Digital transformation

Sector Partners

Co-design meeting (21)

Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care

www.health.gov.au

Meeting #21

02/06/2023

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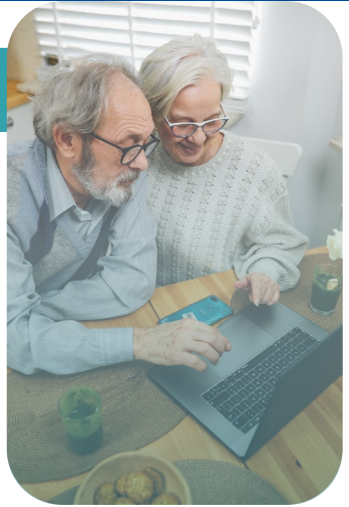**Department of Health and Aged Care**

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 #21

Welcome & agenda	State of Play update	Conformance Assessment Scheme (CAS) update	B2G Developer Portal demo	Support at Home program	Close
Fay Flevaras	Fay Flevaras	Herbert Down	Marina Muttukumaru & Andrew Sheldon	Nick Morgan	Fay Flevaras

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State of Play update

Digital Transformation Sector Partners

Fay Flevaras

Digital Transformation and Delivery Division
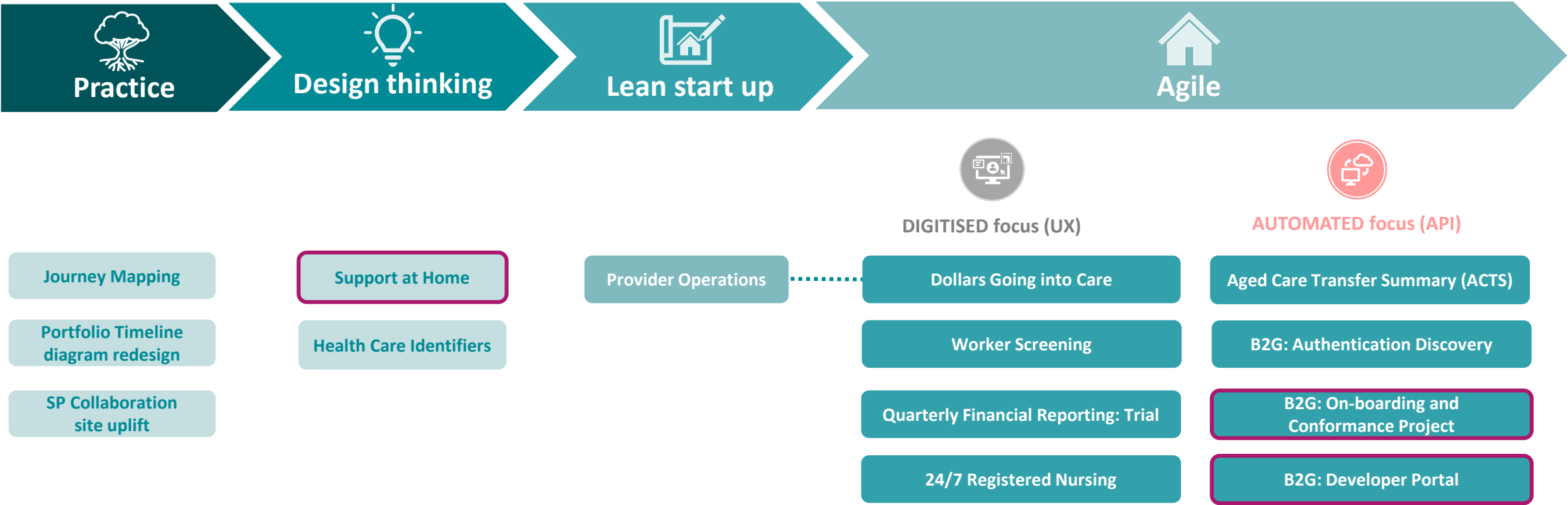
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Open co-design activities by phase

Open 🔓

Practice	Design thinking	Lean start up	Agile

DIGITISED focus (UX)

AUTOMATED focus (API)

Journey Mapping	Support at Home	Provider Operations ····	Dollars Going into Care	Aged Care Transfer Summary (ACTS)
Portfolio Timeline diagram redesign	Health Care Identifiers		Worker Screening	B2G: Authentication Discovery
SP Collaboration site uplift			Quarterly Financial Reporting: Trial	B2G: On-boarding and Conformance Project
			24/7 Registered Nursing	B2G: Developer Portal

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On today's agenda

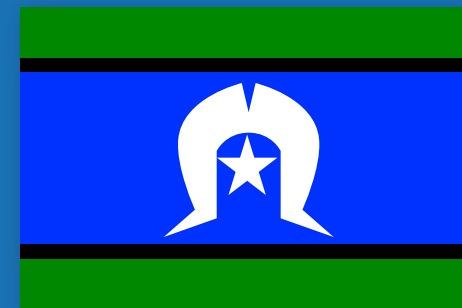# Conformance Assessment Scheme (CAS) update

