

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 #13
06/12/2023

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 conversation. The background is softly blurred, showing what looks like a living room with some furniture and warm lighting. The overall tone of the image is positive and focused on technology use in later life.

WELCOME

& housekeeping

Digital Transformation for the Aged Care sector

AGENDA

Tech Talk #13



Welcome &
housekeeping

Janine Bennett

Digital
Transformation
update

Fay Flevaras

Update:
Release 6

Emma Cook
Amanda Smith
Marina Muttukumaru

Playback:
Quarterly
Financial Report

Kate Stewart

Update:
Australian Digital
Health Agency
(ADHA)

Laura Toyne

2023
Year in Review

Fay Flevaras

Q & A and
close

Fay Flevaras
Janine Bennett
Emma Cook
Kate Stewart
Laura Toyne



Australian Government

Department of Health and Aged Care

A photograph of two women in an office setting. One woman with blonde hair and glasses is pointing at a computer monitor. The monitor displays lines of code in a dark-themed editor. Another woman with dark curly hair is standing behind her, looking at the screen. The background is a bright, modern office with windows.

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

Aged Care IT Portfolio – Delivery Horizon 2023/2024

RELEASE TYPE LEGEND:

Government Provider Management System



My Aged Care (Siebel) Platform



Aged Care Data Warehouse Platform



LEGEND

Release Type:

○ Aged Care and Support Platform



○ My Aged Care (Siebel) Platform
*Out of Release Cycle



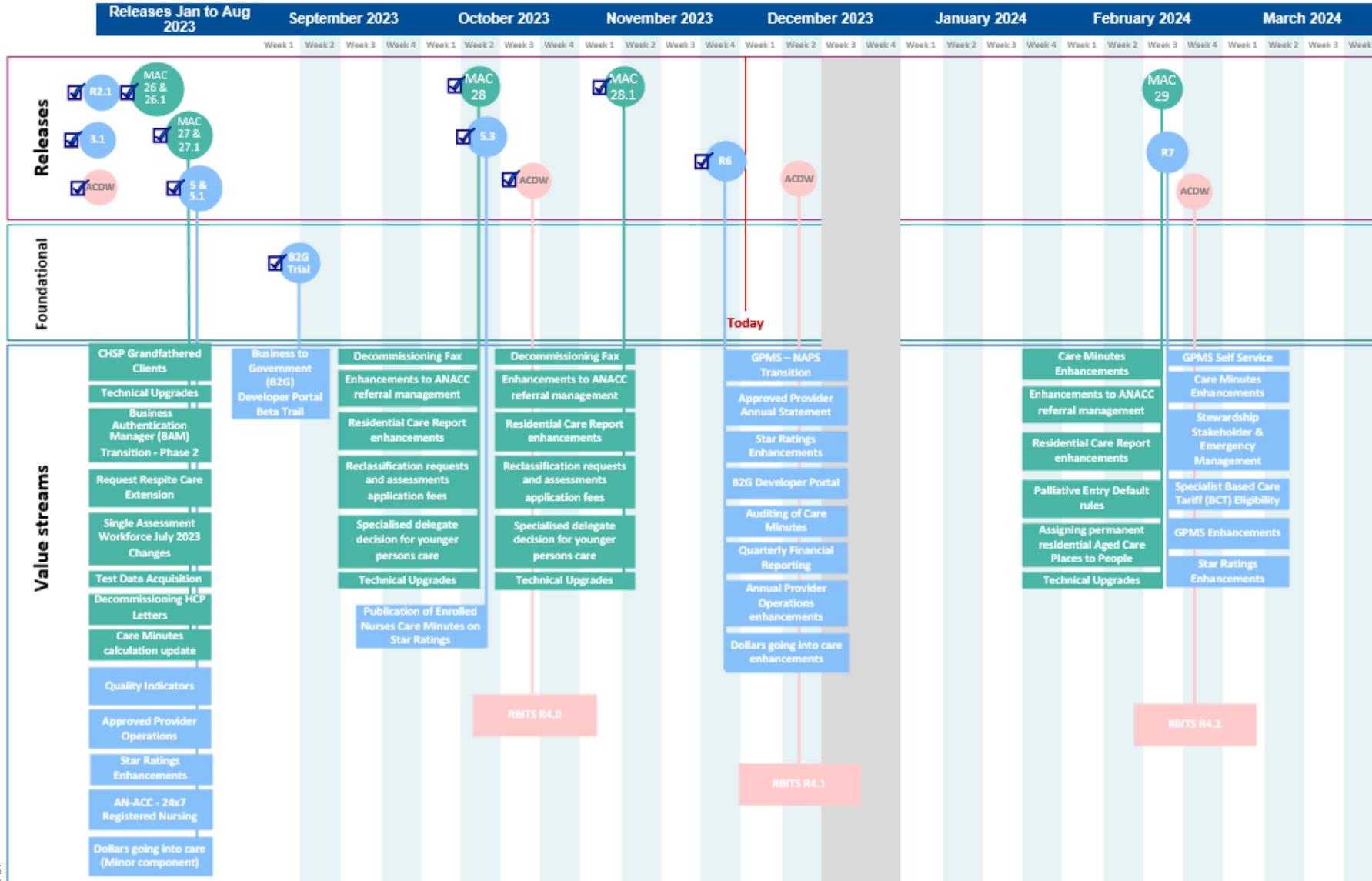
○ Aged Care Data Warehouse Platform



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.



Highlights...

