming delivery

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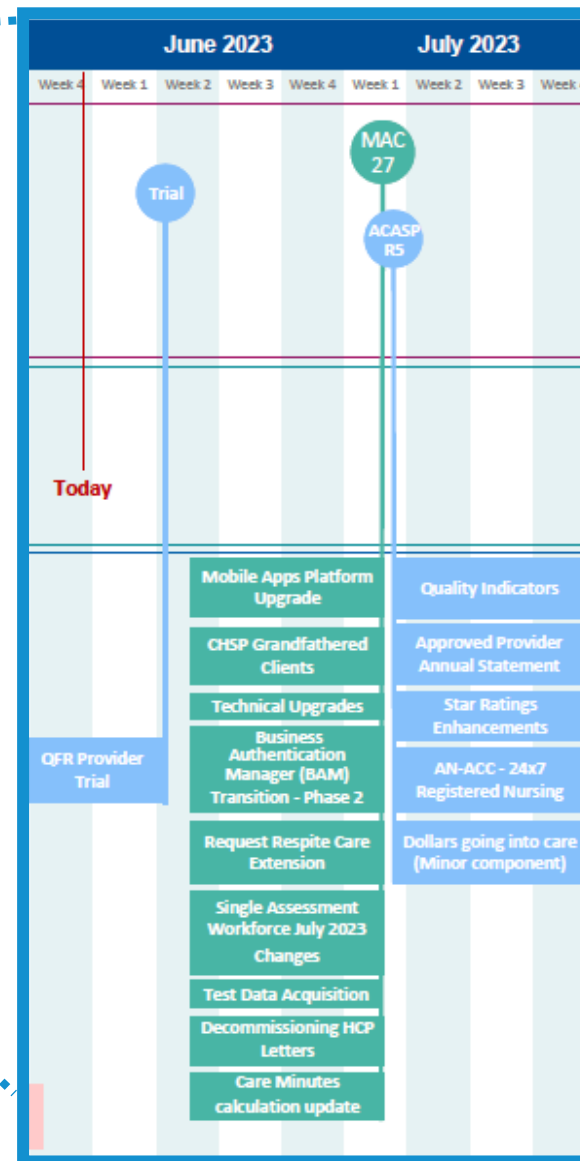
Funding and policy for a modern aged care system

Thea Connolly
First Assistant Secretary
Reform Implementation Division | Ageing and Aged Care Group
Department of Health and Aged Care

Aged care update

- Overview

- Aged care budget update

- Our priorities for 2023-24

- Outcomes and benefits

- Driving digital transformation

'Let's change aged care together'

Aged care budget update - highlights

$36 billion
forecast Aged Care expenditure in 2023-24

Up $5 billion from October budget estimate

In 2023-24

$11.3 billion
Pay rise for aged care workers

Over 4 years

$81.9 million
New Aged Care Act

Over 3 years, including:

$65.3 million
ICT systems to support the Act

Over 1 year

- design for ICT changes
- analysis for My Aged Care website changes
- National Capability Framework self-assessment tool - sector's digital capability
- Workforce training and information to use the ICT solutions
- portfolio managing ICT planning and delivery

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Aged care budget update

- $172 million home care reform

- $487 million to extend the Disability Support for Older Australians Program

- $98.7 million for the measure Aged Care Viability Support Programs

- $15.7 million to establish a new comprehensive single assessment system

- $166.8 million for an additional 9,500 Home Care Packages

- $59.4 million to strengthen the aged care regulatory framework

- $112 million to support every aged care resident to receive continuity of quality primary care services from a regular GP.

Budget focus

Fund and regulate aged care providers to ensure services are well-staffed, deliver high quality care and are sustainable for those requiring care now and into the future.

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Priorities

- New Aged Care Act

- A new regulatory framework

- Monthly care statements

- Aged Care Taskforce

- Support aged care providers to transition to new arrangements and ways of working

- Uplift service quality and sector sustainability

- Digital transformation

We cannot deliver this reform without the collective efforts of all involved– we need to work together to change aged care for the better. For everyone.

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Recommendations from Royal Commission

Government invest in technology and communication systems to support aged care reforms, including:

- systems designed to improve services for older people

- smart technologies to support the quality and safety of aged care services

- the ability for systems to share data between aged care, health care providers and government

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Driving digital transformation

Government Provider Management System (GPMS)

Business to Government Connectivity (B2G)

Aged Care Digital Strategy

Aged Care Data Strategy

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National Aged Care Mandatory Quality Indicator Program

Joshua Maldon

Assistant Secretary

Quality and Assurance Division | Ageing and Aged Care Division

Department of Health and Aged Care

Background

The Royal Commission recommended:

- quality to be clearly defined and capable of being measured

- a comprehensive approach to quality measurement, with three linked

  elements:

  - benchmarking for continuous improvement

  - a star rating system to compare provider performance

  - expanding indicators to measure quality across home and additional

    indicators for residential aged care

Royal Commission into Aged Care Quality and Safety

Final Report: Care, Dignity and Respect

Volume 1

Summary and Recommendations

Response to the Royal Commission into Aged Care Quality and Safety

- An additional 4 quality indicators for residential aged care

- Up to 5 quality indicators for in-home aged care

- Consumer experience and quality of life measures across both residential

  and in-home aged care

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www.health.gov.au/our-work/qi-program

National Aged Care Mandatory Quality Indicator Program

For government and policy makers

Provide nationally consistent quality measures across residential care services in Australia

⬇

Support sector-wide improvement and provide information about quality aged care

For residential care services

Provide robust, valid data to measure and monitor performance

⬇

Enable the use of quality data to identify and implement activities to improve quality of care delivered

For consumers, care recipients and the community

Provide transparent information about quality in aged care

⬇

Enhance understanding of quality and assist decision making

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New Quality Indicators

QI Program expansion – Residential aged care

Domain	Quality Indicators
Activities of daily living	Percentage of care recipients who experienced a decline in activities of daily living
Incontinence care	Percentage of care recipients who experienced incontinence associated dermatitis
Hospitalisation	Percentage of care recipients who had one or more emergency department presentations
Workforce	Percentage of staff turnover
Consumer experience	Percentage of care recipients who report 'good' or 'excellent' experience of the service
Quality of life	Percentage of care recipients who report 'good' or 'excellent' quality of life

QI Program expansion

1 April 2023

QI Program data reporting

21 July 2023

QI Program quality indicators

Pressure injuries
- Percentage of care recipients with pressure injuries, reported against six pressure injury stages.