Conformance for Aged Care B2G Gateway System

Herbert Down

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

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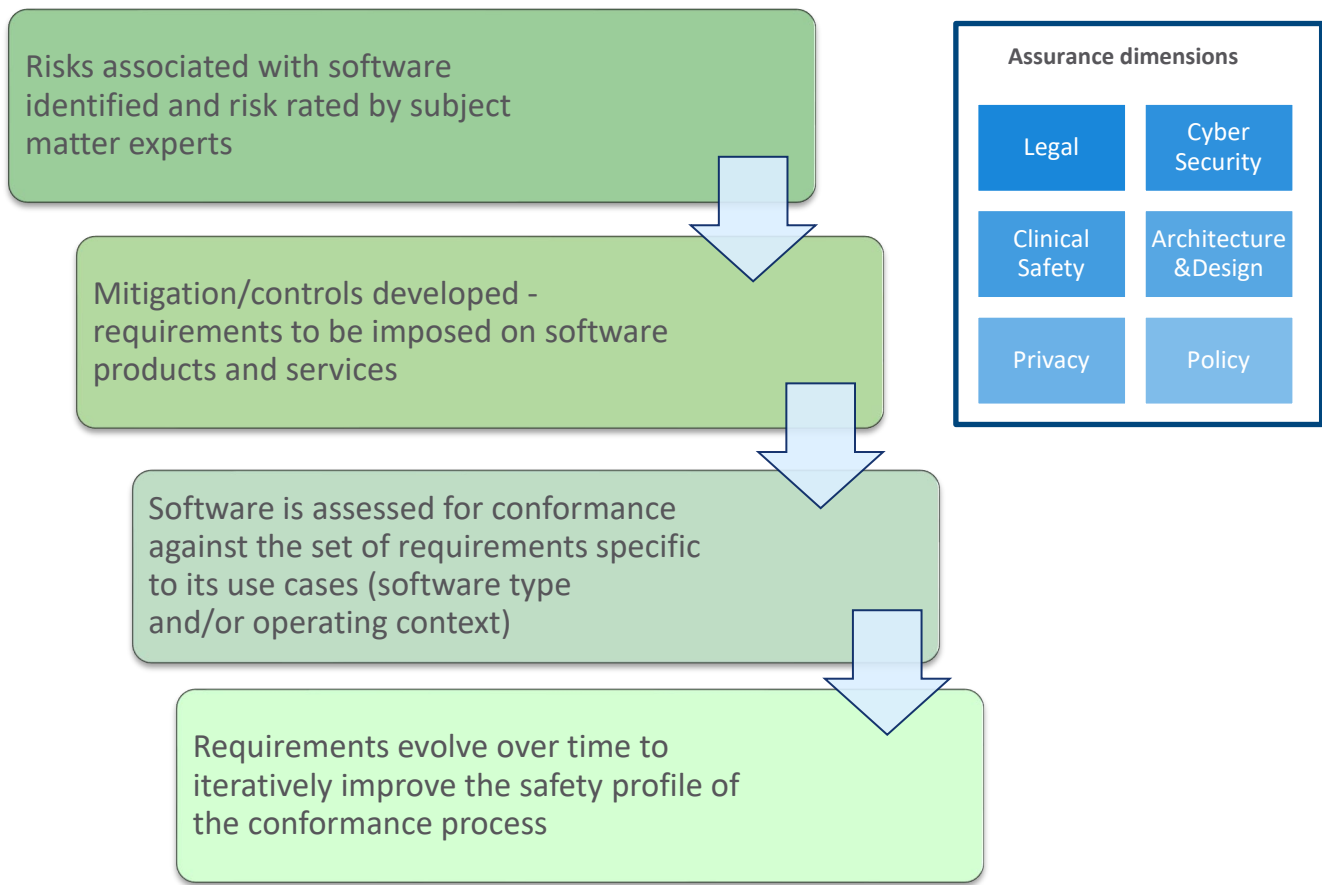
Acknowledgement

The Australian Digital Health Agency acknowledges the
Traditional Owners of Country throughout Australia,
and their continuing connection to land, sea and community.
We pay our respects to them and their cultures,
and to Elders past, present and emerging.

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What is conformance?

Testing to see if an implementation faithfully meets the requirements of a standard or specification[1]

Risks associated with software identified and risk rated by subject matter experts

Mitigation/controls developed - 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 dimensions

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*

Our approach

Shoulder to shoulder support for vendors from Agency experts

Successful assessment supported through prompt feedback

Low administrative burden for vendors

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Typical Connection & Conformance Process

Discover	Register	Test for Connection	Conformance Assessment	Production

Discover

Software developers access documentation and other material that outlines the connection and conformance process.

Register

Software developers register intent to participate and seek connection.

Detailed technical information and assistance is provided.

Test for Connection

Software developers commence product development and has access to a test environment to demonstrate integration and adherence to technical specifications.

Self-guided conformance testing begins.

Conformance Assessment

Software developers submit test evidence and conformance declaration, to demonstrate that their product satisfies the applicable conformance requirements.

Product is assessed for conformance by the Agency.

