Digital transformation

Sector Partners

Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care

www.health.gov.au

Meeting #25

28/07/2023

Australian Government

Department of Health and Aged Care

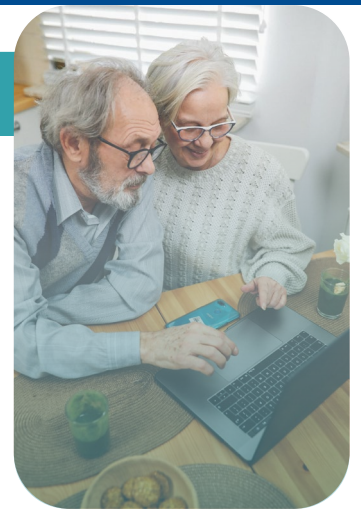
WELCOME

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 #24



Welcome & agenda	New Member induction	State of Play	QFR: System Trial playback	B2G: Developer Portal co-design	Close
Fay Flevaras	Fay Flevaras	Fay Flevaras	Kate Stewart	Michaela Haley & Steve Smith	Fay Flevaras

Digital transformation

Sector Partners

New Member Induction

Fay Flevaras

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Important considerations

Principles underpinning health's public engagement

Message alignment

- Aged Care *business and IT deliver consistent narratives*, aligning messages and, where appropriate, *events*

Probity

- *Probity principles and protections* underpin public engagements with a focus on *fairness and equity*
- Probity Adviser *approvals in place*

Govt. driven

- *Govt. drives the transformation*, while having cross-sector conversations that encourage best-of-breed, no-regrets decisions
- *Govt. commitments* and transformation objectives *stay front-of-focus*

Shifting sands

- *Clarity* is provided *about the known versus the somewhat known versus the unknown*, understanding that dynamic multi-stream delivery agendas have many moving parts and are subject to change
- Caveat information accordingly; *'as we know it now'*

Important considerations

Principles underpinning the work of this group

- We will **publish the names of participants** in this group to the Health website – along with their role and organisation (if relevant)
- A **meeting summary** and **the presentation deck** will be published on the Health website each time we gather
- Be aware that this is considered a *public space* forum and **participant IP does not apply**
- Anything that is said in this room is to **inform Health's digital transformation direction** and **our explicit intent is to use your input to do just that**
- We will be **sharing the outcomes of this work** across our public channels and with the broader Tech Talk group

This group was formed through an open, equal opportunity, public invite – given that, we don't expect confidentiality or conflicts of interest to be a concern BUT **if you have any questions or issues, please contact us ASAP**

Business outcomes by persona group

Deliver outcomes for different stakeholder group through a human centered approach

OLDER AUSTRALIAN

- ✓ **Access to up-to-date information** to make **better informed and safer choice** about their care and other service needs
- ✓ **Up-to-date information about providers and their services** in their areas to get access to services they need at the time they need them
- ✓ **Feel better supported** to stay in their own home

PROVIDERS

- ✓ **Assessors, physios and other providers can use e-referrals** with patient notes without transcription errors
- ✓ **Administrative burden is reduced** due to automation e.g. single sign-on, which means, carers can spend more time with their clients
- ✓ Staff at residential care facilities have a **better view of care requirements for each resident** to provide better quality of care

GOVERNMENT

- ✓ With better data, **can take fast action to keep consumers safe** and manage serious incidents
- ✓ **Identify issues early and look to support aged care facilities early** before it goes out of business, keeping its residents in the community
- ✓ Emergency services and community organisations **have an up-to-date profile of each facility**

All stakeholders will benefit from streamlined data sharing

Reform outcomes for users:

Seamless user experience
Users and authorised entities can obtain info easily, particularly clinical info

Simplified, one-touch capability
Access information simply, without needing to access multiple platforms, utilising existing whole of government authentication

