

Tech Talk

Digital Transformation for the Aged Care sector
Webinar series

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



Australian Government
Department of Health and Aged Care



www.health.gov.au

Tech Talk #11
07/09/2023

An elderly man and woman are sitting together, looking at a tablet held by the man. They are both smiling and appear to be engaged in a shared activity. The background is softly blurred, showing what might be a living room with some furniture and warm lighting. The overall tone is positive and focused on technology use in later life.

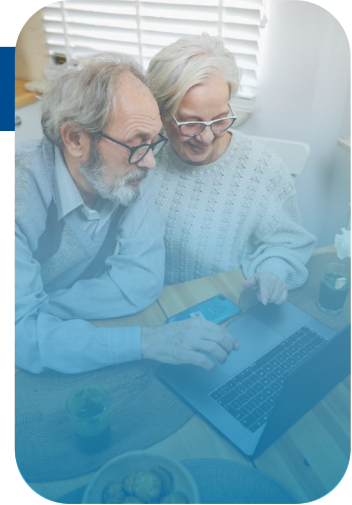
WELCOME

& housekeeping

Digital Transformation for the Aged Care sector

AGENDA

Tech Talk #11



Welcome & housekeeping

Janine Bennett

Digital Transformation update

Fay Flevaras

Update: Aged Care Digital Strategy

Joshua Maldon

Playback: Quarterly Financial Report system trial

Kate Stewart

Update: B2G Developer Portal

Emma Cook
John Sidey

My Health Record: ADHA

Laura Toyne

Q&A and close

Fay Flevaras
Janine Bennett
Joshua Maldon
Kate Stewart
Emma Cook



A woman with long blonde hair, wearing a light-colored blouse, is pointing at a computer monitor. The monitor displays lines of code in a dark-themed editor. Another person with curly hair is partially visible behind her. The background shows a bright, modern office environment with windows and desks.

Digital Transformation update

The plan as we know it

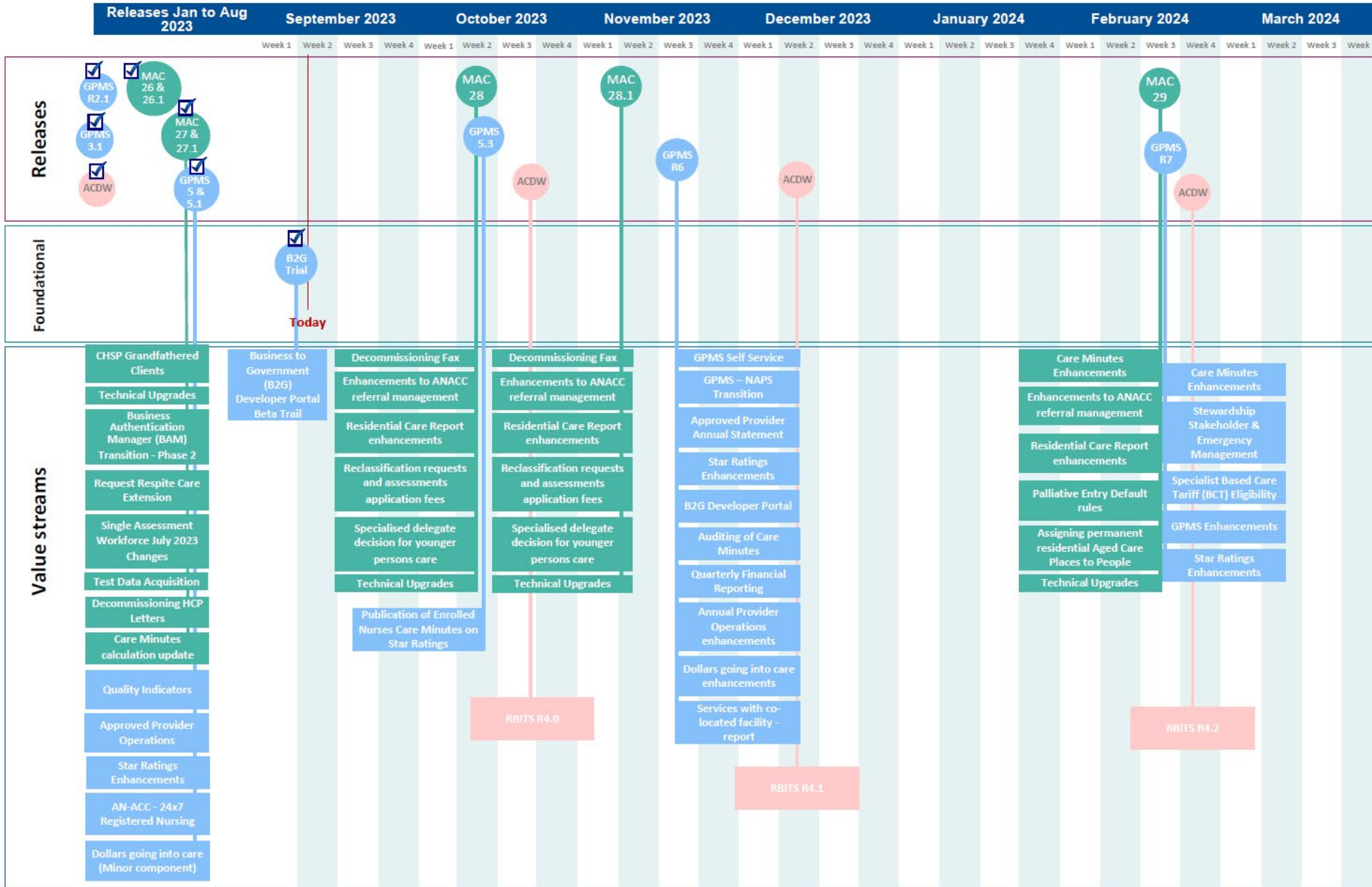
Fay Flevaras

First Assistant Secretary

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care

Digital Transformation (DT) portfolio release view



LEGEND

Release Type:

- Aged Care and Support Platform (ACSP) - Blue circle
- My Aged Care (Siebel) Platform *Out of Release Cycle (MAC) - Green circle
- Aged Care Data Warehouse Platform (ACDW) - Red circle

Dependency: Red arrow

Movement possible: Red star

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.