Production

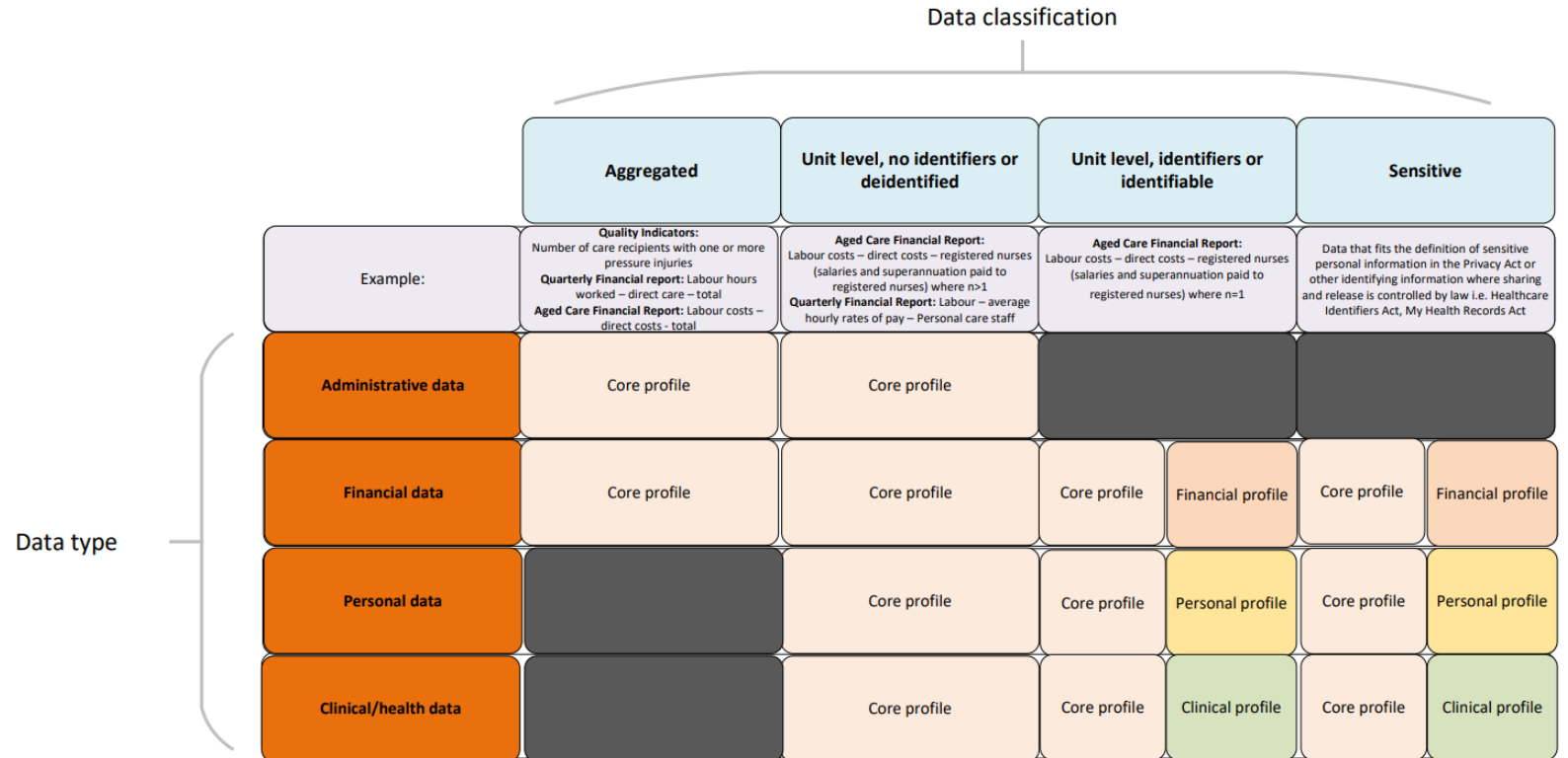Software developers conformant products are included in the Agency's register of conformant products.

Department is notified and grants production access.

Software developers can now begin using the product.

Modular conformance model

- Agency assesses Gateway APIs using this classification model

- Gateway APIs are mapped to one or more conformance profiles based on data to be exchanged and level of risk associated with transactions

- Department advises Software Developers on level of conformance required to use individual APIs

- Many APIs may be mapped to one profile – i.e. achieve conformance once only to interact with a range of APIs that fit the same risk profile, as they are deployed

Data classification

|	Aggregated	Unit level, no identifiers or deidentified	Unit level, identifiers or identifiable	Sensitive
Example:	**Quality Indicators:** Number of care recipients with one or more pressure injuries **Quarterly Financial report:** Labour hours worked – direct care – total **Aged Care Financial Report:** Labour costs – direct costs - total	**Aged Care Financial Report:** Labour costs – direct costs – registered nurses (salaries and superannuation paid to registered nurses) where n>1 **Quarterly Financial Report:** Labour – average hourly rates of pay – Personal care staff	**Aged Care Financial Report:** Labour costs – direct costs – registered nurses (salaries and superannuation paid to registered nurses) where n=1	Data that fits the definition of sensitive personal information in the Privacy Act or other identifying information where sharing and release is controlled by law i.e. Healthcare Identifiers Act, My Health Records Act
Administrative data	Core profile	Core profile		
Financial data	Core profile	Core profile	Core profile / Financial profile	Core profile / Financial profile
Personal data		Core profile	Core profile / Personal profile	Core profile / Personal profile
Clinical/health data		Core profile	Core profile / Clinical profile	Core profile / Clinical profile

Data type

Core Conformance profile

- Core requirements that ALL systems integrating with B2G Gateway must satisfy

- Pre-requisite for all future conformance profiles

- Functional and non-functional requirements: 23 mandatory, 3 recommended (optional)

- Covers common foundational aspects including:

  - System authentication

  - User authentication and roles

  - Basic system security measures

  - Data validation and verification

  - Audit logging

E.g. Quality Indicators API has been mapped to the Core profile
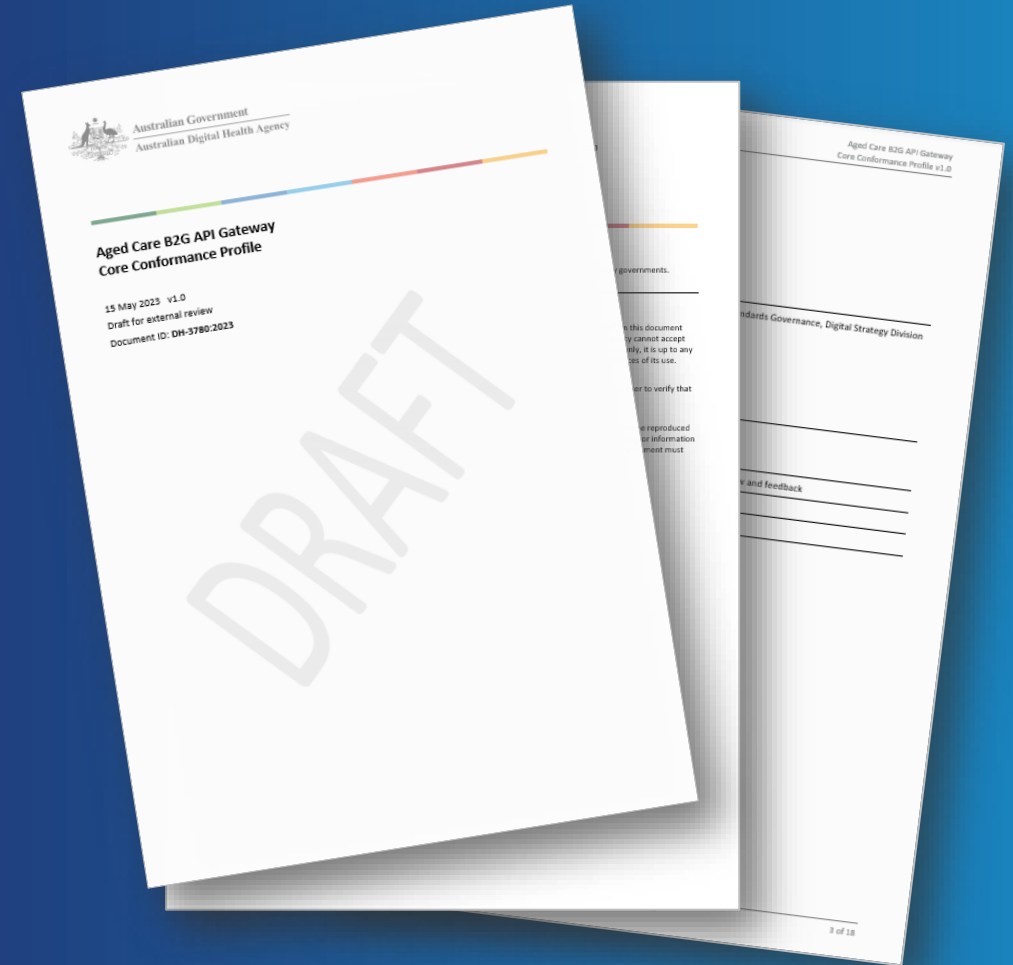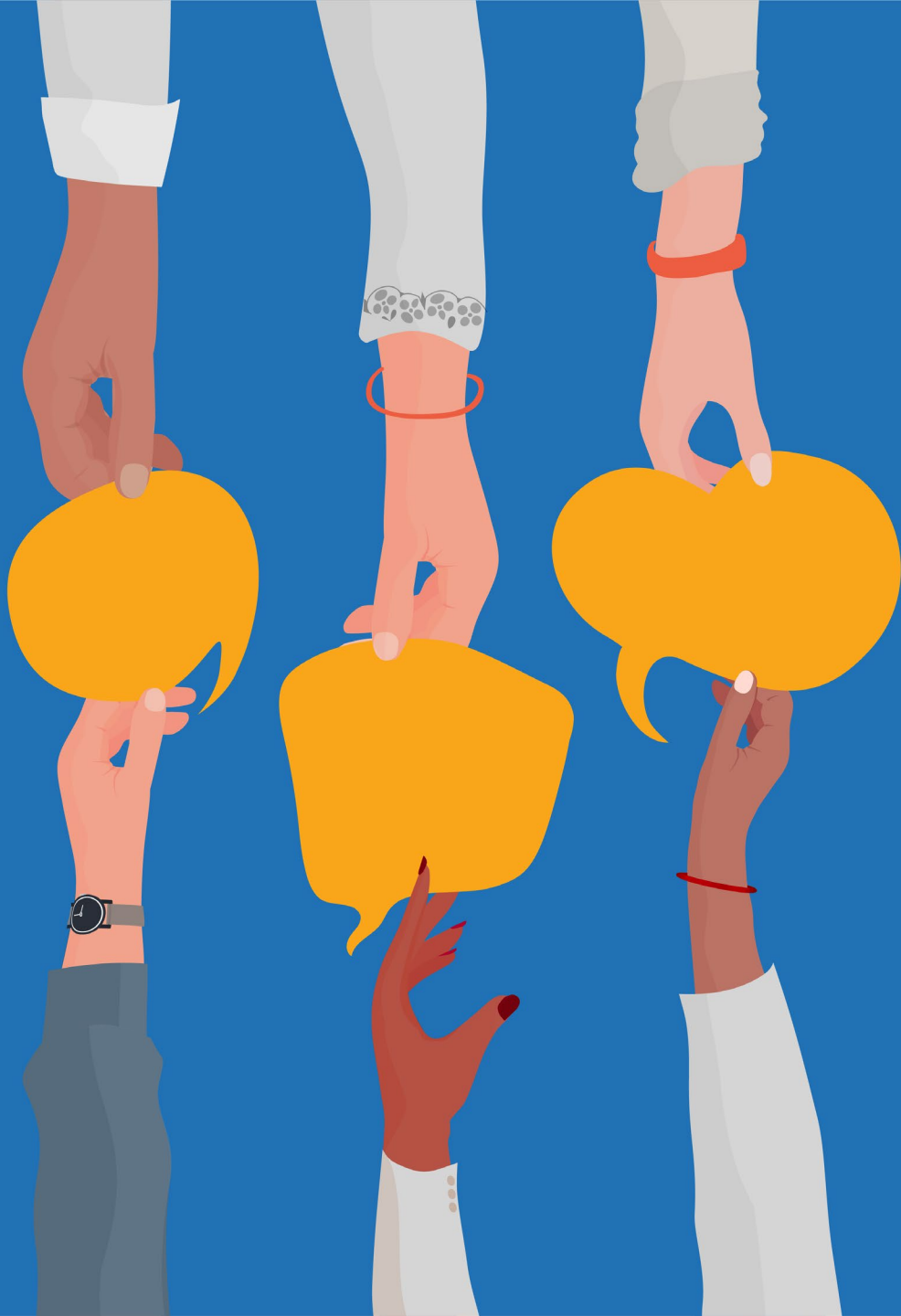
Next steps

- Socialise Core Conformance Profile with Sector Partners on the Department's Developer Portal.