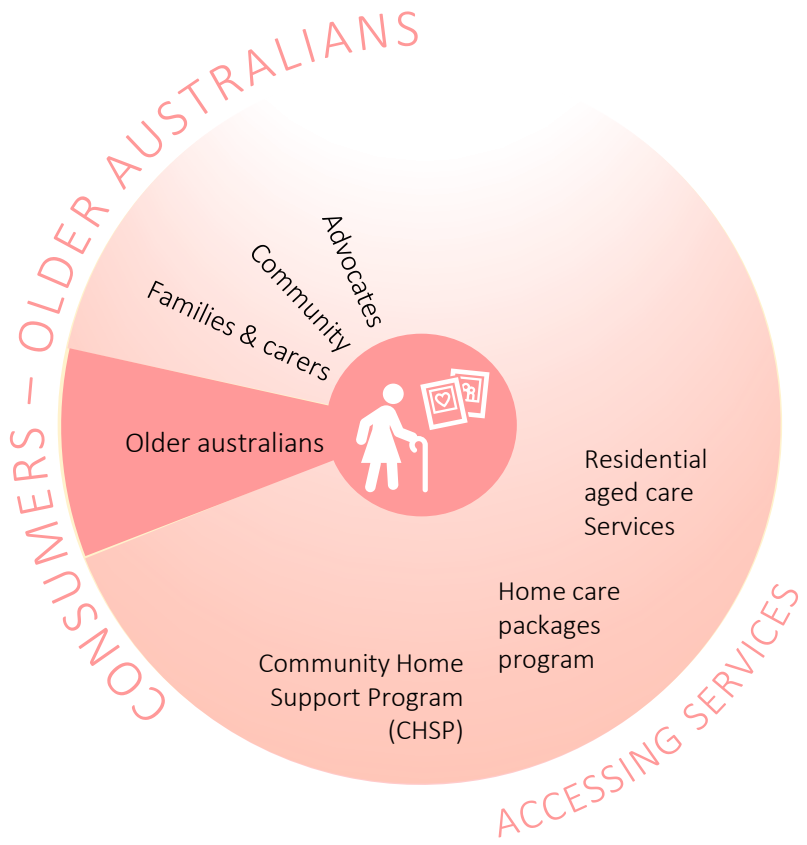
Improved data for consumers
Improved visibility and transparency of the quality of aged care services; systems provide real time quality & safety info

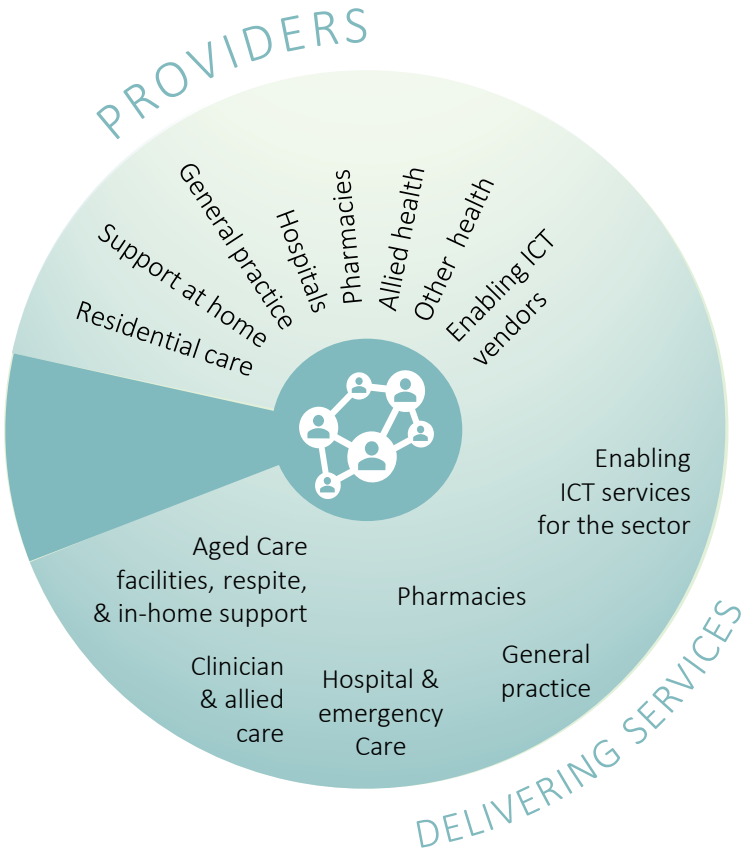
Improved safety with current data & info
Dynamically change the info govt. holds, especially during times of crisis