Release 6

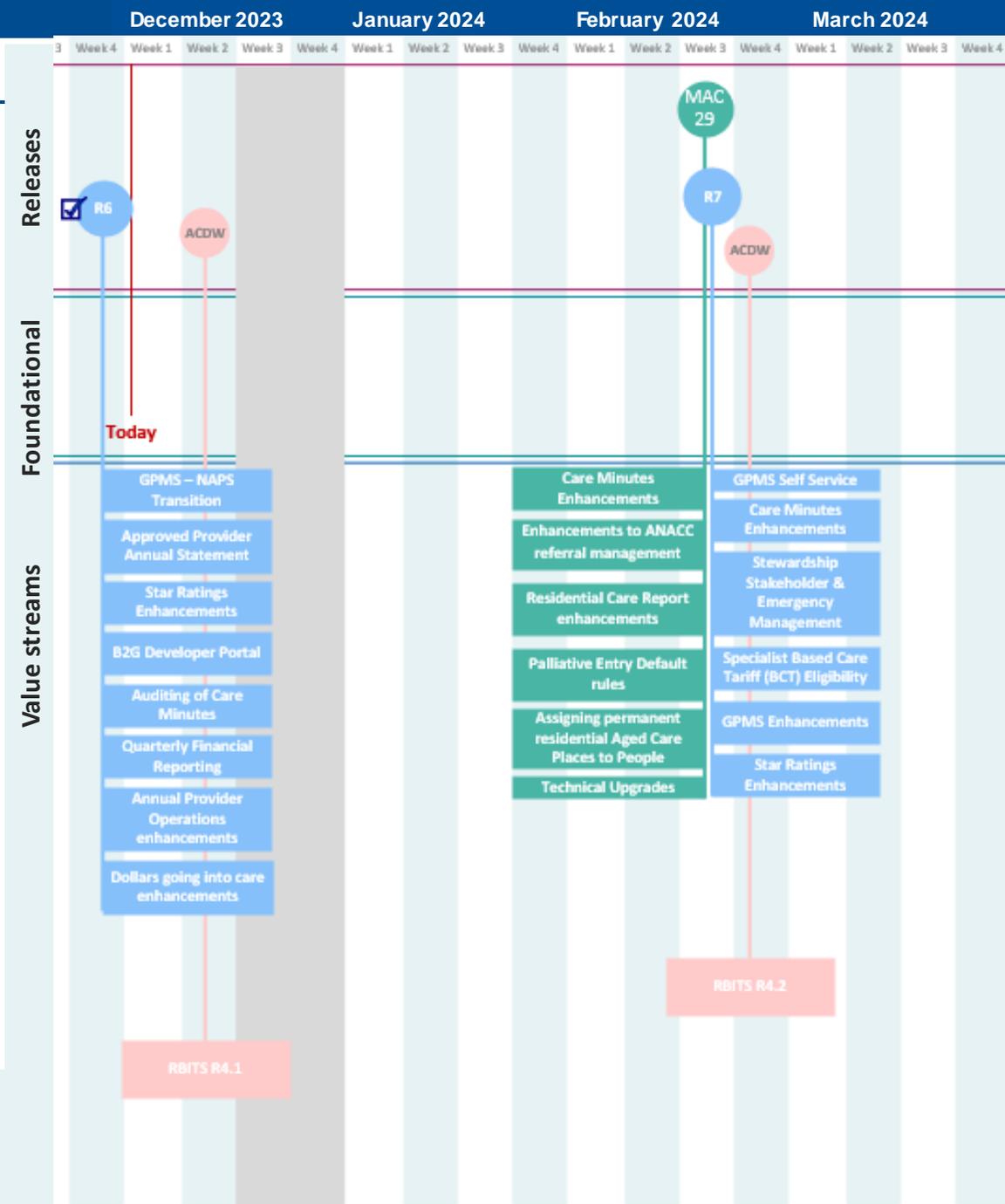
Government Provider Management System (GPMS), Business-to-Government (B2G) Developer Portal, and more...

MAC 29

My Aged Care (MAC)

Release 7

Government Provider Management System (GPMS)



R7

R29

GPMS Self Service

Care Minutes Enhancements

Stewardship Stakeholder & Emergency Management

Specialist Based Care Tariff (BCT) Eligibility

GPMS Enhancements

Star Ratings Enhancements

Care Minutes Enhancements

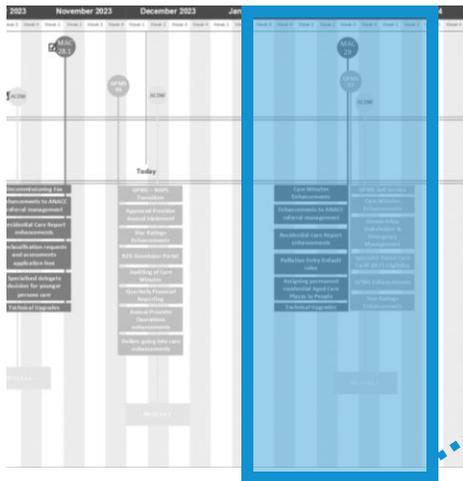
Enhancements to ANACC referral management

Residential Care Report enhancements

Palliative Entry Default rules

Assigning permanent residential Aged Care Places to People

Technical Upgrades



R29

R7

Service Delivery

Care Minutes Enhancements

Enhancements to AN-ACC referral management

Residential Care client enhancements

Palliative Entry Default rules

Assigning permanent residential Aged Care Places to People

Technical Upgrades

GPMS Self Service

Care Minutes Enhancements

Stewardship Stakeholder & Emergency Management

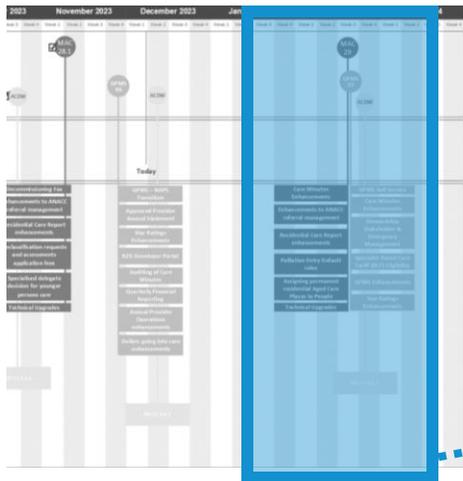
Specialist Based Care Tariff (BCT) Eligibility

GPMS Enhancements

Star Ratings Enhancements

Residential Care Reform Program

Market & Workforce Program



Update: Release 6

Emma Cook

Assistant Secretary

Digital Reform Branch | Reform Implementation Division |
Ageing & Aged Care Group | Department of Health and Aged Care

Amanda Smith

Assistant Secretary

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

Marina Muttukumar

Assistant Secretary

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



Australian Government

Department of Health and Aged Care

Government Provider Management System

Presented by:

Emma Cook – Assistant Secretary, Digital Reform Branch
Reform Implementation Division

Amanda Smith – Assistant Secretary, Aged Care Transformation and Quality Branch
Digital Transformation and Delivery Division

Government Provider Management System (GPMS)

The new Government Provider Management System (GPMS) is foundational to future IT and aged care reforms, providing a modern platform to:

- Take on existing and new provider reporting functionality
- Provide a streamlined single access point for aged care providers
- Improve the quality and utility of aged care data
- Support automation and interoperability