Physical restraint
- Percentage of care recipients who were physically restrained.

Unplanned weight loss
- 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
- 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
- Percentage of care recipients who were prescribed nine or more medications.
- Percentage of care recipients who received antipsychotic medications.

Activities of daily living
- Percentage of care recipients who experienced a decline in activities of daily living.

Incontinence care
- Percentage of care recipients who experienced incontinence associated dermatitis.

Hospitalisation
- Percentage of care recipients who had one or more emergency department presentations.

Workforce
- Percentage of staff turnover.

Consumer experience
- Percentage of care recipients who report 'good' or 'excellent' experience of the service.

Quality of life
- Percentage of care recipients who report 'good' or 'excellent' quality of life.

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www.health.gov.au/our-work/qi-program

Data submission

‹ Back

QI Data Entry & Submission

⟳ View Upload History   📄 Upload File

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	Start
23456	Aroura Twilight	24 Macdonald Street, KINGARAY, QLD, Australia, 4610	30/09/2022	21/10/2022	Not Started	Start
34567	Kings and Queens	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/09/2022	21/10/2022	Not Started	Start
45678	Pasedena Aged Care Centre	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/09/2022	21/10/2022	Not Started	Start
91234	Bathurst Region Aged Care	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/09/2022	21/10/2022	Not Started	Start
12645	Los Angel Aged Care	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/09/2022	21/10/2022	Not Started	Start
12345	Abbeyfield Hostel	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/06/2022		Submitted 20 Jul 2022	View
23456	Aroura Twilight	24 Macdonald Street, KINGARAY, QLD, Australia, 4610	30/06/2022		Submitted 20 Jul 2022	View
34567	Kings and Queens	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/06/2022		Submitted 20 Jul 2022	View
45678	Pasedena Aged Care Centre	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/06/2022		Submitted 20 Jul 2022	View

1-10 of 25   ‹   1   2   3   →

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<Service name>

Reporting on: Quarter 3 FY 21 – 22 (1 January 2022 - 31 March 2022)
Service ID: XXXX | Reporting period due date: 21 April 2022

[💾 Save] [✕ Close]

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

Physical Restraint

All fields marked with an arterisk must be completed before submission

- Set up QI Target/s
- Pressure Injury
  This section is incomplete
- Physical Restraint
- Unplanned Weight Loss
  This section is incomplete
- Falls and Major Injury
- Medication Management
- Activities of Daily Living
- Continence
- Hospitalisation
- Workforce
- Consumer Experience
- Quality of Life
- Submission

Enter QI data for physical restraint

1 Collection date

* Collection date

[Select date   📅]

2 Number of care recipients excluded because they withheld permission*

[123]

3 Number of care recipients excluded because they were absent for the entire quarter*

[123]

4 Number of care recipients with (one or more) pressure injuries*

[123]

5 Number of care recipients with (one or more) pressure injuries, reported against each of the six pressure injury stages:

* Stage 1 Pressure Injury

[123]

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<Service name>
Reporting on: Quarter 3 FY 21 – 22 (1 January 2022 - 31 March 2022)
Service ID: XXXX | Reporting period due date: 21 April 2022

Save   Close

Set up QI Target/s

Pressure Injury

Physical Restraint

Unplanned Weight Loss

Falls and Major Injury

Medication Management

Activities of Daily Living

Continence

Hospitalisation

Workforce

Consumer Experience

Quality of Life

Submission

Submission

By submitting Quality indicators data you:

- Confirm that you have collected, and are providing, the quality indicator data in accordance with National Aged Care Mandatory Quality Indicator Program Manual 1.0 and all applicable laws
- Confirm that any information you have provided does not contain any personal information as defined under Privacy Act 1988 (Cth)

This quality indicator data will overwrite all previously entered data.

Submit

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Reporting & resources

QI Program reporting

- Mandated quarterly reporting supports:
  - provider improvement using program resources and individualised reports
  - consumer information transparently available on AIHW's GEN Aged Care data

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www.health.gov.au/our-work/qi-program

Reporting & resources

- Tailored resources and guidance available on the QI Program website:

  - QI Program Manual 3.0
  - data recording templates
  - quick reference guides
  - frequently asked questions
  - information sheets
  - interactive modules
  - file upload template
  - data elements summary
  - posters

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www.health.gov.au/our-work/qi-program

QI Program Resources

Next steps

Data submission due 21 July 2023

Quality improvement support

New staffing measures in residential aged care

In-home aged care quality indicators

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Support at Home

Nick Morgan
Assistant Secretary
Home and Residential Division | Ageing and Aged Care Division
Department of Health and Aged Care

Support at Home Fee-for-service Payment Arrangements

SaH Payment Workflow for ongoing services

Care recipient / Authorised representative

Start → Eligible for aged care program → Assessment allocates quarterly budget for services under SaH → Find Provider

View service delivery and subsidy payments summary

Receive Services

Pay client contribution

Receive financial statement

Service Provider

Review & accept Service Referral → Provide Services → Claim client contribution (TBC) / Submit subsidy claim

Receive client contribution (TBC)

Receive subsidy payment

Issue monthly financial statement to client → **End**

Financial statement

Services Australia

Process the claim based on service delivery information & business rules → Issue payment to the provider