R28

Market & Workforce Program

Specialised delegate decision for Younger Person's Care

Service Delivery

Fax decommissioning

ACG Capabilities

Mobile Apps Platform upgrade

TRIM upgrade

Security Patch upgrades

Residential Care Reform Program

ANACC referral management enhancements

Residential Care Report enhancements

Reclassification reports & assessments application fees

Project	Start	End
Specialised delegate decision for Younger Person's Care	2023-10-23	2023-11-06
Fax decommissioning	2023-10-23	2023-11-06
Mobile Apps Platform upgrade	2023-10-23	2023-11-06
TRIM upgrade	2023-10-23	2023-11-06
Security Patch upgrades	2023-10-23	2023-11-06
ANACC referral management enhancements	2023-10-23	2023-11-06
Residential Care Report enhancements	2023-10-23	2023-11-06
Reclassification reports & assessments application fees	2023-10-23	2023-11-06

R6

GPMS: Foundational

Self Service

NAPS transition

GPMS: New capabilities

Approved Provider Annual Statement

Auditing of Care Minutes

Quarterly Financial Reporting

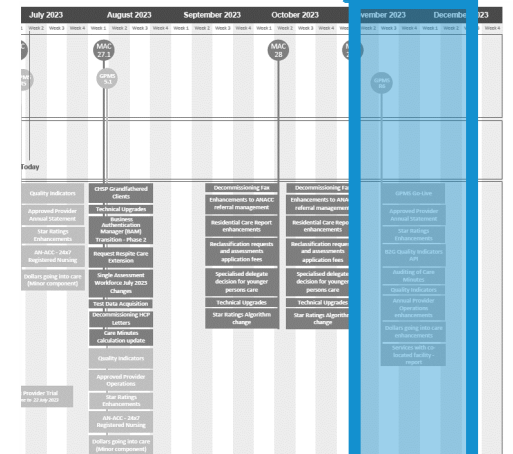
Services with
Co-located Facility Report

Star Ratings

GPMS: Enhancements

Annual Provider Operations

Dollars Going into Care



B2G
Trial

- Developer Portal - with supporting content pages to introduce B2G, Conformance and API Catalogue with only the Authentication and Provider Services development
- OpenID Client Management journey (Create)
- SVT Environment with the 2 APIs
 - Authentication (Client Credentials JWT)
 - Provider Management (Get Provider & Get Services mocked)

R6

- Developer Portal Enhancements including the MVP API Testing Process and API documentation
- SVT environment with APIs
 - Quality Indicators
 - 24/7 Nurses*
 - Provider Registration (M2M)
 - Authentication (additional grant types, registrations)
 - Provider Management (Get Provider & Get Services updated)

R7

- Developer Portal Enhancements including the Conformance process and case management.
- Production environment release with APIs
 - QI API
 - 24/7 Nurses
 - Provider Management (Get Provider & Get Services)



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Update: Aged Care Digital Strategy