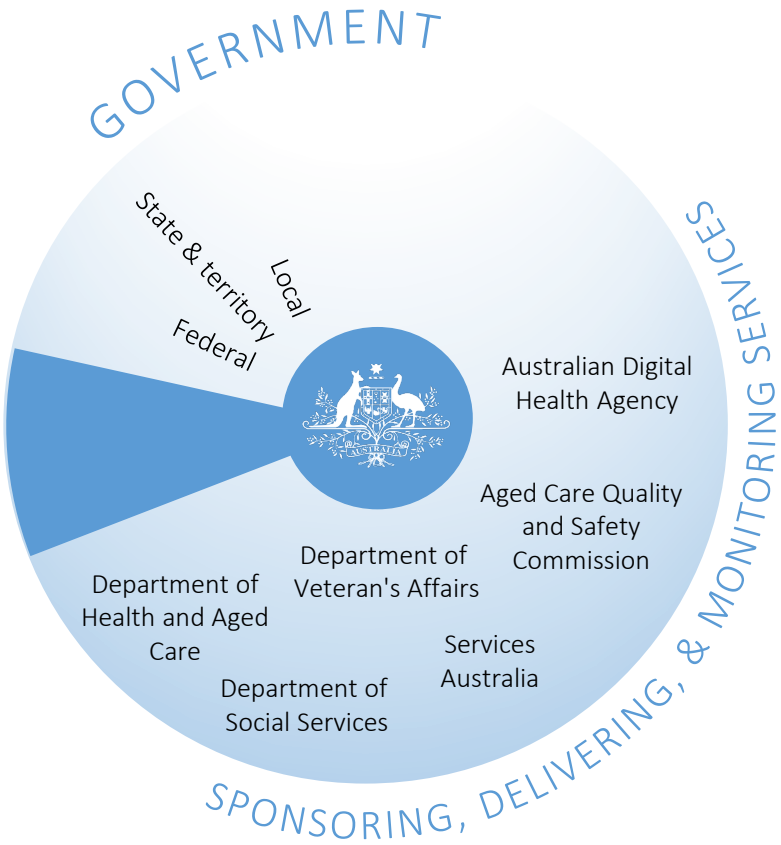
Streamlined, interoperable experience
Enable providers to self-serve the services they provide to consumers via a simplified, integrated platform without needing to access multiple platforms across government

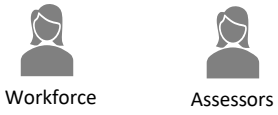
Persona groups to be used and the roles within each group