GPMS Capabilities

- Quality Indicators
- Star Ratings
- 24/7 Nursing
- Quarterly Financial Reporting (QFR)
- Care Minutes
- Provider Operations Reporting

GPMS Journey

April 2023

- GPMS Launch - Enabled Aged Care providers to login to access GPMS and manage user access
- Star Ratings provider preview

July 2023

- Quality Indicators
- 24/7 nursing responsibility
- Approved Provider Operations

Late 2023 – Early 2024

- Quarterly Financial Report (QFR)
- Dollars Going to Care
- Replacement of underpinning technology systems
- Provider self-service functions

Mid 2024

- Updates to support expected introduction of the New Aged Care Act

Enhancement over time

- Deliver all provider functionality in a single portal, including to support reform
- Enhanced user experience and efficiency, including through B2G



Salesforce Release 6.0

The Facts

- **4 Days** of dedicated release runway
 - Preparations commenced Thursday 16 November 2023
 - Go Live from 20 November 2023
- **250+ staff worked** across the release weekend
 - Multiple areas across the Department, our Service Integrators, Agencies and Support Services
- Integrated services **between 3 agencies**
 - Services Australia, Aged Care Quality & Safety Commission, Department of Health and Aged Care

**Our
Biggest
Salesforce
Release
yet!**

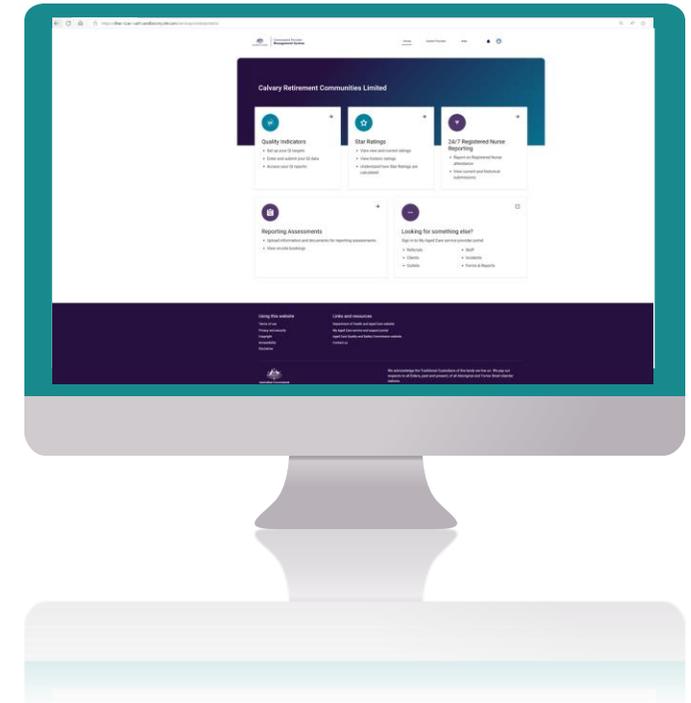
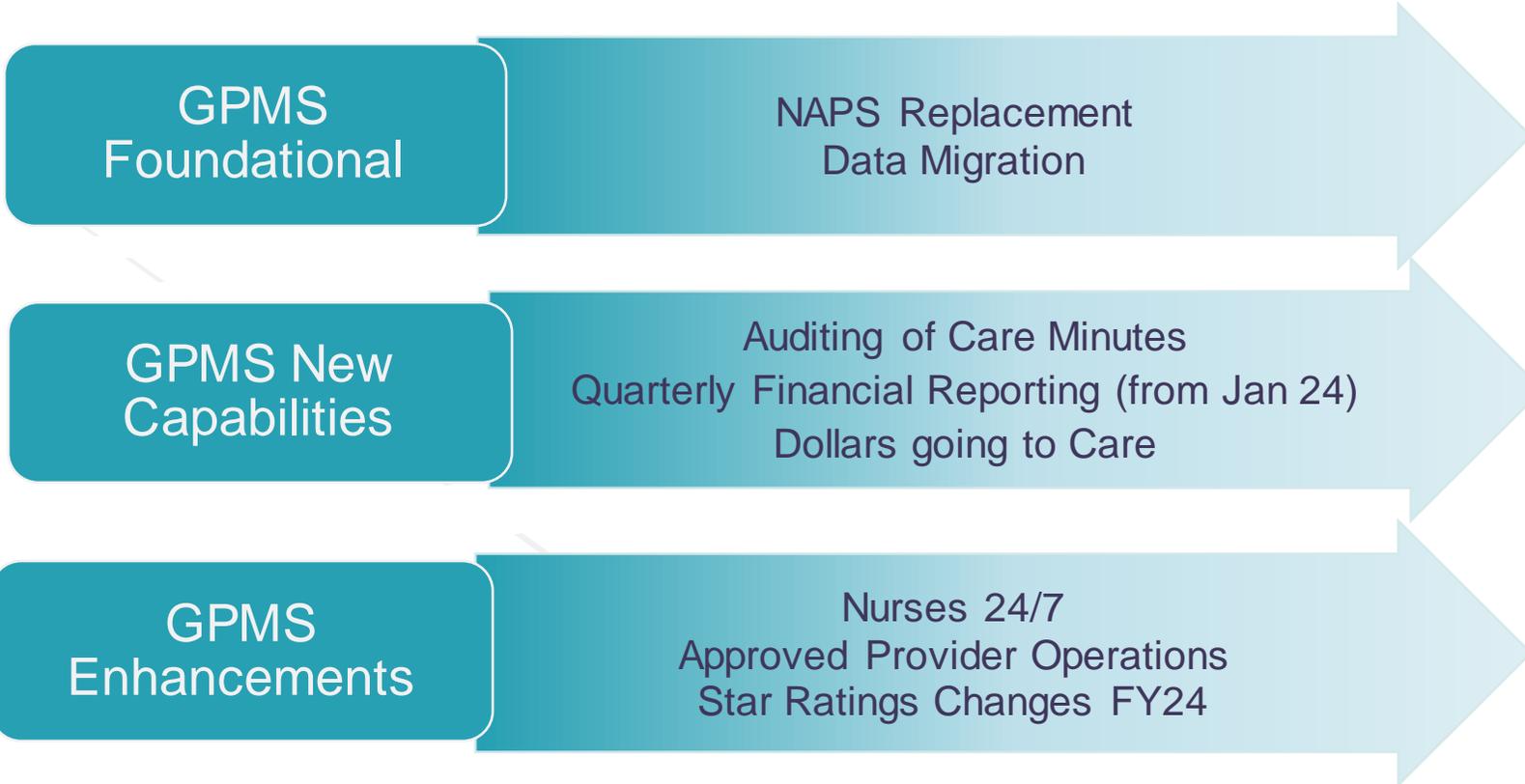


Australian Government

Department of Health and Aged Care

Salesforce Release 6.0

Release Deliverables





Australian Government

Department of Health and Aged Care

Business to Government (B2G) API Gateway

Connect. Simplify. Empower.