Joshua Maldon

Assistant Secretary

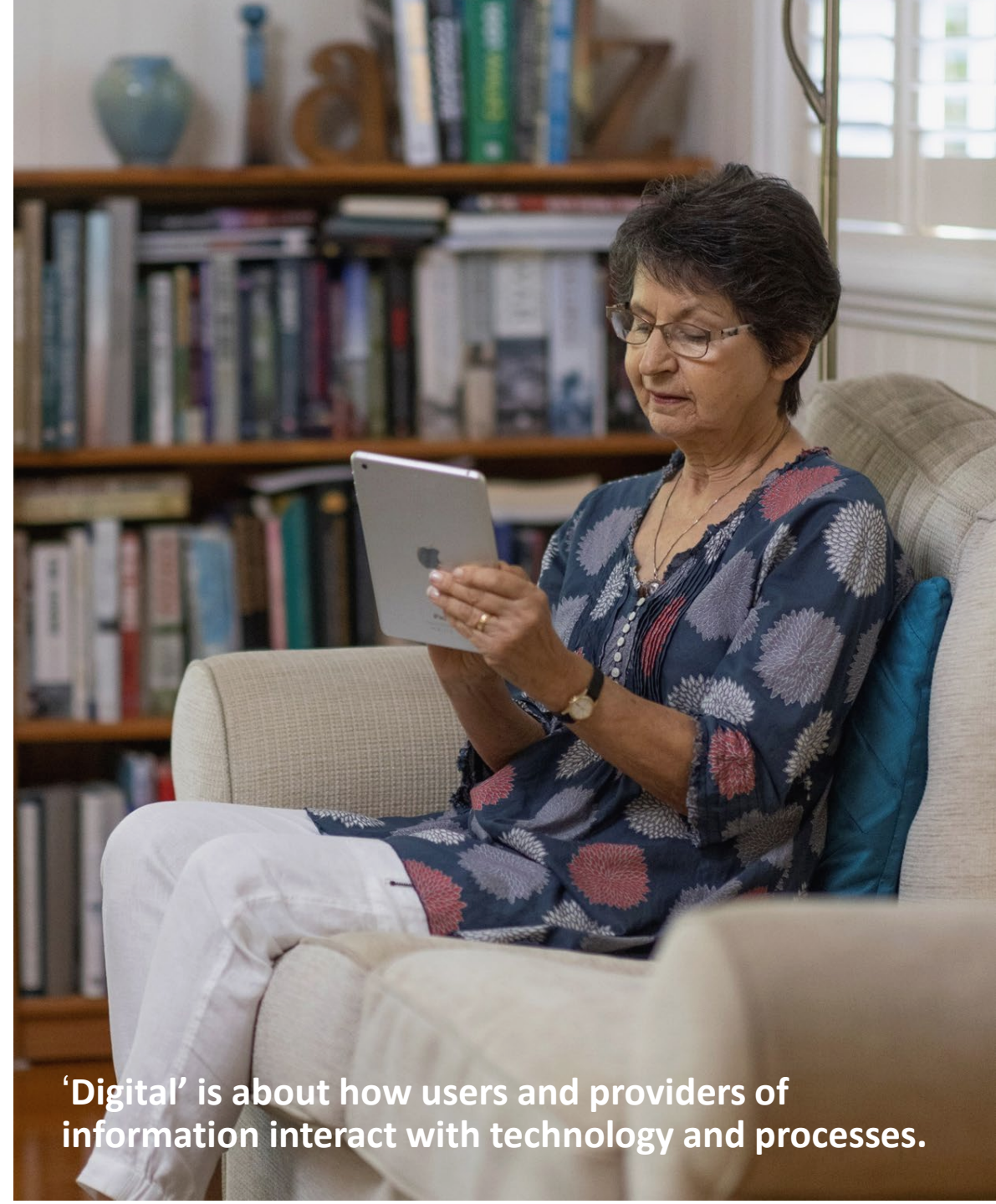
Reform Implementation Division

Ageing and Aged Care Group | Department of Health and Aged Care

Why are we doing this?



How can we use digital to solve?



'Digital' is about how users and providers of information interact with technology and processes.

What are the intended benefits?

Stakeholder



Older people



Service providers



Workers



Clinicians



Technology vendors



Government

Benefit

Older people and their support networks can access information, services and assisted technology more easily, using the channel that they prefer, including convenient digital and non-digital channels.

Service providers and assessors access technology and streamlined processes that enables them to focus more time on providing high quality care to older people. This reduces administrative burden and leads to greater efficiency in their businesses, contributing to a sustainable aged care sector.

Aged care workers have an opportunity to build and sustain their digital literacy skills. Access to better technology means they spend less time on administrative tasks, leaving more time to provide care.

Clinicians can refer more easily into and receive information from aged care. Continuity of care within and between sectors such as health and aged care improves outcomes for older people

Technology vendors can invest with confidence to build the digital capabilities of service providers and assessors and develop innovative products that improve care. Over time this increases investment and innovation in the aged care sector, which currently lags other sectors.

Digital transformation is aligned, to safeguard older people and improve care. The strategy reaches beyond aged care, focussing on sharing information with other agencies and between sectors, e.g. health and disability sectors.

Digital means how users and providers of information interact with technology and processes.

What is the strategy for?

The strategy is...

Building confidence of older people in aged care

Improving experience in navigating and accessing aged care

Improving independence through early intervention

Improving delivery at the point of care by enabling person centred care across all system actors

A vision for the future and a roadmap for how we get there

The strategy is not...

Forcing digital adoption onto older people

Undermining or reducing face to face care

Inward-looking, focussing on government

Focused solely on aged care, or entrenching disconnects between care sectors

An ICT or data strategy, although it interacts with both

What pain points are we hearing about?

Older people have a poor experience interacting with aged care

Freeing up more time to provide care

Aged care workers and clinicians have variable levels of digital literacy

Providers and workers use multiple, disparate systems

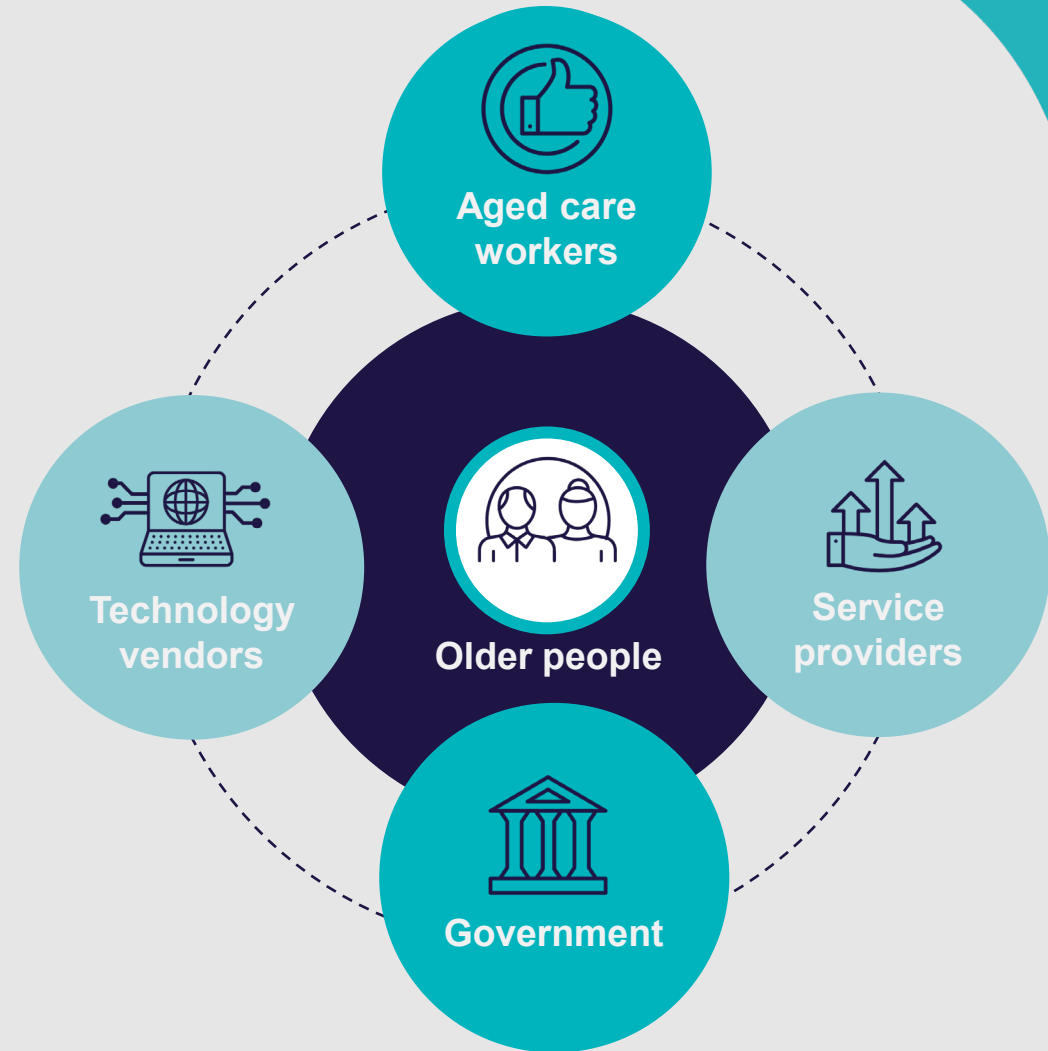
Poor access to digitally-enabled assistive technology