Initial thinking around personas









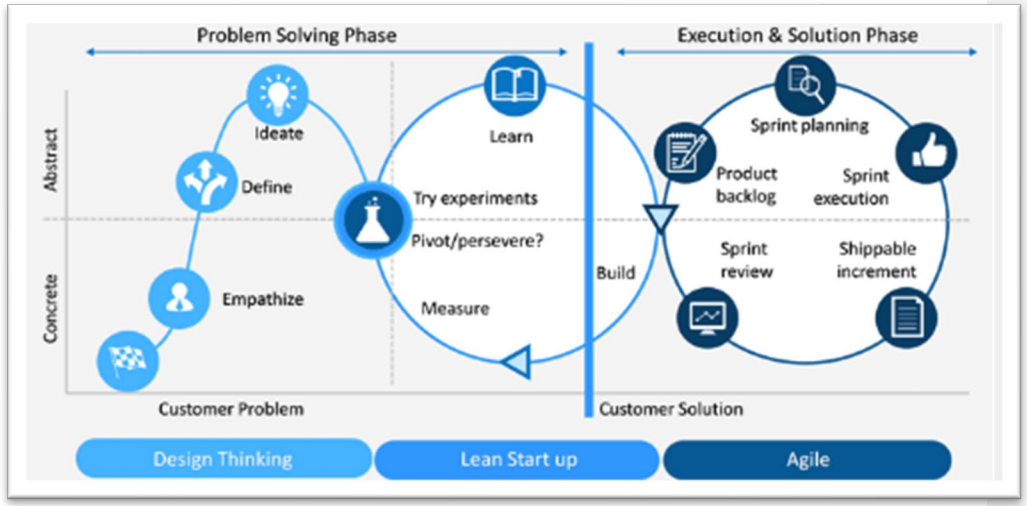
Overview of co-design streams

Parallel co-design streams

EXPLORE the problem → DISCOVERY

Build the RIGHT thing → BUILD LEAN

Build the thing RIGHT → BUILD AGILE



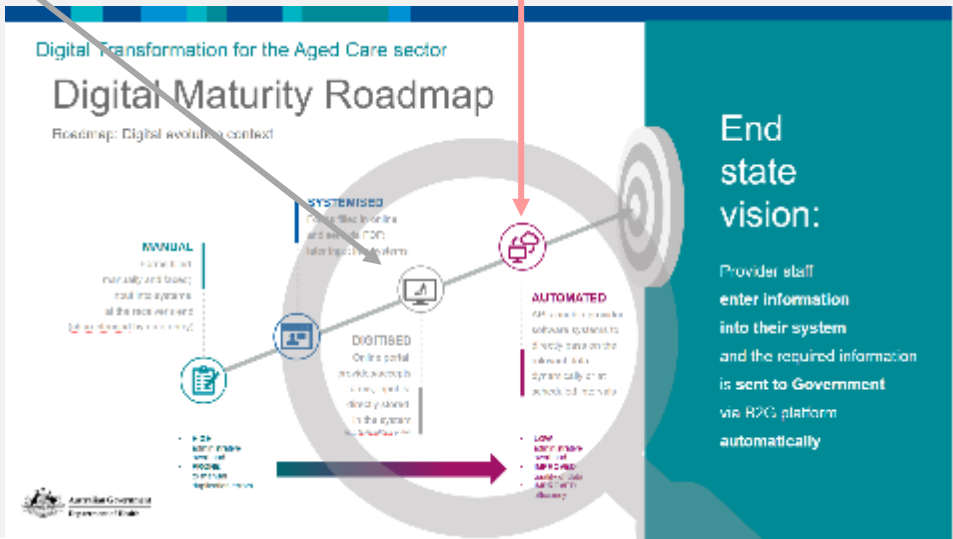
Two immediate co-design streams:

DIGITISED focus (UX)

Co-design in this space will work with end users of a system to create a great experience for users; sessions will observe how users interact with the system.

AUTOMATED focus (API)

Co-design in this space will focus on bringing developers into conversations about data models and approaches; session will involve discussion and collaboration on API design & development.



State of Play update

Fay Flevaras

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Open co-design activities by phase

Open

Practice

- Journey Mapping
- Portfolio Timeline diagram redesign
- SP Collaboration site uplift

Design thinking

- Support at Home
- Health Care Identifiers
- Places to People
- Aged Care Data & Digital Strategy

Lean start up

DIGITISED focus (UX)

- Worker Screening
- Quarterly Financial Reporting: Trial

Agile

AUTOMATED focus (API)

- Aged Care Transfer Summary (ACTS)
- B2G: On-boarding and Conformance
- B2G: Developer Portal Co-Design

On today's agenda

PLAYBACK
Agile: Automated

Quarterly Financial Report (QFR) trial

Kate Stewart
Business Director| Structural Adjustment & Strategy Branch

Australian Government
Department of Health and Aged Care

About the QFR

- The Quarterly Financial Report (QFR) was introduced in 2022-23 as part of the broader reform to improve financial reporting and strengthen prudential compliance for approved aged care providers. The QFR
  - Enables the Department to track, monitor & benchmark the sector including the publishing of the sector level Quarterly Financial Snapshot. The department is also working towards the publication of service-level information on residential care providers' income, expenditure and profits or losses on My Aged Care from early 2024 to help older Australians make informed choices
  - Provides information for the Star Rating system to help older Australians make informed choices
  - Assists with policy planning & development
  - Enables direct care minutes to be monitored & informs the Australian National Aged Care Classification funding model
  - All approved providers must submit a QFR and the annual Aged Care Financial Report (ACFR)

Update to the QFR system

- The Department is developing a new solution for the Quarterly Financial Report (QFR) on the Government Provider Management System (GPMS) platform.
- This will replace the existing Forms Administration data collection portal
- In June the Department conducted a user experience research trial with ten providers