Presented by:

Emma Cook – Assistant Secretary, Digital Reform Branch
Reform Implementation Division

Marina Muttukumar – Assistant Secretary, Aged Care Services and Sustainability Branch
Digital Transformation and Delivery Division

Business to Government (B2G)

B2G is an important innovation that will:

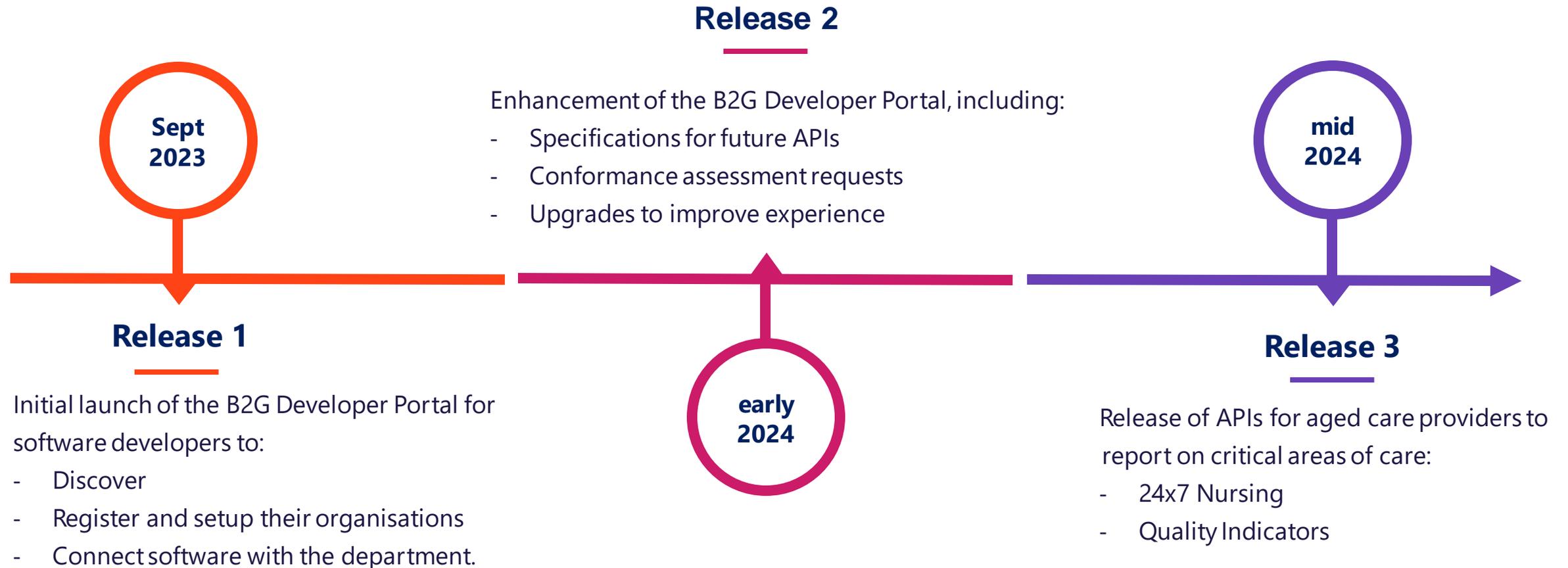
- Streamline reporting through seamless data exchange between provider and Government systems, using APIs.
- Improve data quality (timeliness, reliability & granularity) to support uplift in care.
- Enable aged care staff to spend more time delivering quality care directly to older people.