- Finalise the Core Profile by 30 June 2023.

B2G Developer Portal demo

Marina Muttukumaru
Assistant Secretary (acting) | B2G Project
Aged Care Services and Sustainability Branch

Andrew Sheldon
Functional Lead B2G Project
Aged Care Services and Sustainability Branch

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Developer Portal UX refinement

Since our last playback of the portal experience, there has been significant changes to uplift and refine key aspects of the portal focusing on:

- Styling and branding uplift
- Surfacing key information on the Developer Portal Journey
- Providing the community with information around what is coming

What's next for the portal

With the uplift of the design this will allow us to:

- Look at presenting alternate content based on the type of user
- Improve the useability of the components and documentation required for API developers

[Prototype link](#)

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Demo

Coming up soon to Sector Partners

What we covered off today:

- UX refinement of the portal
- ADHA conformance process

What's coming soon to sectors partner session:

- API authentication model
- Roadmaps of APIs in development and in the backlog

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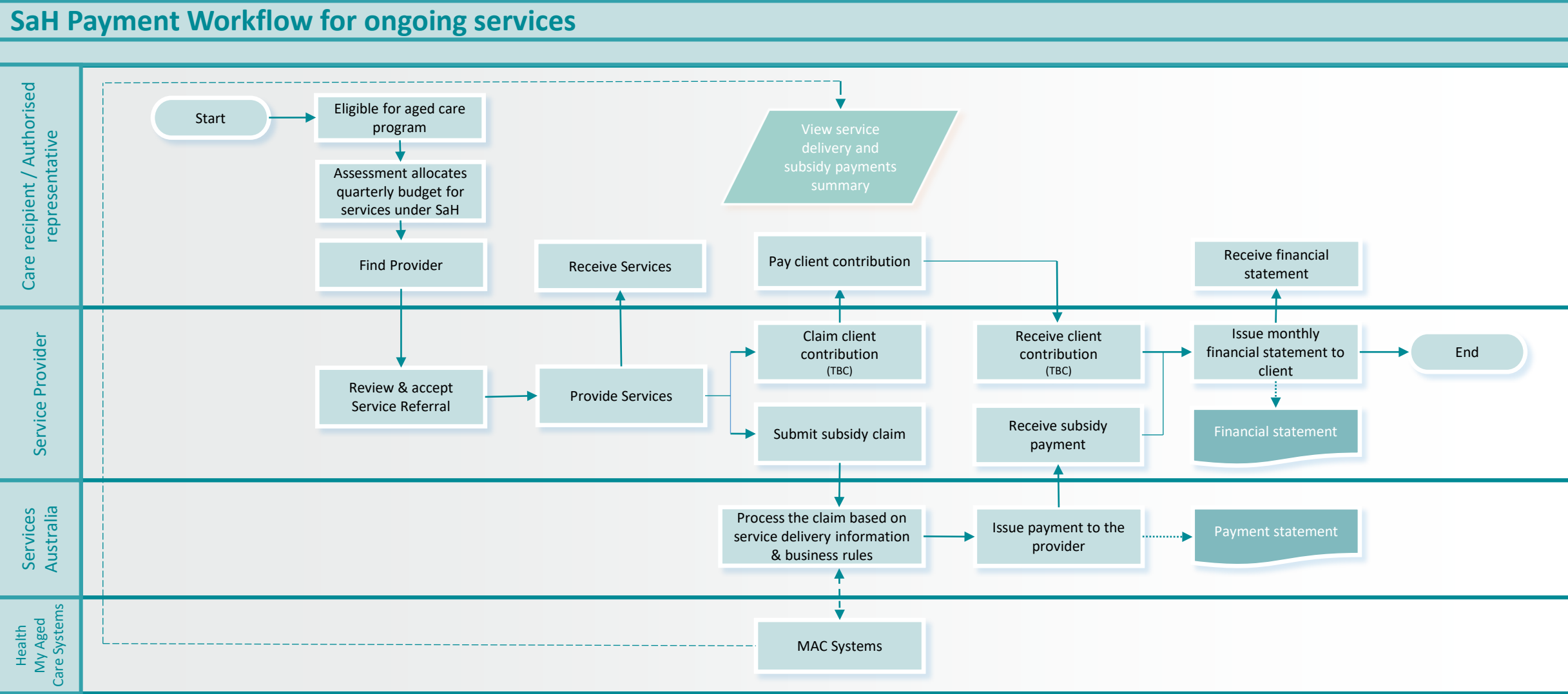**Department of Health and Aged Care**

Support at Home program

Fee-for-Service Payment Arrangements

Nick Morgan

Assistant Secretary | Support at Home Reform Branch
Ageing and Aged Care Group

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Department of Health and Aged Care

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Support at Home – proposed model

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

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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

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
	No. of Units	No. of units provided
Funding details	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

Different cost centers for invoicing

The client's budget

quarterly specified in support plan. Budget balance maintained in My Aged Care
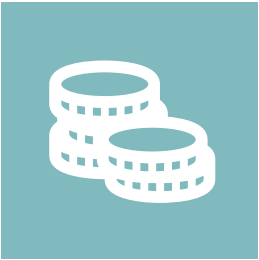
A flexible funding pool