Low confidence to invest in software to enhance service quality

Lack of continuity in care due to poor interoperability between sectors

What are your views?

1. What do you see as the most tangible action to improve aged care outcomes through digital solutions?
2. In your opinion, what digital channels would improve an older person's experience interacting with aged care?
3. What digital barriers are there to older people accessing aged care and health services?
4. What types of digital assistive technology (AT) would you like to see in the digital strategy, to keep people safe in their own homes longer?
5. In your experience, which workers including clinicians need help to build and sustain their digital literacy skills most?



Older people
front and centre
of digital reform

What we've heard so far

“Streamline administrative processes, reduce duplication, and enhance data management.”

“Enable older people to actively participate in their care, make more informed decisions, and maintain independence through technology.”

“Improve technology for providers to enhance recruitment and retention, including at the local level.”

“Grow the digital and data information capabilities to reflect the diversity of the aged care community and improve cultural safety.”

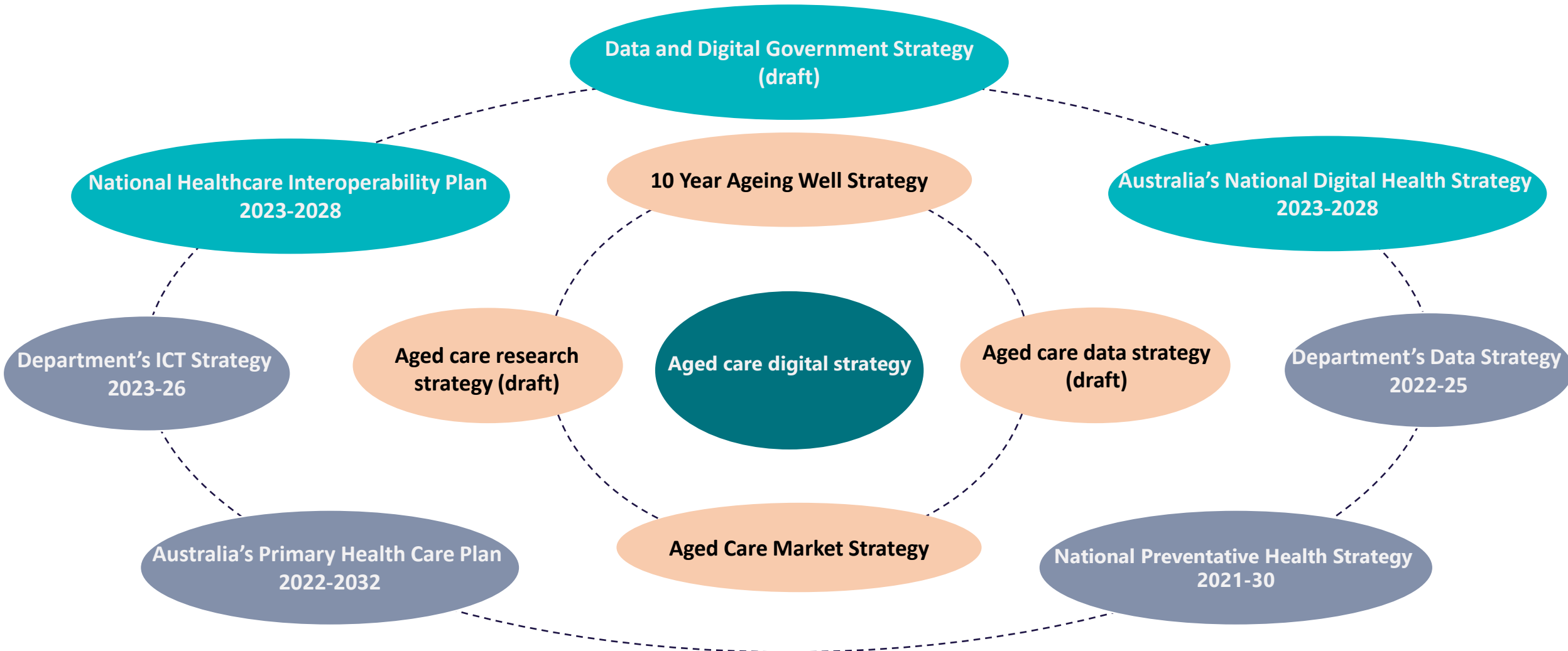
“Efficient resource allocation with the focus on care using technology as an efficient enabler.”