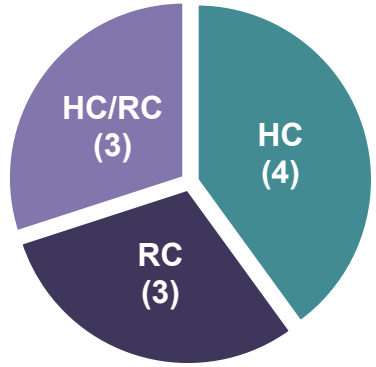
Objectives

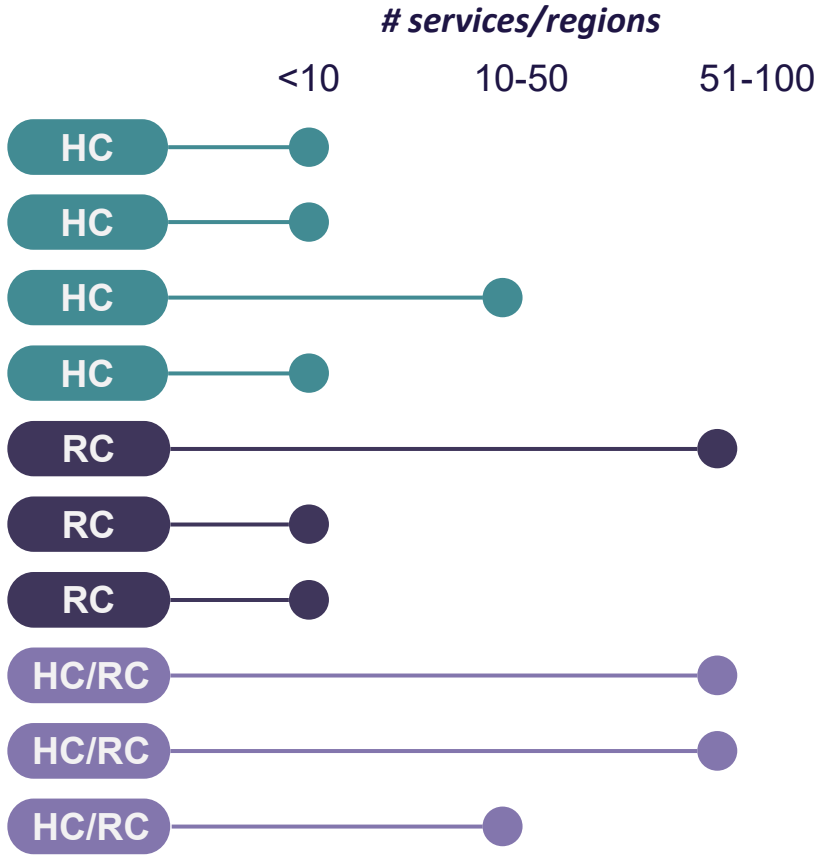
- Gain feedback from providers on the new solution
- Identify opportunities to further develop any system enhancements or functionality
- Insight on change management including informing guidance materials, training, and activities to support communications and sector readiness

Method

- Participants accessed a beta version of the new QFR solution during a 3-hour session facilitated by user experience researchers
- Asked to complete a QFR submission as if under normal circumstances while being observed navigating and exploring the system
- Minimal guidance was given on how to use the system, preventing accidental influence, allowing for first impressions to be captured

Provider Demographics





System Feedback

Intuitive **Improved** **Increased Confidence**

- All participants were able to successfully submit a QFR
- Every participant appreciated functional changes to the form, particularly having more control to the view of data tables
- Most participants noted the speed of uploading the excel spreadsheet & populating the data tables has improved
- Participants expressed increased confidence of the new solution identifying possible validation errors
- All participants identified improvements to their workflow when comparing the system to the existing solution
- Participants suggested improvements that could be made to the solution that are being considered by the project team

> ***"I spent a lot more time on the previous version, this one is very straightforward"***
>
> ***"Really enjoy being able to jump to specific parts of the form, like viewing errors only"***
>
> ***"This is intuitive and very user friendly, [the form] is clear & easy to use"***

Process Feedback

Understanding the bigger picture

Consider the Impact

Clarity & Transparency

- Participants want to better understand how their data is used by the Department, to inform improvements to their internal processes
- They expressed a desire for greater clarity on some questions in the form
- Some participants are experiencing reform-fatigue
- Some participants felt the Departmental communications is fragmented & overwhelming or lacking transparency
- Most participants requested additional opportunities for ‘two-way’ communications

> ***“What's the impact of my responses? Where is the incentive to spend more time providing comprehensive answers?”***
>
> ***“We are uncertain if we're doing the right thing, relying on trial & error”***
>
> ***"What does the Department do with this information? Do they analyse our responses to understand how they can better help providers?”***

Next Steps

Developing the new QFR solution

- We are continuing to work on developing the new solution
- Guidance and training materials are being developed in collaboration with the GPMS team
- We will provide more information on the new solution at a later date
- We are reviewing Department resources and information to provide more detail on why the data is collected & how it is used

Reporting Obligations

Please continue to use the Forms Administration solution for both the *2022-23 ACFR* & *2023-24 Quarter 1 QFR* submissions

LAUNCH
Design Thinking

B2G: Developer Portal Co-Design

Michaela Haley & Steve Smith
Aged Care Services and Sustainability Branch

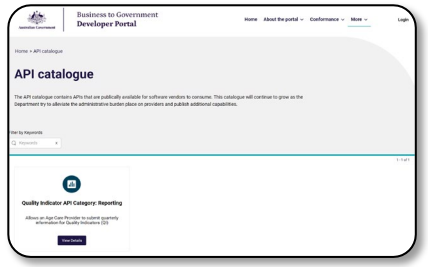
Australian Government
Department of Health and Aged Care