Payment statement

Health My Aged Care Systems

MAC Systems

Expected claim data to Services Australia

	Data Item	Description
Identifiers	Client name	The name of the client
	MAC ID	Client's aged care identifier
	Service Class (derived from MAC ID)	Client's service classification
	SvA Client ID	Client's Service Australia identifier
	Service Location	Location where the service was delivered
	Service Provider ID	Provider's ID number
	Service Provider Name	Provider's name
	Service Delivery Date	Service delivered date
	Claim Date	Date of claim
Service details	Service ID	The service ID
	Service Type (derived from Service ID)	The service type
	Service Sub type (derived from Service ID)	The service sub type
	Service Unit type (derived from Service ID)	The service unit type
	Service Unit price (derived from Service ID)	The service unit price
Funding details	No. of Units	No. of units provided
	Funding Source	The source of funding for the service provided
	Client Budget	The client's budget
	Flexible Pool	The provider's flexible funding pool
	Care Mgt Fund	The care management funding
	Government subsidy claim amount (defaulted to price cap for the service)	The claim amount

Service list and maximum subsidies

Service ID Illustrative	Service Type	Service Sub Type	Unit Type	Maximum Subsidy per unit (illustrative only)
AG101	Domestic Assistance	General house cleaning	Hour	$61
AG102	Personal Care	Assistance with self-care and activities of daily living	Hour	$68
AG103	Meals	Meal delivery	Meal	$13
AG107	Allied Health	Physiotherapy	Hour	$125
AG108	Allied Health	Podiatry	Hour	$110
CG101	Care Management	Care Management	Hour	$129

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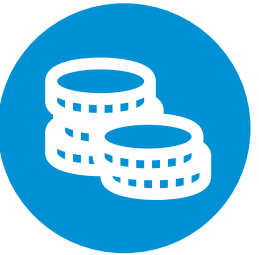
www.health.gov.au

Different cost centres for invoicing

1. The client's budget

Quarterly specified in support plan. Budget balance maintained in My Aged Care

2. A flexible funding pool

Set for each provider as a % of total client budgets

3. A fund for care management

Set for each provider based on client mix (can only be used for care management services)

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What does this mean for invoices

INVOICE – May 2023					
Client ID	**Service ID**	**Client Budget units**	**Flexible pool units**	**Care management units**	**Subsidy rate**	**Total**
AC000001	AG101 - Domestic Assistance	4	-	-	$61	$244
	AG102 – Personal Care	8	-	-	$68	$544
	AG108 - Podiatry	1	-	-	$110	$110
Total		$898	-	-		$898
AC000077	AG101 - Domestic Assistance	4	-	-	$61	$244
	AG102 – Personal Care	16	8	-	$68	$1,632
	AG103 - Meals	12	8	-	$10	$200
	AG107 - Physiotherapy	2	-	-	$125	$250
	CG101 – Care management	-	-	2	$129	$258
Total		$1,702	$624	$258		$2,584