“We need to transform the system rather than put interim measures in place.”

“Grow government’s ability to facilitate effective digital and data exchange between aged care services, health and other support sectors.”

“Facilitate seamless communication and collaboration among providers, families, and healthcare professionals to ensure coordinated and holistic care and services.”

How does this align across health and Government?




Next steps

- 1. Consultation – July to September 2023**
Engaging on the strategy and its implementation plan, including providers and technology vendors.
- 2. Draft strategy – October 2023**
Release a draft strategy for wider audiences to have their say.
- 3. Final strategy – late 2023**
Release by the end of this calendar year.

‘Let’s change the digital landscape for aged care together’



A group of business professionals are gathered around a conference table in a meeting room. A man in a white shirt and striped tie is leaning over the table, pointing at a document. Other people, including an older man with glasses and a woman with glasses, are looking at the document. The room has bookshelves in the background.

Playback: Quarterly Financial Report – System trial

Kate Stewart

Director

Market and Workforce Division

Ageing and Aged Care Group | 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 home care and 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



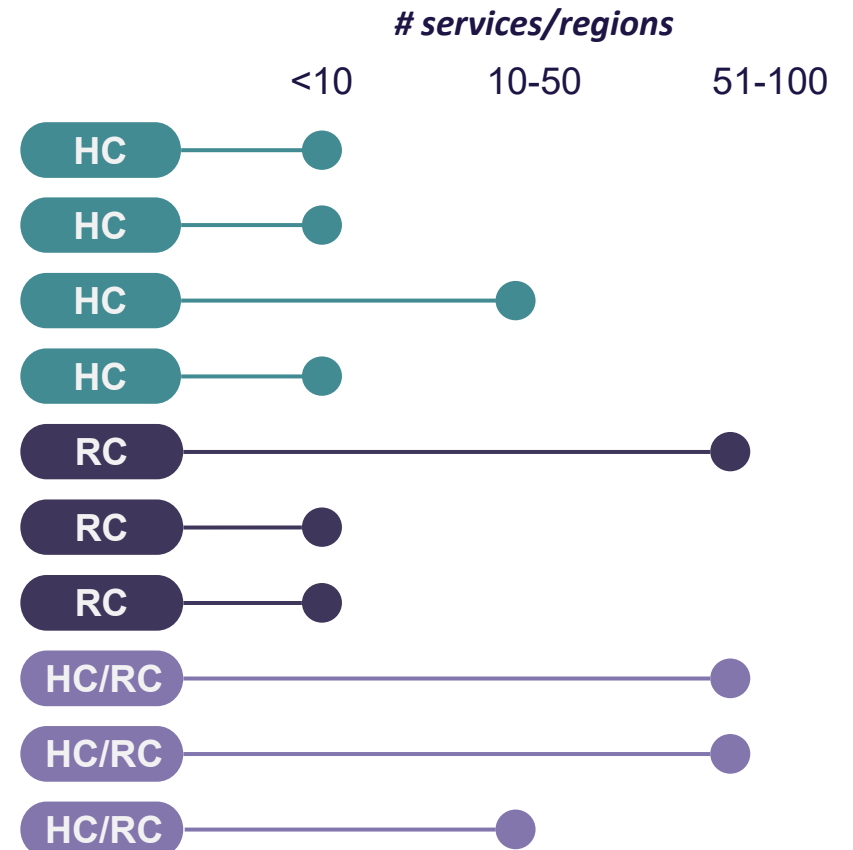
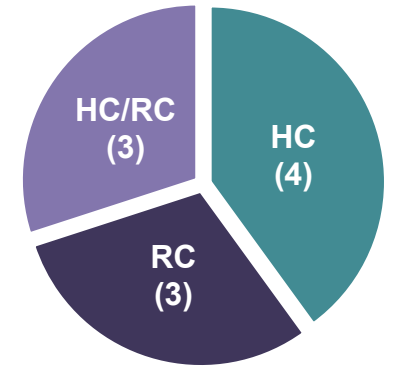
Objectives

- 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
- Participants liked the modernised ‘look and feel’ of the solution
- 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
- 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 and are proposing to launch it for **Quarter 2 2023-24 (October to December 2023) reporting** subject to final planning
- Guidance and training materials are being developed in collaboration with the GPMS team
- We will provide more information on the new solution via newsletters and webinars 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



A background image showing two people in business attire shaking hands. The person on the left is wearing a grey suit jacket, and the person on the right is wearing a white shirt. The background is blurred, showing an office environment with a plant on the left.

B2G :Developer Portal

Emma Cook

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

John Sidey

B2G Authentication Discovery Lead
Digital Transformation and Delivery division
Corporate Operations Group | Department of Health and Aged Care

What is Business to Government (B2G)

B2G is an important innovation that will:

- Streamline reporting through seamless data exchange between provider and Government systems, using APIs
- Improve data quality (timeliness, reliability & granularity) to support uplift in care.
- Enable aged care staff to spend more time delivering quality care directly to older people.