Developer portal experience

The B2G developer portal will be available for care and support sector software developers to access and integrate B2G API capability into their Provider software

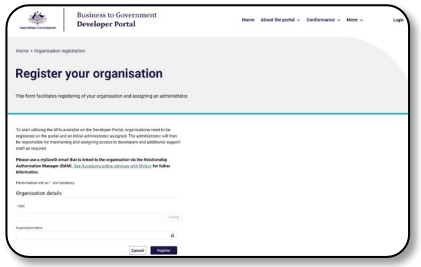
1. Discover

- The general public is able to review developer portal content and the API catalogue



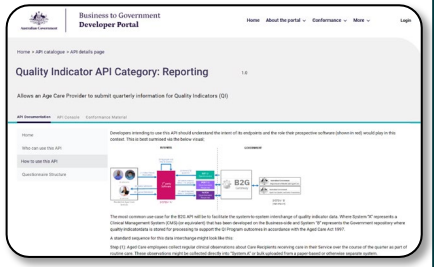
2. Access

- Organisation administrators will request access from the department to access the developer portal
- Organisation administrators then manage access and authorisations for their software developers
- Software developers must request to access each API



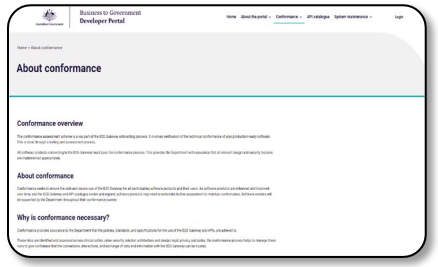
3. Test

- Developers will review conformance requirements
- Developers will complete testing in SVT environment, and in API (Mock)



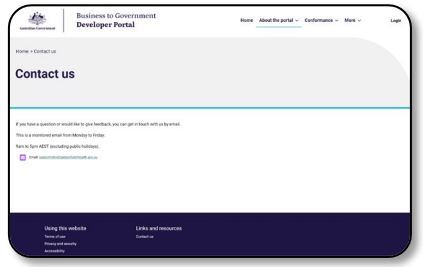
4. Conform

- Software developer will complete conformance test cases
- Organisation administrators will submit conformance materials to the department



5. Support

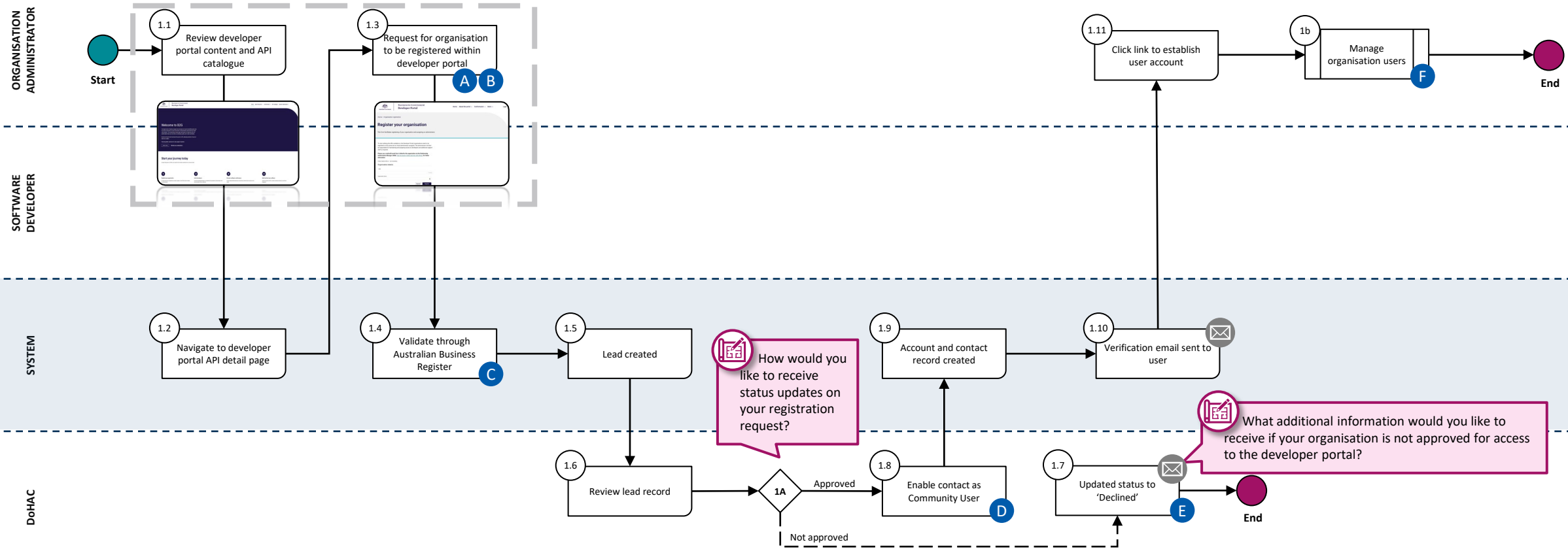
- Proactive engagement and support through sector partners and tech talks
- FAQ will be available on the B2G health.gov.au page
- Ongoing support is available by contacting support-developerportal@health.gov.au