Australian Government

Department of Health and Aged Care

B2G High Level Timeline

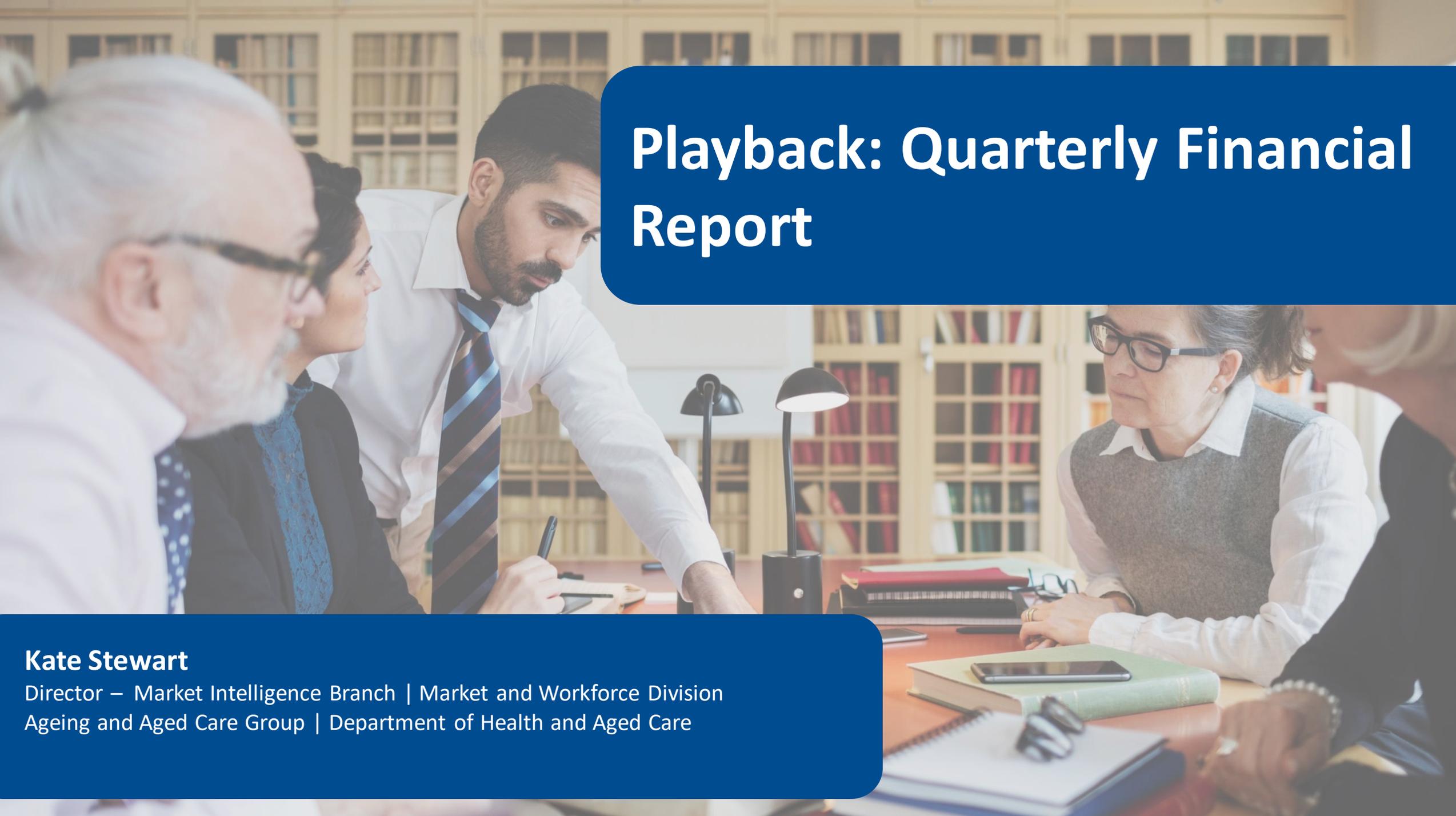




Release 6 Overview

GPMS & B2G



A group of business professionals in a meeting. A man in a white shirt and striped tie is pointing at a document on a table. Other people are looking at the document. The background shows bookshelves.

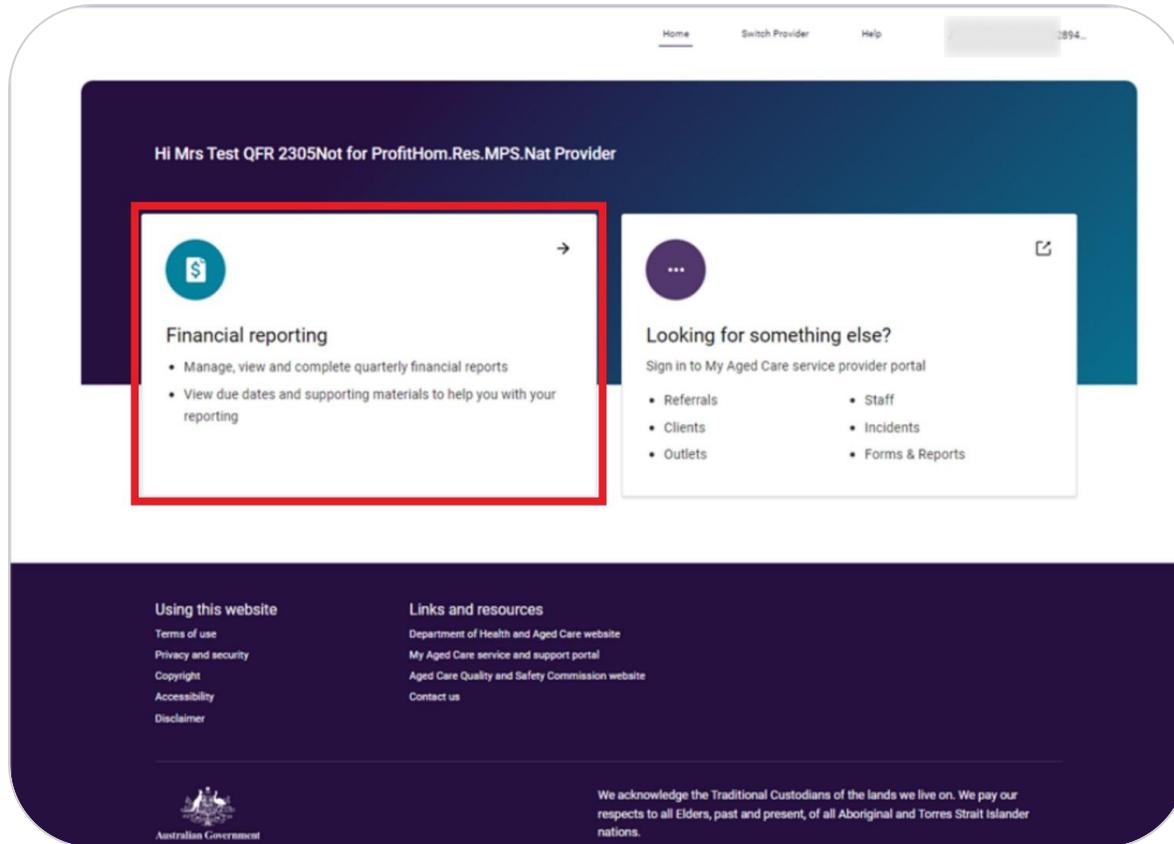
Playback: Quarterly Financial Report

Kate Stewart

Director – Market Intelligence Branch | Market and Workforce Division
Ageing and Aged Care Group | Department of Health and Aged Care

Quarterly Financial Report (QFR)

The Quarterly Financial Report (QFR) application is now available through the Government Provider Management System (GPMS)



➤ Organisation Administrators are encouraged to set up their Financial Reporting users in GPMS and check they can access the QFR application