Digital solution: B2G

- Automated & interoperable
- System-system handsfree data sharing
- Simple & secure

Alpha portal release
 API Catalogue
 Alpha APIs (e.g., QI reporting)
 Multiple beta API releases
 Early data models (e.g., SIRS, QFR)



The screenshot shows the 'Business to Government Developer Portal' for the Australian Government. The header includes the Australian Government logo, the portal title, and navigation links for Home, About the portal, Conformance, and API catalogue. The main content area features a 'Welcome to B2G' heading, a paragraph explaining the portal's purpose for aged care providers, and a quote: 'Delivering better outcomes for older people in Australia'. At the bottom of the main content, there are two buttons: 'Learn more' and 'Register your organisation >'.

Developer Portal

- The B2G Developer Portal aims to provide connections for direct information sharing between government and aged care providers.
- This connection will allow aged care workers to spend less time on administrative tasks and more time on delivering quality care to older Australians.



Welcome to the Business to Government (B2G) Developer Portal

The Department of Health and Aged Care's Business to Government (B2G) developer portal aims to provide connections for direct information sharing between government and aged care providers. This connection will allow aged care workers to spend less time on administrative tasks and more time on delivering quality care to older Australians.

B2G harnesses the power of APIs, allowing providers to focus on what truly matters

Delivering better outcomes for older people in Australia.

[Learn more](#)

[Register your organisation >](#)

Start your journey today

Harness the power of APIs and simplify information exchange with Government.

1

Register your Organisation

To start the journey, organisations need to register on the Developer Portal and nominate an Administrator.

[Register your organisation >](#)

2

Invite developers

Invite and manage developers, and administrators associated with your organisation.

[Manage access >](#)

3

Discover software conformance

Access materials that describe what software conformance is and how this works.

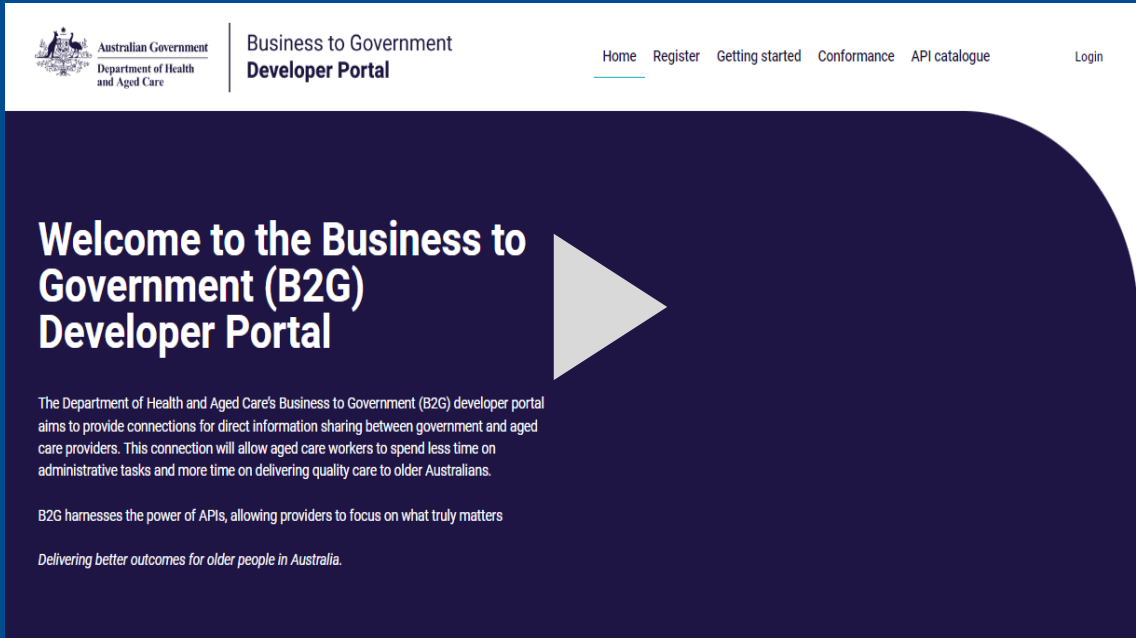
[Conformance >](#)

4

Build and test your software

Apply for access to APIs to develop and test your software integration.

[API catalogue >](#)



The screenshot shows the homepage of the Business to Government Developer Portal. At the top left is the Australian Government logo and the text 'Australian Government Department of Health and Aged Care'. To the right of the logo is the page title 'Business to Government Developer Portal'. Further right is a navigation menu with links for 'Home', 'Register', 'Getting started', 'Conformance', 'API catalogue', and 'Login'. The main content area has a dark blue background with a large white play button icon. The text reads: 'Welcome to the Business to Government (B2G) Developer Portal'. Below this is a paragraph: 'The Department of Health and Aged Care's Business to Government (B2G) developer portal aims to provide connections for direct information sharing between government and aged care providers. This connection will allow aged care workers to spend less time on administrative tasks and more time on delivering quality care to older Australians.' Below that is another paragraph: 'B2G harnesses the power of APIs, allowing providers to focus on what truly matters'. At the bottom of the main content area is the tagline: 'Delivering better outcomes for older people in Australia.'

B2G Developer Portal

Demonstration Video

How are we delivering B2G?



4 September 2023

Release 1

Initial launch of the B2G Developer Portal for software developers to:

- Discover
- Register and setup their organisations
- Connect software with the department.