DRAFT IN PROGRESS

Discover | Access | Test | Conform | Support

Discover & Access – Organisation Registration



PROCESS ELEMENTS

A Individual myGovID account needs to be established, and organisation linked through RAM

B Complete vendor registration form providing;
first name, last name, email, mobile, organisation name and organisation ABN

C Organisations must be registered in the Australian Business Register and have a valid Australian Business Number

D The department delegate to check for any duplicate users, if any identified email user to advise that that account already exists

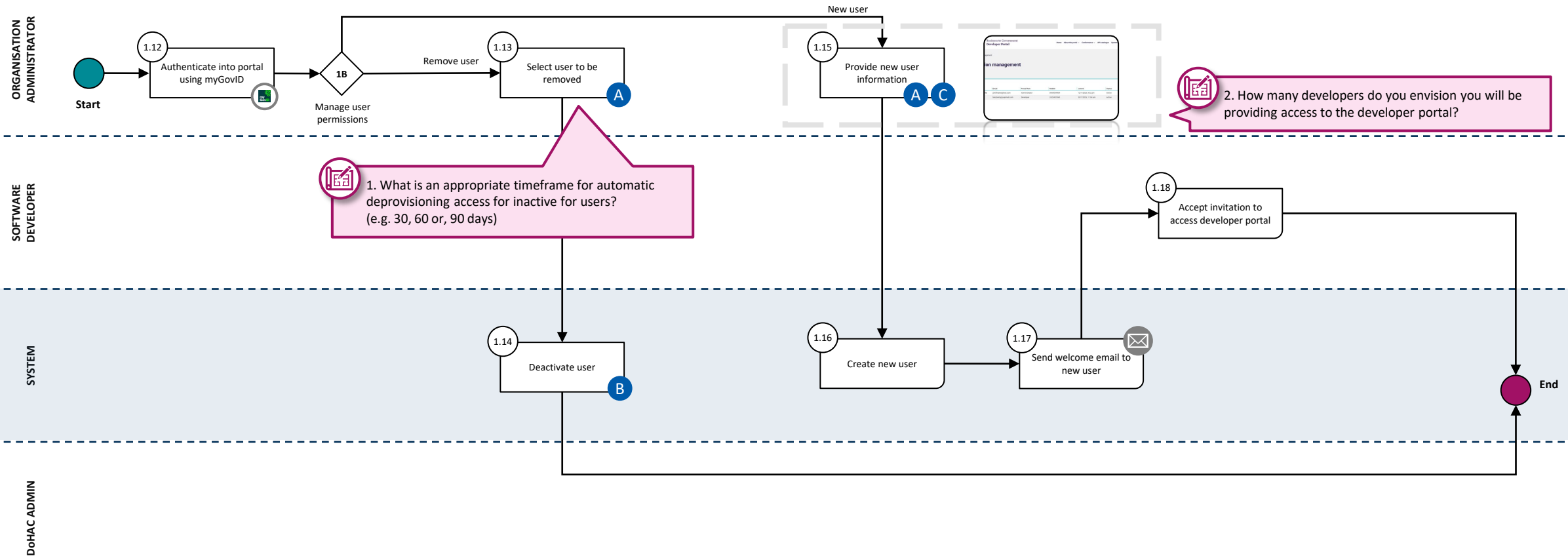
E Email is manually sent from department to enable personalised rationale for not approving access

F Admin manages developer access from the organisation section of the portal, with the prerequisite that the developer is connected to the organisation in RAM