Self management

Support at home would allow people to have multiple providers

agedcareengagement.health.gov.au
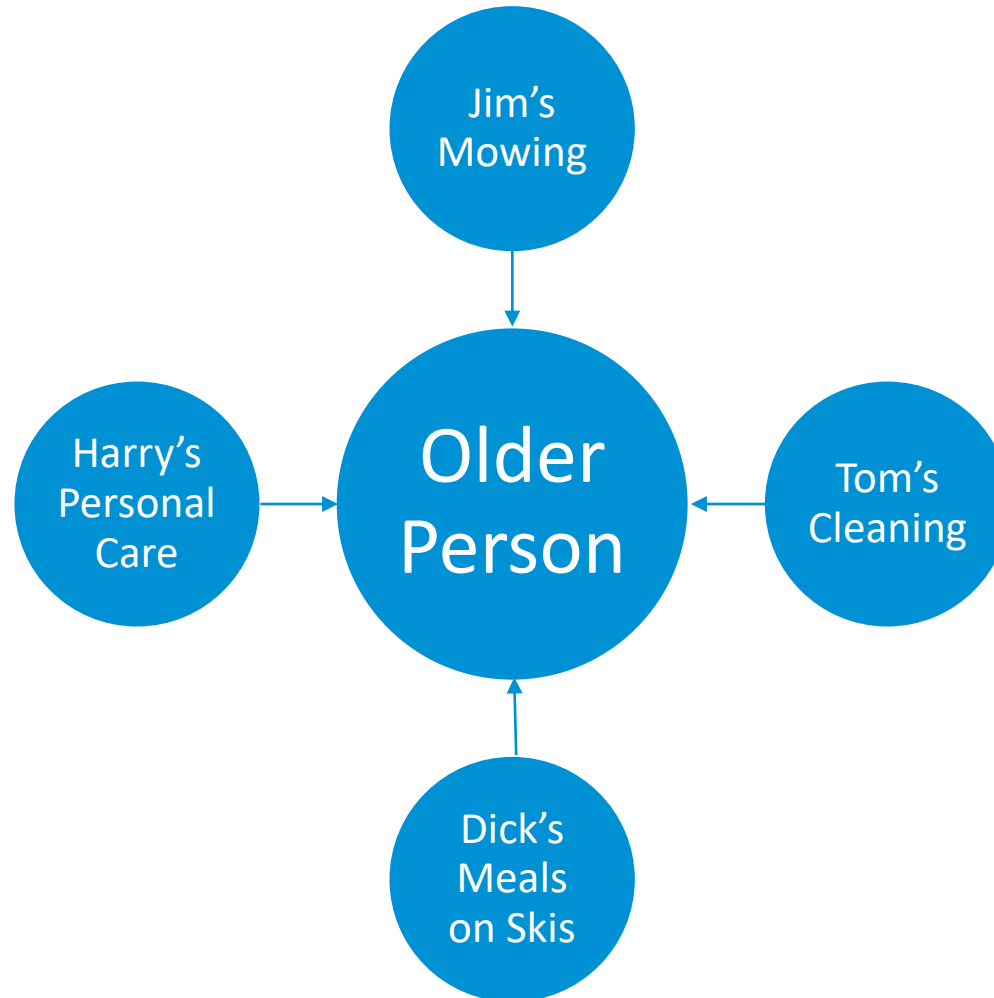
Each provider would invoice for the services they deliver...