20 November 2023

Release 2

Enhancement of the B2G Developer Portal, including:

- Specifications for future APIs
- Conformance assessment requests
- Upgrades to improve experience

19 February 2024

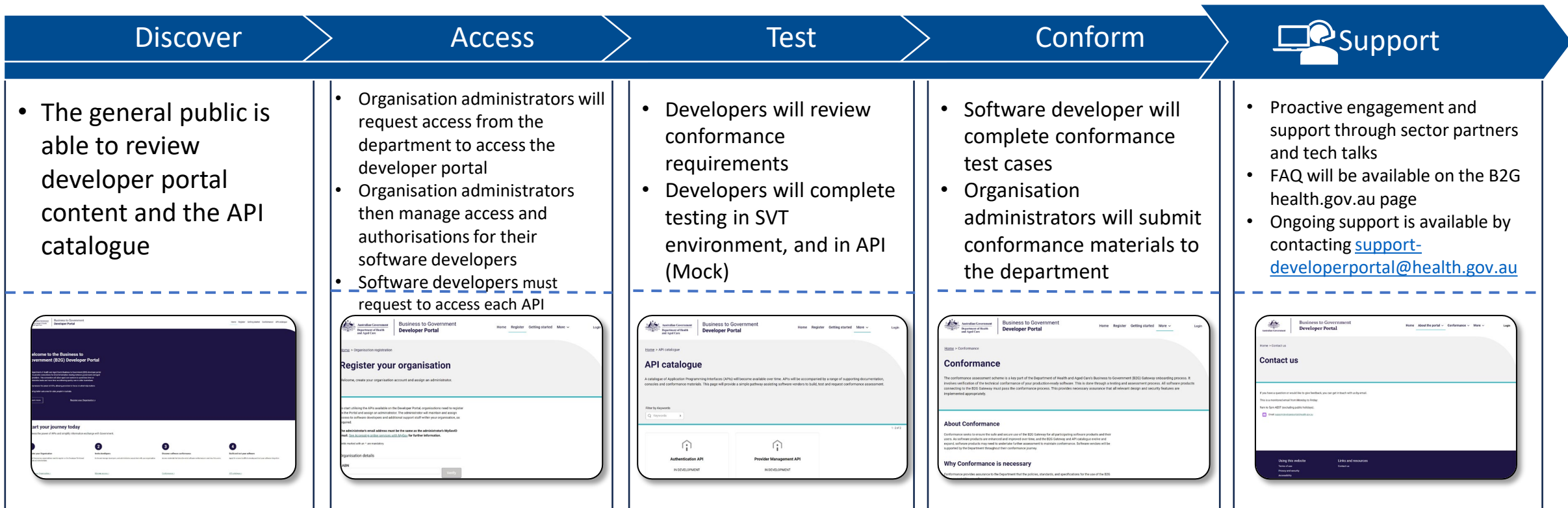
Release 3

Release of APIs for aged care providers to report on critical areas of care:

- 24x7 Nursing
- Quality Indicators

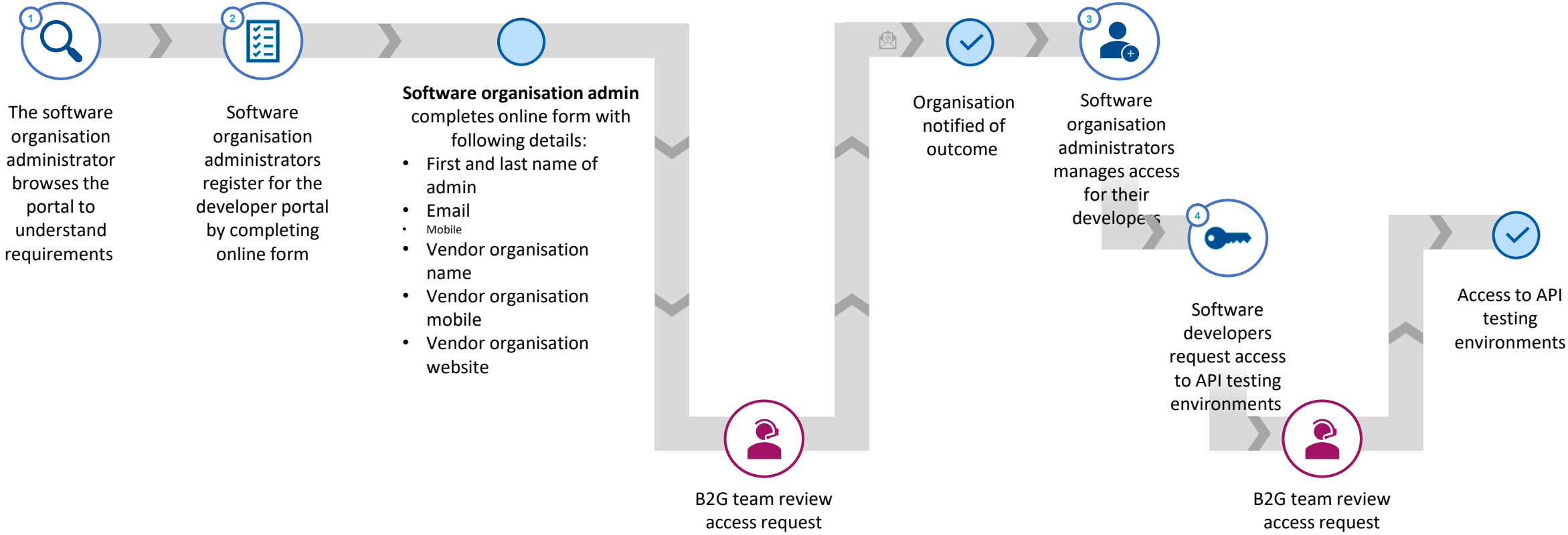
Developer portal experience

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



Developer portal experience

An organisation administrator will lead the process to request access to the developer portal, from there they will manage access to the portal for their developers