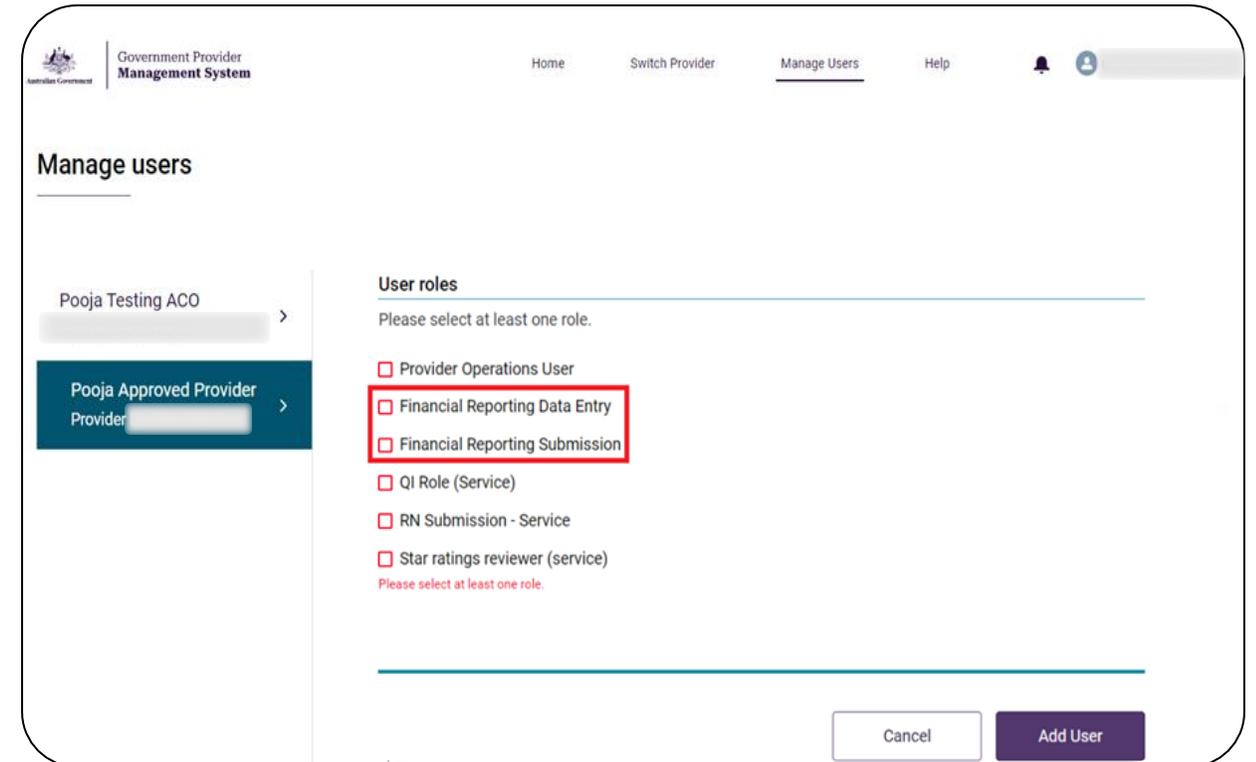
➤ QFR submissions for Quarter 2 2023/24 (reporting period 01 October – 31 December 2023) will open in January 2024

Financial Reporting Tile on GPMS Dashboard

Adding Financial Reporting User

There are two Financial Reporting user roles:

- 1 Financial Reporting Data Entry User**
 - Data Entry users can enter data into the QFR but not submit the QFR report
- 2 Financial Reporting Submission User**
 - Submission users can enter data and submit the report



For information regarding assigning user roles



Quarterly Financial Reporting Help Desks for Aged Care Providers

Government Provider Management System

From 1 January 2024, Providers submit Quarterly Financial Reports through GPMS.

 [GPMS Resources](#)



Quarterly Financial Report

Providers have access to resources to assist in their submissions, available on the Department's website.

 [QFR Resources](#)



If you have technical questions
about GPMS or the QFR
application

My Aged Care Service Provider Assessor Helpline

- Assigning user access
- Logging into GPMS
- Accessing the QFR



1800 836 799

If you have questions about
completing the Quarterly Financial
Report

Forms Administration Help Desk

- Submission related questions
- Re-opening the portal for resubmissions
- Reissued QFRs



health@formsadministration.com.au



(02) 4403 0640

If you have questions about direct
care reporting or the data quality
check process

Residential and Home Care Help Desk

- Residential and Home care Labour Costs & Hours reporting
- Care Minutes reporting
- Residential data quality checks



QFRACFRHelpdesk@health.gov.au



Demonstration Video

Quarterly Financial Report





Update: Australian Digital Health Agency (ADHA)

Laura Toyne

Branch Manager

National Program Delivery

Australian Digital Health Agency (ADHA)

Budget 2023-24 – Digital health initiatives

Australian Digital Health Agency (Agency)

\$325.7M (4yrs)

Establish the Agency as an ongoing entity

Expanding e-Prescribing

\$111.8M (4yrs)

Prescription delivery service

Expand electronic medication charts

Mandates for high cost and dangerous medicines

Implement e-prescribing in Hospitals (funded via IGA)

My Health Record

\$429M (2yrs)

Continued operation of MHR system, including improved connections, terminology and ongoing modernisation

MHR Data Platform

\$38.4M

Establish a new MHR data platform, to continue the transition from a clinical document (PDF) system to a structured data system

Sharing by default

\$13.1M

Progressively transition from an optional to a 'Share by Default' setting for health providers, commencing with pathology and diagnostic imaging

Allied health connections to MHR

\$5.8M

Support allied health providers to connect and use digital health infrastructure, including My Health Record

Intergovernmental Agreement

\$126.8M (4yrs)

CSIRO - FHIR

\$9.3M

CSIRO to work with all Australian Governments, the Agency and the health technology industry to develop and adopt Fast Health Interoperability Resources (FHIR) core standards – to support the sharing and exchange of Health Information and Data.