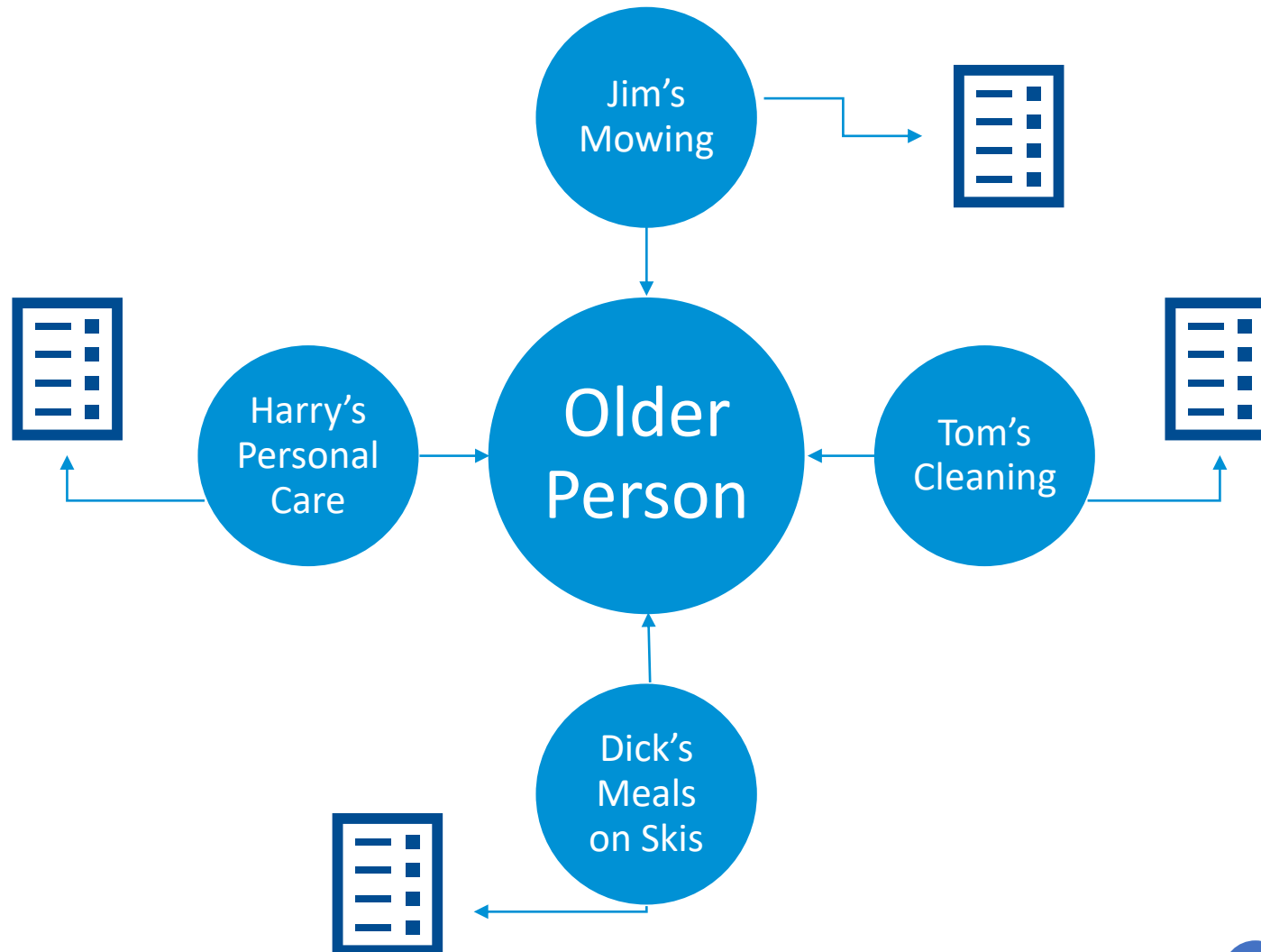
...But what stops the client from over-booking against their quarterly budget?
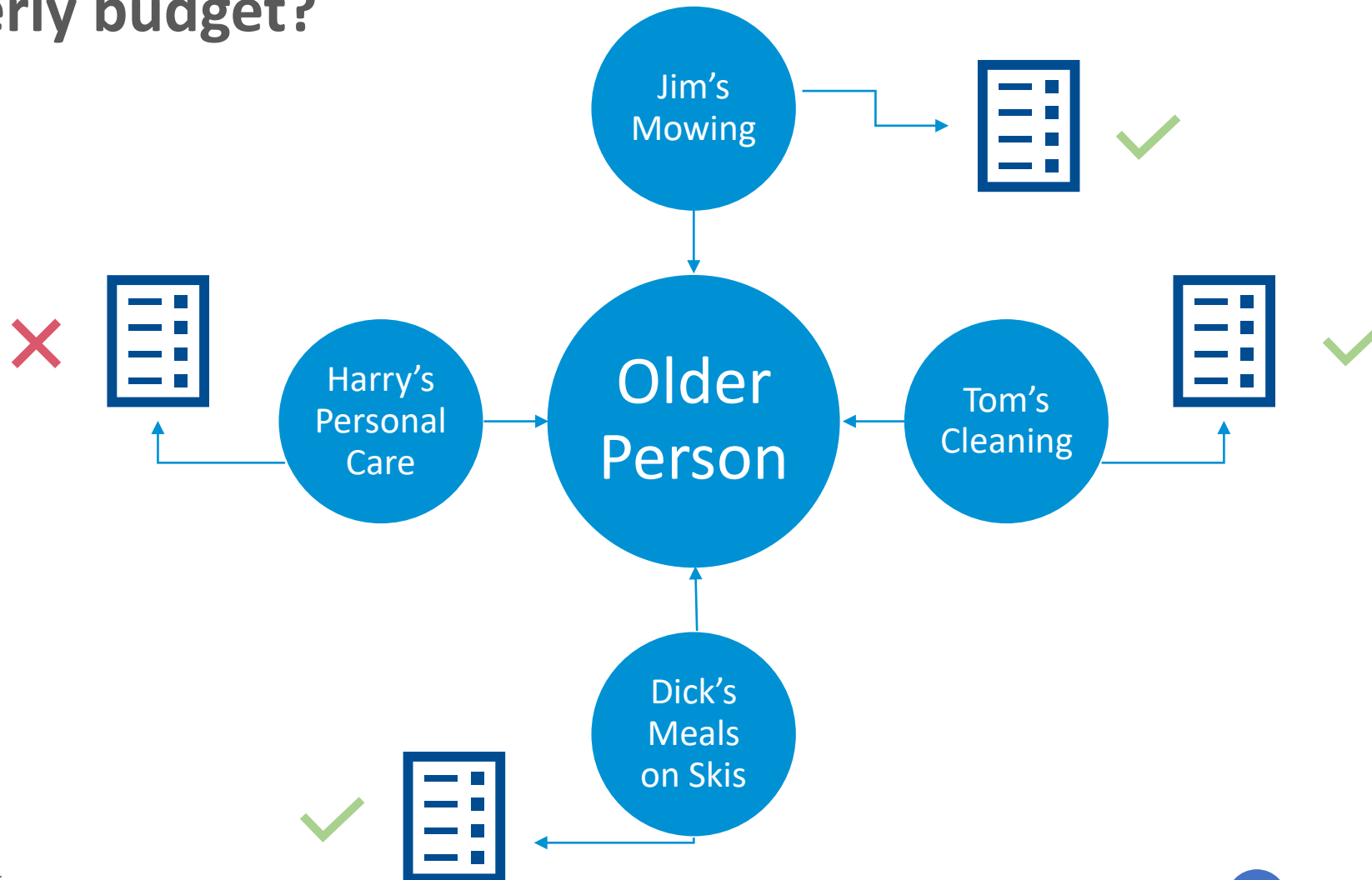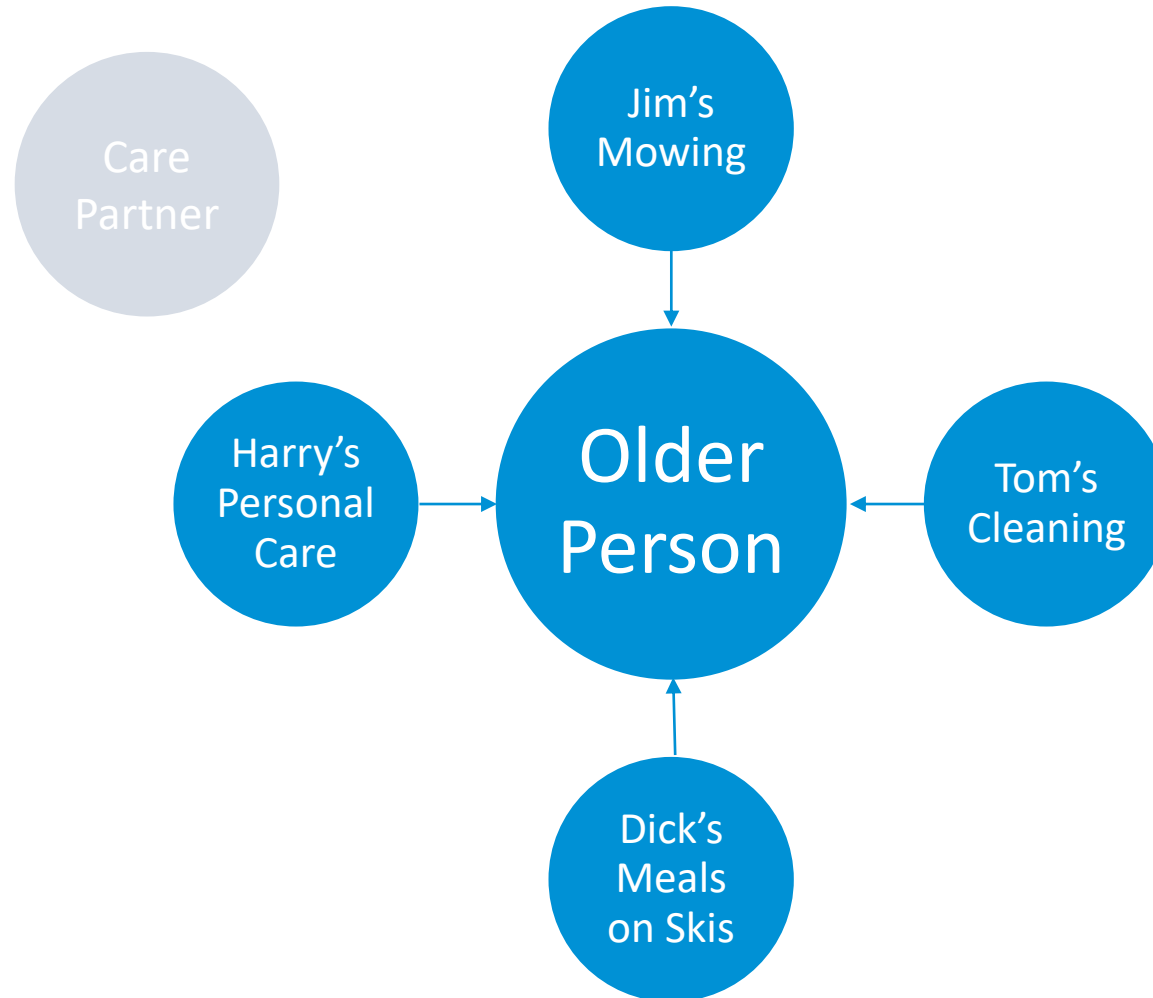
Options