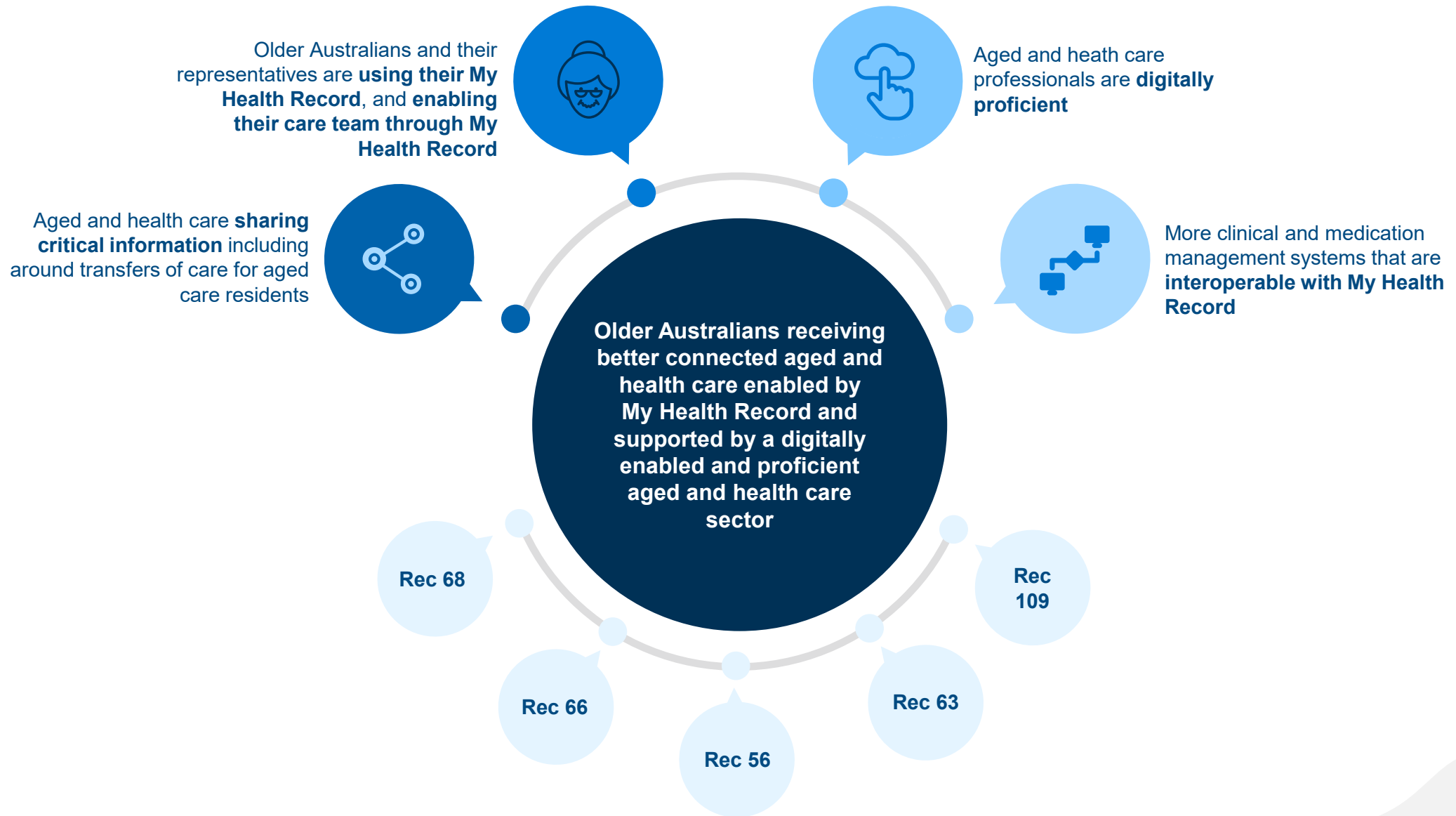
A group of professionals in a meeting room, with a blue overlay containing text. The background shows a woman with glasses and a grey vest looking at a document, and a man in a white shirt and tie pointing at it. There are bookshelves and desk lamps in the background.

Update: Australian Digital Health Agency (ADHA)

Laura Toyne

Branch Manager, National Program Delivery Branch
Australian Digital Health Agency (ADHA)

The Agency's Aged Care Program





My Health Record Registration Support

My Health Record registration steps:

1. Establish a Security and Access policy
2. Nominate a Responsible Officer and Organisation Maintenance Officer/s
3. Register your healthcare provider organisation with the Healthcare Identifiers (HI) Service to create a Healthcare Provider Identifier – Organisation (HPI-O)
4. Link all RACFs to your HPI-O to create a network
5. Connect to My Health Record through the National Provider Portal (NPP) or via conformant clinical software

What does registration support involve?

- One-on-One sessions with a dedicated Registration Support Officer
- Access to support material that is tailored to the structure of your organisation
- Support with registration via My Health Record conformant software or through the NPP
- Post-registration education and training to assist with embedding use of My Health Record into BAU

MHR.Registration.RAC@digitalhealth.gov.au





Aged Care – MHR conformant vendors

- 13 Software Vendors progressing through their product development:
 - 5 RACF Clinical Information Systems (CIS)
 - 4 electronic Medication Management Systems (eMMS)
 - 5 RACF CIS and eMMS

- 12 vendors have already achieved My Health Record conformance:
 - Best Practice Unleashed Technology
 - Acredia Modeus
 - Compact Leecare
 - Humanetix MPS Connect
 - Manad Trust Person Centred Software
 - Health Metrics Medi-Map
- Next focus will be on implementing Aged Care Transfer Summary view and upload functionality with interested vendors



Aged Care Clinical Information System Standard - Timeline



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



IN CLOSING

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

Take the
Event Survey