Set for each provider as a % of total client budgets

A fund for care management

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

What does this mean for invoicing

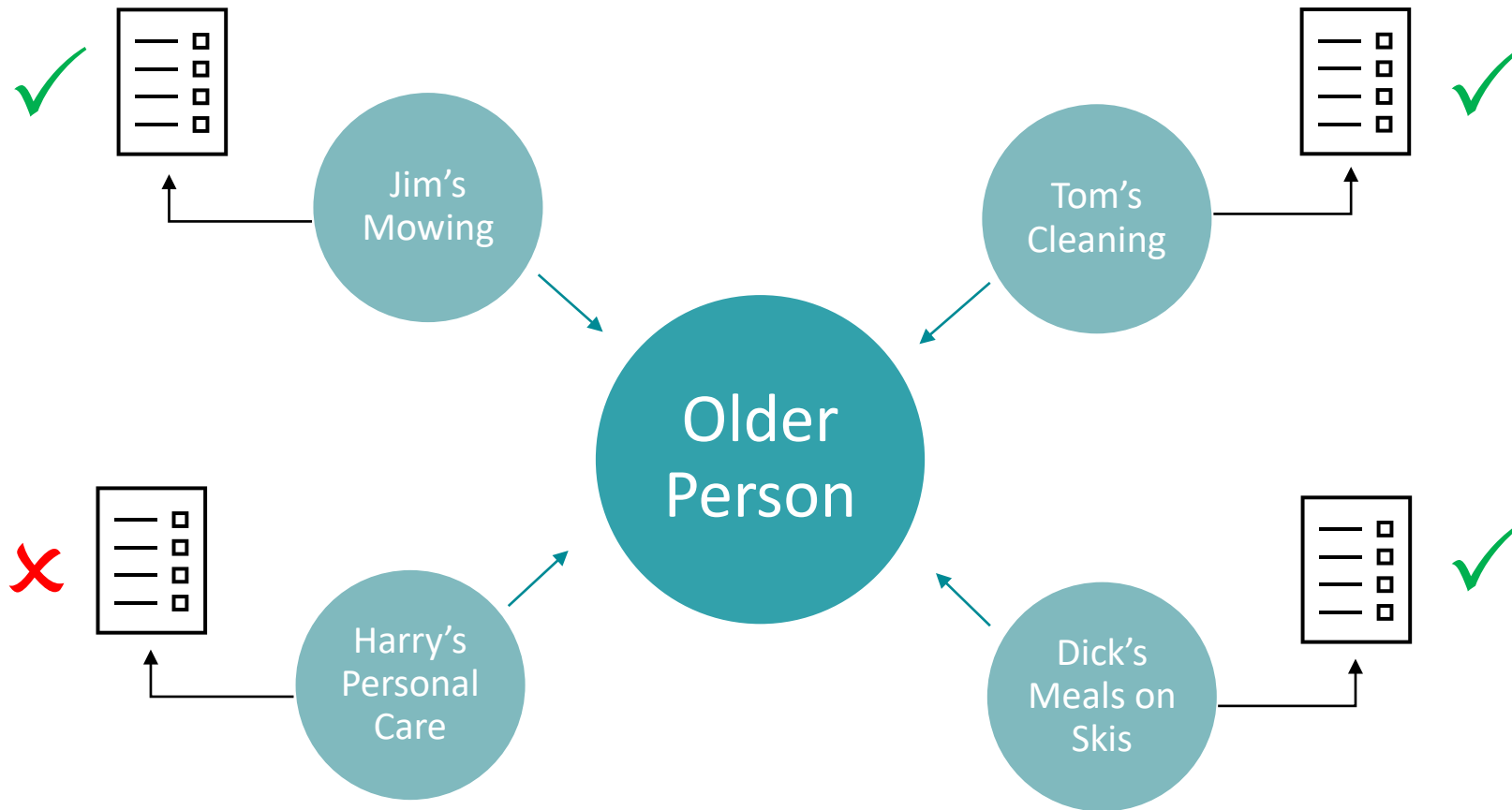| INVOICE – May 2023					
Client ID	**Service ID**	**Client Budget units**	**Flexible pool units**	**Care management units**	**Subsidy rate**	**Total**
AC000001	AG101 - Domestic Assistance	4	-	-	$61	$244
	AG102 – Personal Care	8	-	-	$68	$544
	AG108 - Podiatry	1	-	-	$110	$110
Total		$898	-	-		$898
AC000077	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
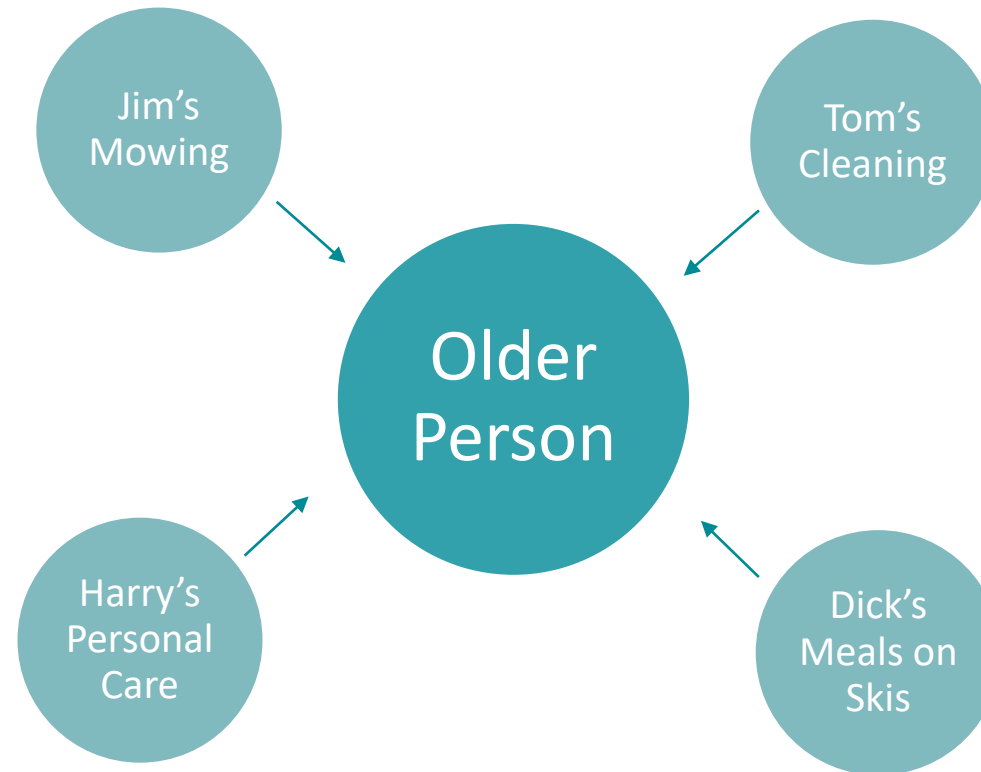
Each provider would invoice for the services they deliver...