LEGEND Critical Pathway | Conditional Pathway | Decision Point | Sub-Process | Activity | 1 Sub Process/ Activity Number | myGovID | Email | Seeking feedback

DRAFT IN PROGRESS

Access – Manage Organisation Users



PROCESS ELEMENTS

A Only organisation administrators can manage users, software developers will not be able to add new users

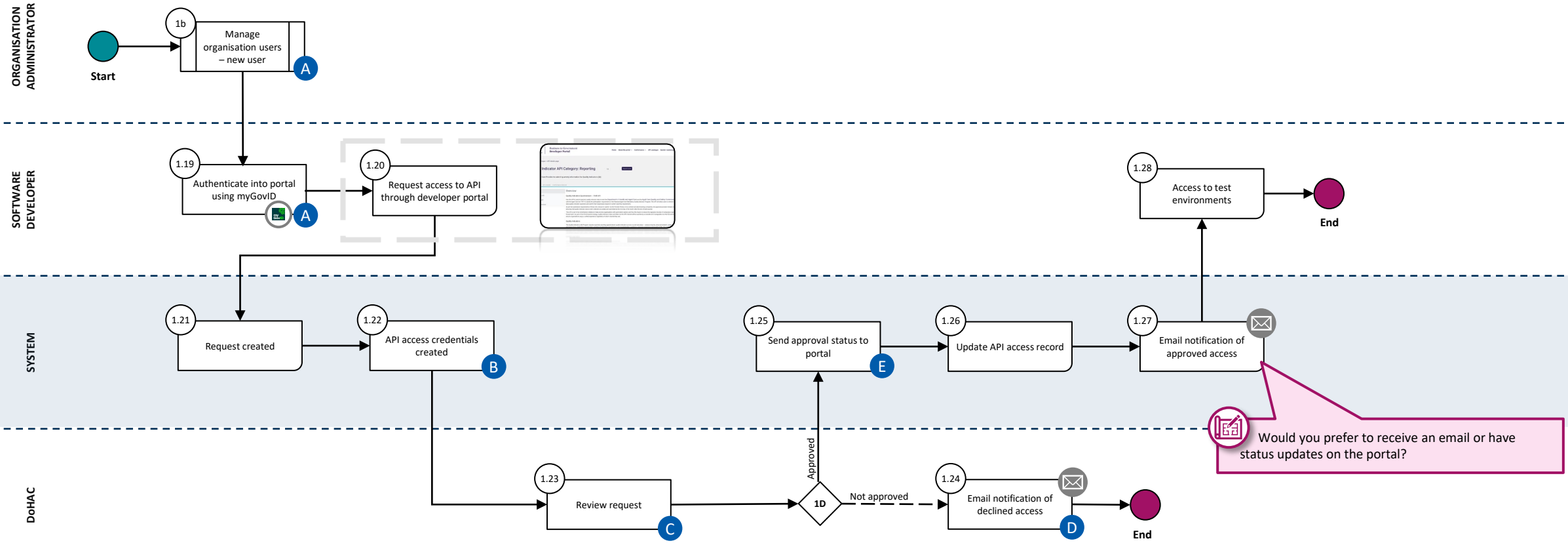
B Currently, no email is automatically sent when a user is modified/deactivated

C Admin must use the user details of software developers that are already linked in RAM, and where consent has already been provided by the developer to be linked with an organisation

LEGEND Critical Pathway | Conditional Pathway | Decision Point | Sub-Process | Activity | 1 Sub Process/ Activity Number | myGovID | Email | Seeking feedback

DRAFT IN PROGRESS

Access – API Integration Requests



PROCESS ELEMENTS

A Developers will need to have a myGovID account, and be already linked to the organisation through RAM

B The department currently uses ForgeRock as their enterprise identity and access management (EIAM) system

C Department support staff to check that user requesting API access is active within an approved organisation

D Email to be manually sent from department to enable personalised rationale for not approving access

E Approval is provided for specific APIs, approval is not extended as other APIs become available through expanded catalogue

LEGEND Critical Pathway | Conditional Pathway | Decision Point | Sub-Process | Activity | 1 Sub Process/ Activity Number | myGovID | Email | Seeking feedback

We want to hear from you!

Use the link in the chat

OR

the QR Code below:

Q&A

Have a question?

Put your virtual hand up to ask your question directly our presenters or use the Webex chat space

THANK YOU

NEXT MEETING:

11am, Friday 11 August

DTSectorPartners.health.gov.au