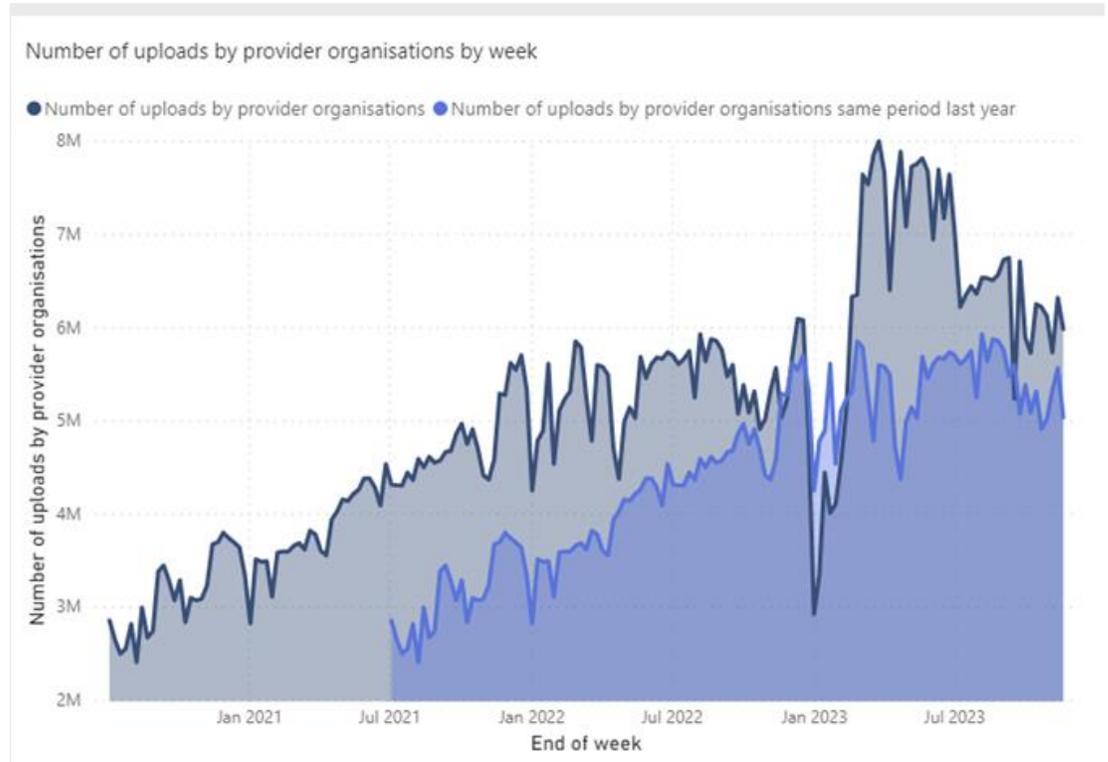
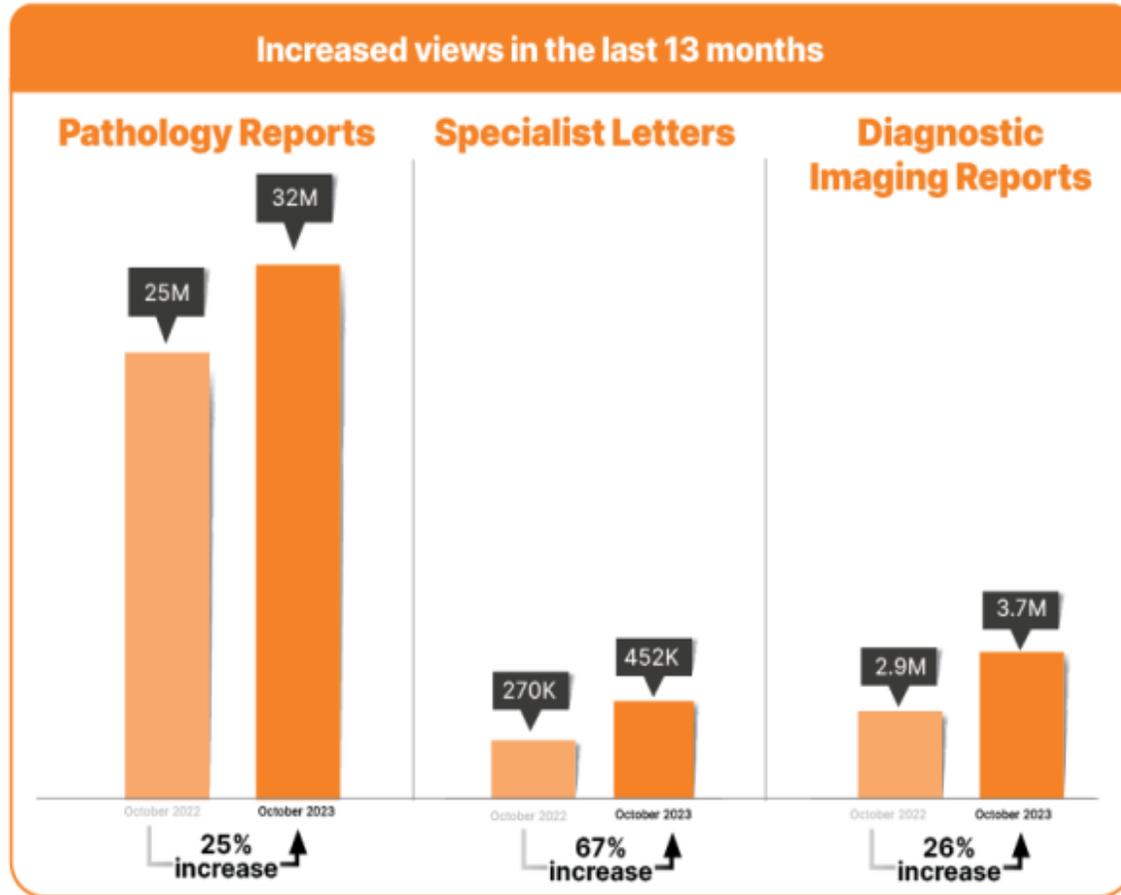
e-Requesting

\$5.8m

Department and CSIRO to design a national electronic Requesting capability for Pathology and DI, this will also enable clinical data sharing data with MHR



My Health Record – Views and Uploads



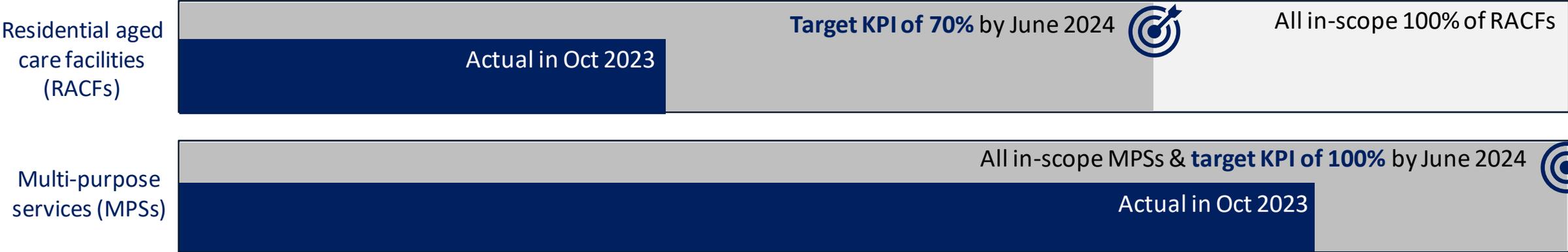
Number of uploads by provider organisations

Number of uploads by provider organisations	Last 12 months	% Increase last 12 months vs. previous 12 months	Last month	% Increase Last Month vs. Previous Month	% Increase last month vs. last month previous 12 months
Overall	327,951,148	18% ↑	26,474,014	1% ↑	20% ↑