Book via an online platform – Bookings could be tracked against the budget

Lead provider model – Like we have with Home Care Packages Program, one provider responsible for managing the budget.

Client bears risk – Client has to keep bookings within budget and if they over-book the difference is billed to their credit card. Client portal could provide budget tracking to show remaining budget after invoices are paid.

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Another challenge is sharing information with a care partner

Care Partner

Jim's Mowing

Harry's Personal Care

Older Person

Tom's Cleaning

Dick's Meals on Skis

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A care partner should have access to alerts and notes made by care workers from all organisations

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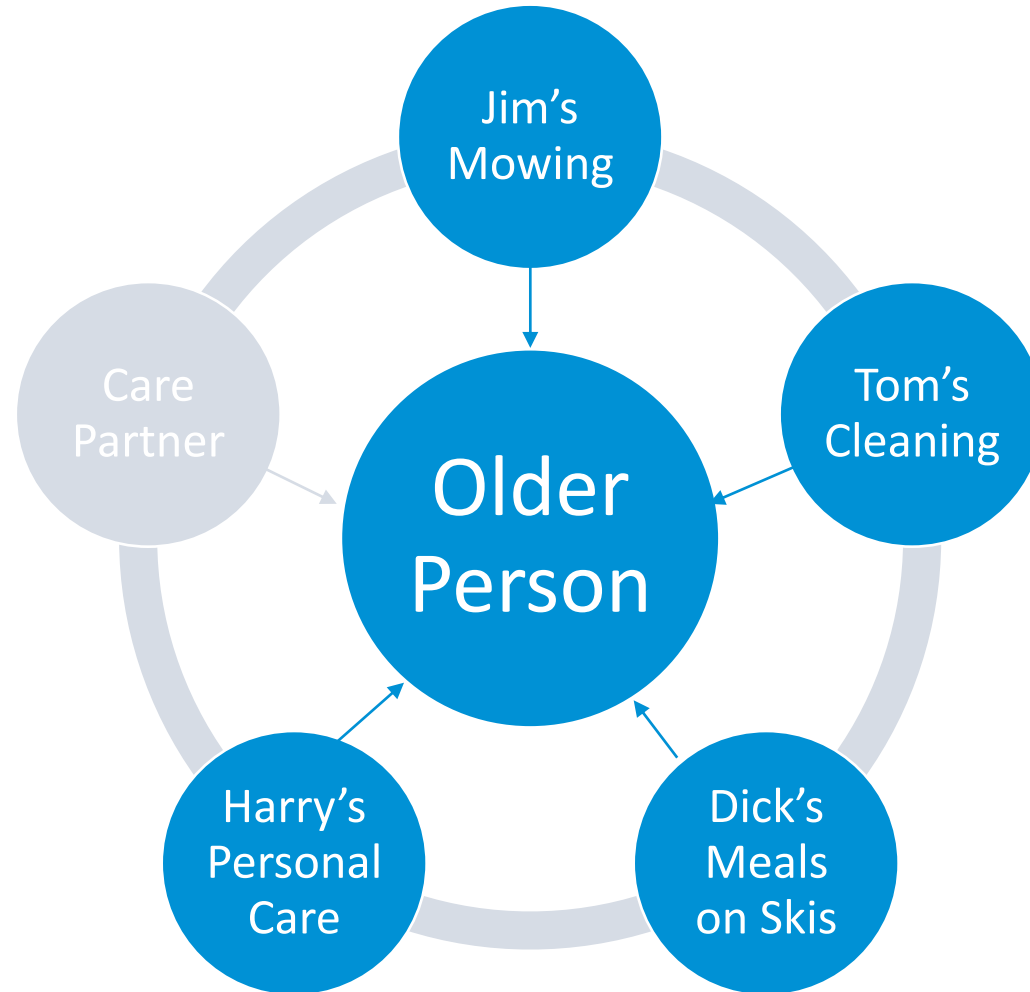
Options

Online platform – Where a client chooses to use an online platform, case notes are shared by independent providers through the platform

Lead provider model – All service providers must have information sharing arrangement with lead provider who holds care plan and provides access to care manager.

Manual processes – Information shared with care managers via phone and email by each provider.

My Aged Care – Client records in My Aged Care updated with case notes for clients self-managing.