Jim's Mowing

Tom's Cleaning

Older Person

Harry's Personal Care

Dick's Meals on Skis

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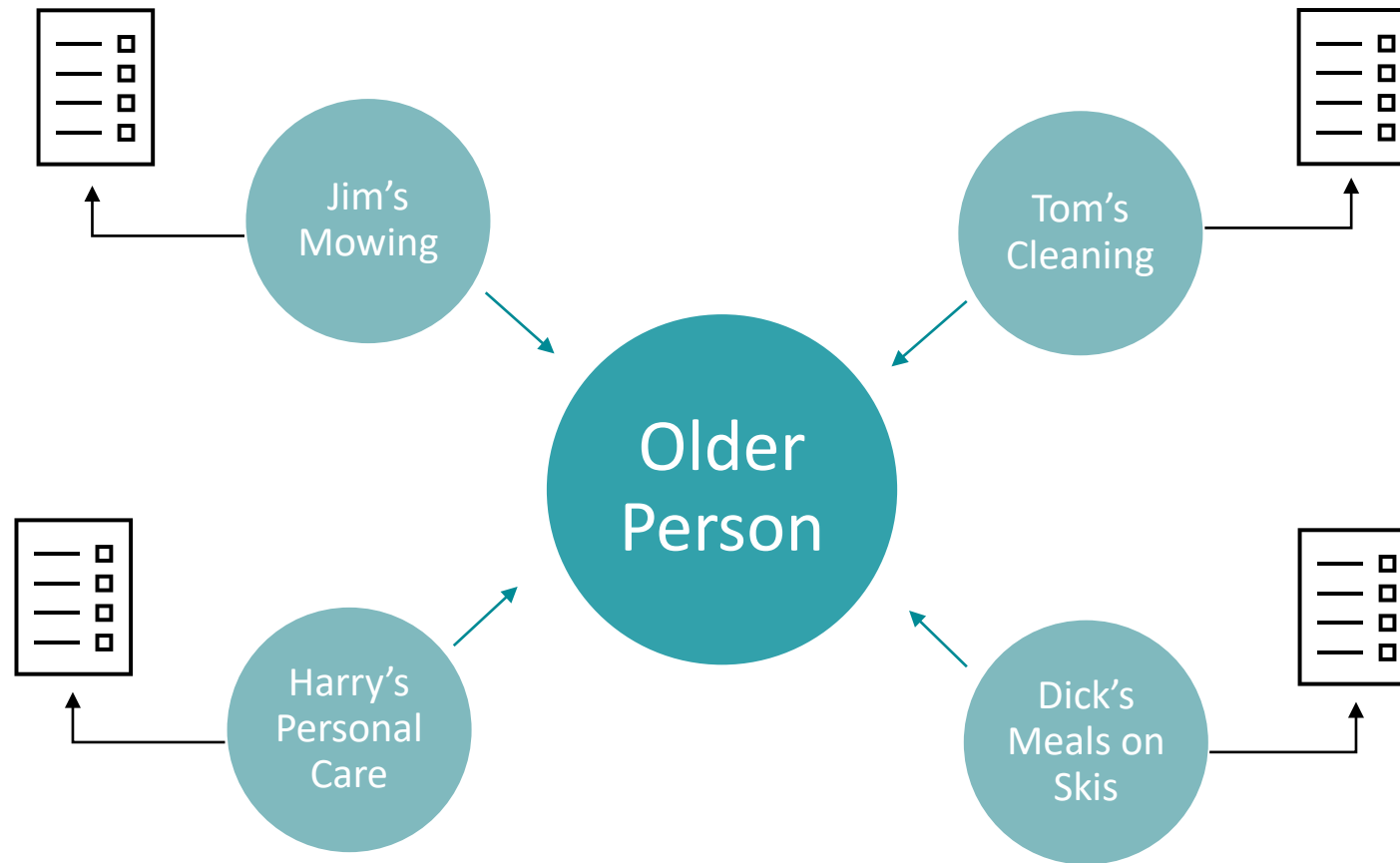
...But what stops the client from over-booking against their quarterly budget?