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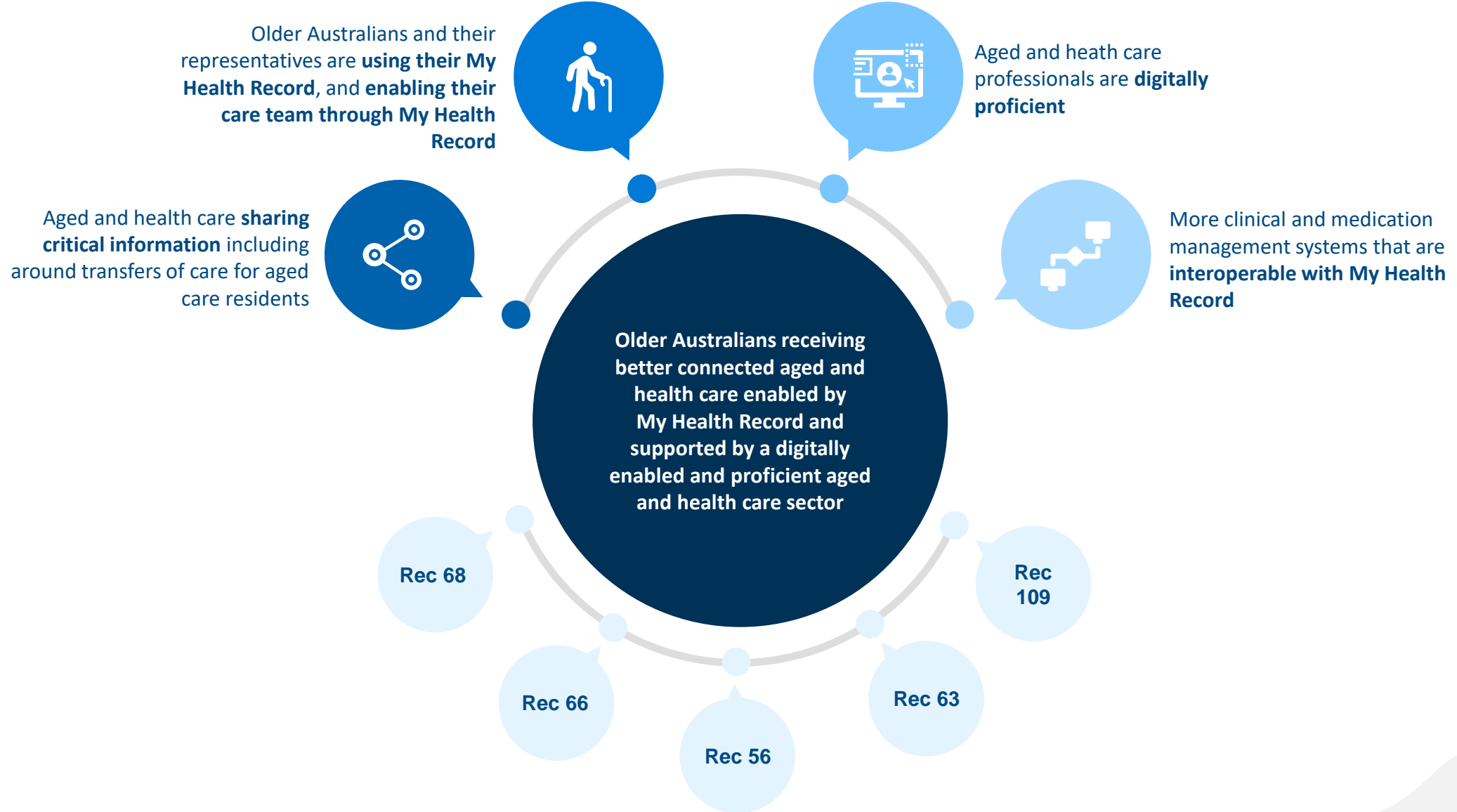**Department of Health and Aged Care**

Aged Care Program

Laura Toyne
Branch Manager
Clinical and Digital Health Standards Governance |
Australian Digital Health Agency

The Agency's Aged Care Program

Older Australians and their representatives are **using their My Health Record**, and **enabling their care team through My Health Record**

Aged and heath care professionals are **digitally proficient**

Aged and health care **sharing critical information** including around transfers of care for aged care residents

More clinical and medication management systems that are **interoperable with My Health Record**

Older Australians receiving better connected aged and health care enabled by My Health Record and supported by a digitally enabled and proficient aged and health care sector

Rec 68

Rec 109

Rec 66

Rec 63

Rec 56

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Australian Digital Health Agency

# Aged Care Industry Enablement

CURRENT INDUSTRY OFFER

- 13 (1 has withdrawn) Software Vendors progressing through their product development:
  - 5 RACF CIS
  - 4 eMMS
  - 5 RACF CIS and eMMS
- 3 vendors have achieved My Health Record conformance with remaining expected to deliver functionality by June 2023:
 - Best Practice
  - Acredia
  - MPS Connect

SECOND INDUSTRY OFFER

- Planned for release July 2023 via a Request for Tender
- Existing industry offer participants and new participants encouraged to apply
- Next release will include RACF CIS and eMMS
- Next release to primarily focus on implementing Aged Care Transfer Summary view and upload functionality
- Statement of Requirements in progress:
  - Part A: Integration with HI Service and My Health Record
  - Part B: Aged Care Transfer Summary
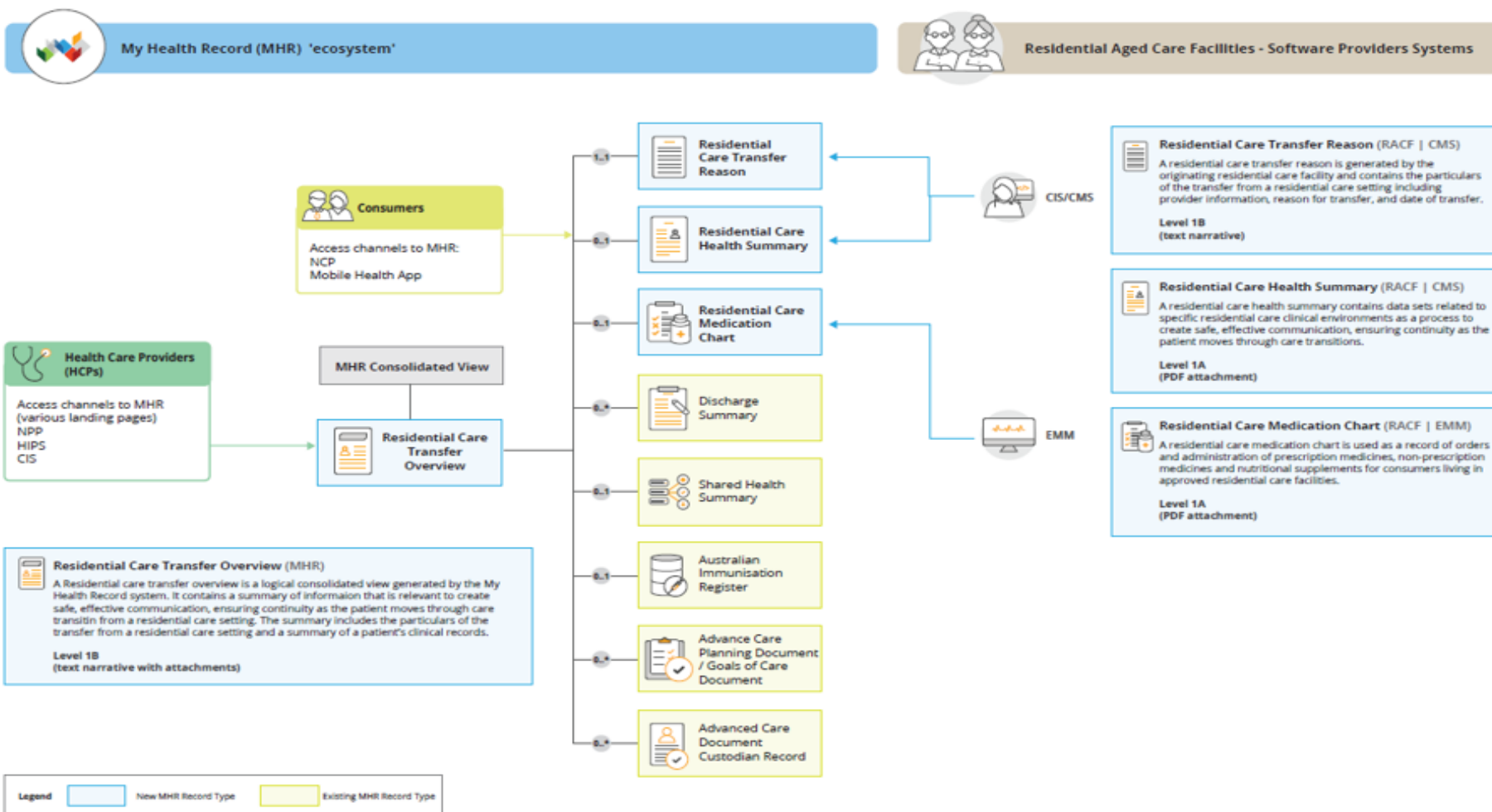 - Part C: Collaboration and Co-Design