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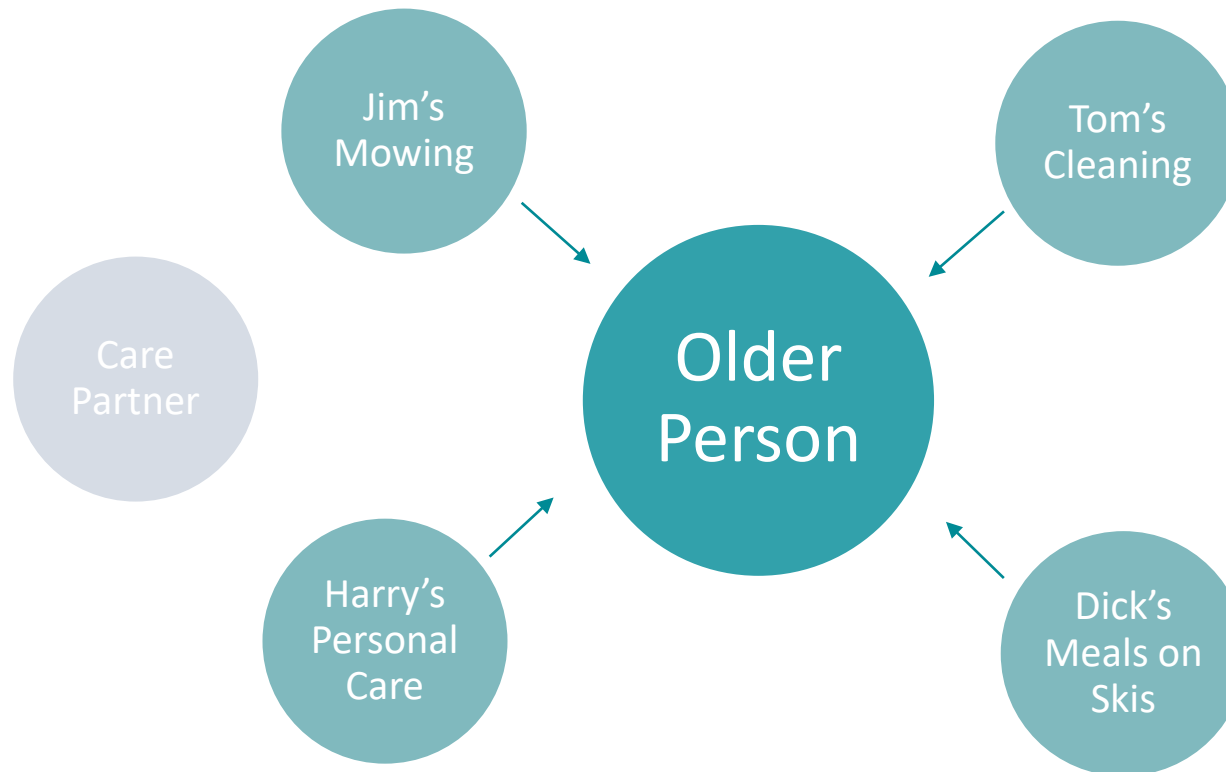
A care partner should have access to alerts and notes made by care workers from all organisations

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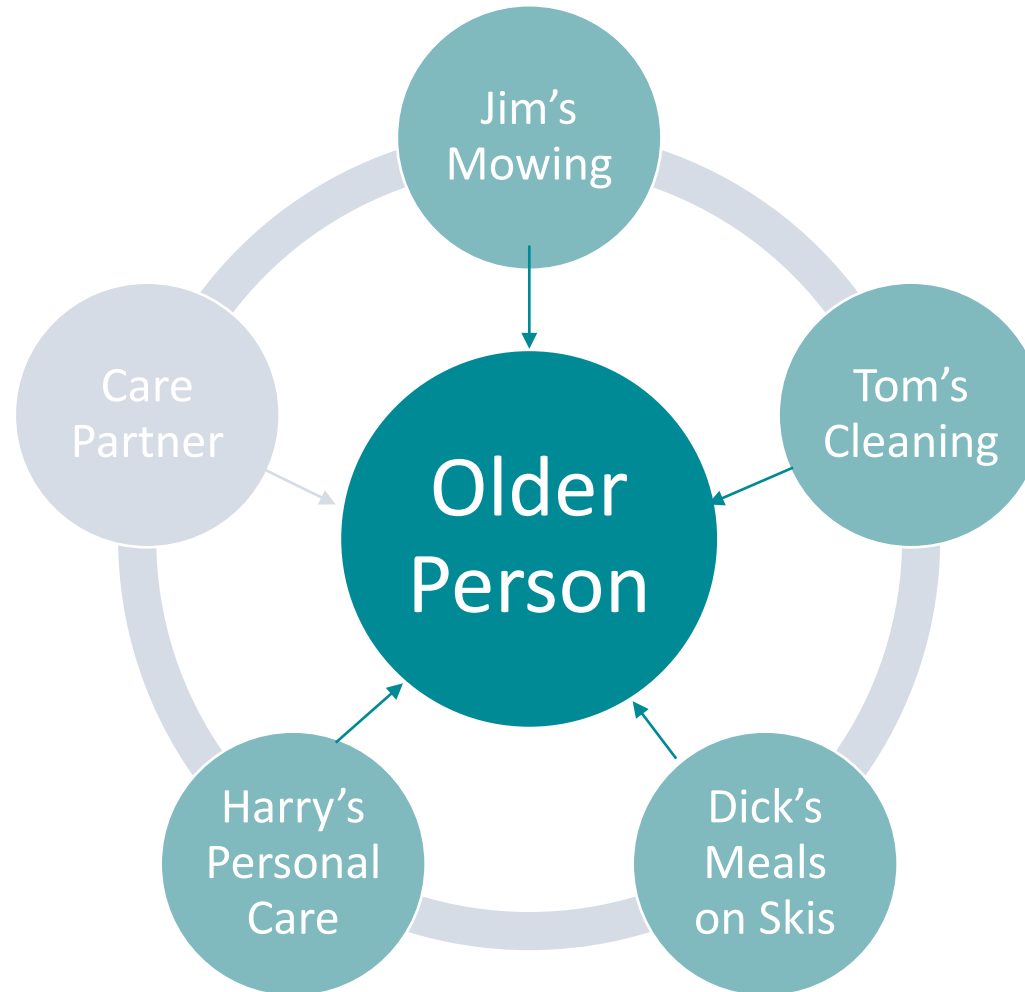
Options

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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THANK YOU

NEXT MEETING:
11am, Friday 16 June

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