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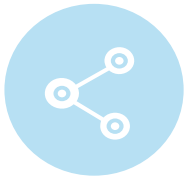
Aged Care Transfer Summary – end to end journey flow
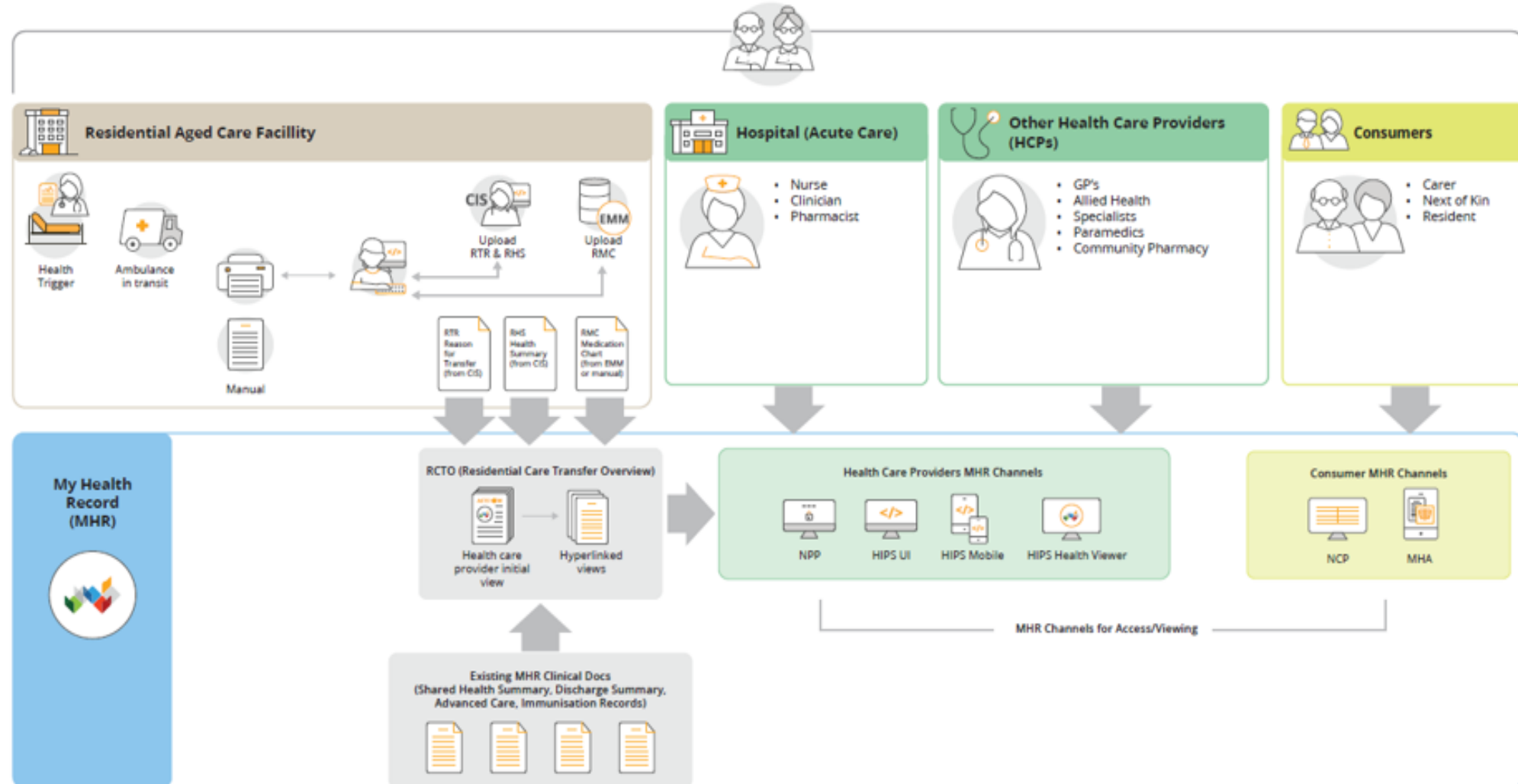
Aged Care Transfer Summary – My Health Record Information Model

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

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IN CLOSING

Take the **Event Survey**

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