My Health Record Registration project

Project Progress



On the horizon for 2024



Promotional and targeted messaging to the sector through a Media Campaign



PHN engagement activity to verify RACF registrations



Cold calling activity to engage residential aged care providers



Aged Care Industry Enablement update



Achievements this year



13 vendors My Health Record conformant via First Aged Care Industry Offer



Release of the Second Aged Care Industry Offer via open RFT on AusTender

- Targets residential aged care software vendors with CIS and EMMs
- Focus on My Health Record and Aged Care Transfer Summary view and upload functionality



Evaluation completed and contracts with successful vendors to be finalised



On the horizon for 2024



Release communications on post-RFT outcomes



Solution design sessions with software vendors



Vendor enhanced product build and Agency implementation support (→2025)



Aged Care Clinical Information System Standards - 2024



First Draft, November 2023



Validation of Gap Analysis, December 2023



Workshops with developers, December 2023 - March 2024



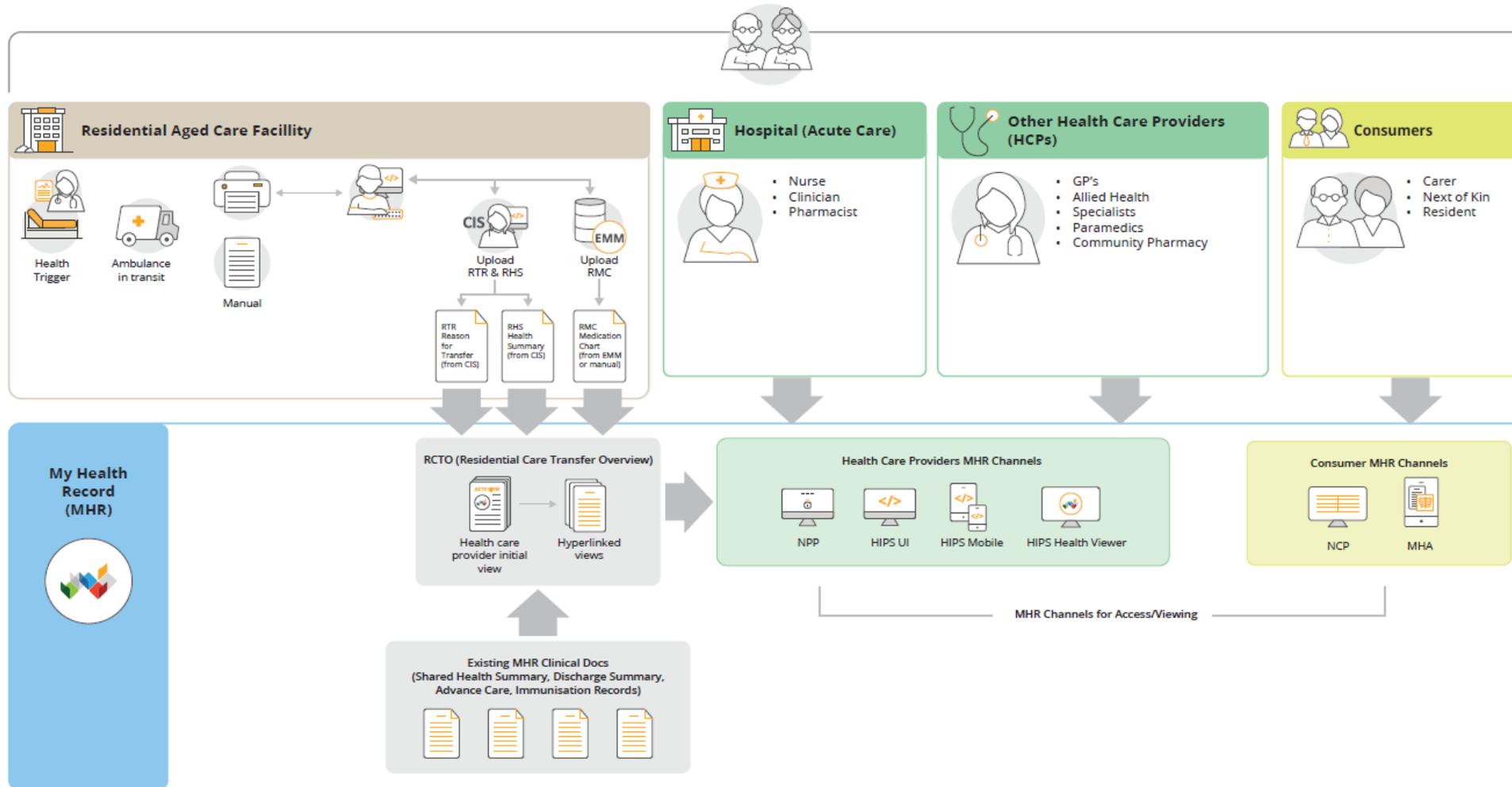
Project update and implementation plan webinars, June 2024



Aged Care CIS Standard, August 2024



Aged Care Transfer Summary – end to end journey flow



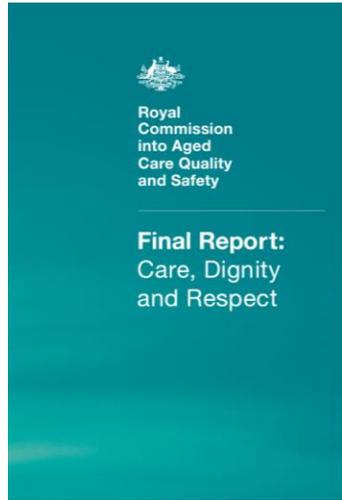
Aged Care Transfer Summary - 2024

- Identify appropriate change and adoption strategies with the Department of Health and Aged Care for:
 - Aged Care software providers
 - Residential Aged Care Facilities
 - Training and education

- WHAT YOU CAN DO (Vendors): Connect with the Agency's Developer Portal – register and download!
 - <https://developer.digitalhealth.gov.au/resources/my-health-record-notice-of-connection-noc-and-conformance-compliance-and-declaration-ccd-testing>
 - <https://developer.digitalhealth.gov.au/resources/aged-care-transfer-summary-v1-0>



Hospital Discharge



The Hospital to Residential Aged Care Facility Discharge project purpose was to contribute to improving the transition between hospital care and residential aged care, as recommended by the Royal Commission into Aged Care Quality and Safety (recommendation 66):

“Improving the transition between residential aged care and hospital care”

To meet the requirements of recommendation 66, the Agency ran a discovery project from 30 August 2022 to 05 June 2023 on the hospital to RACF discharge process. This resulted in two reports:

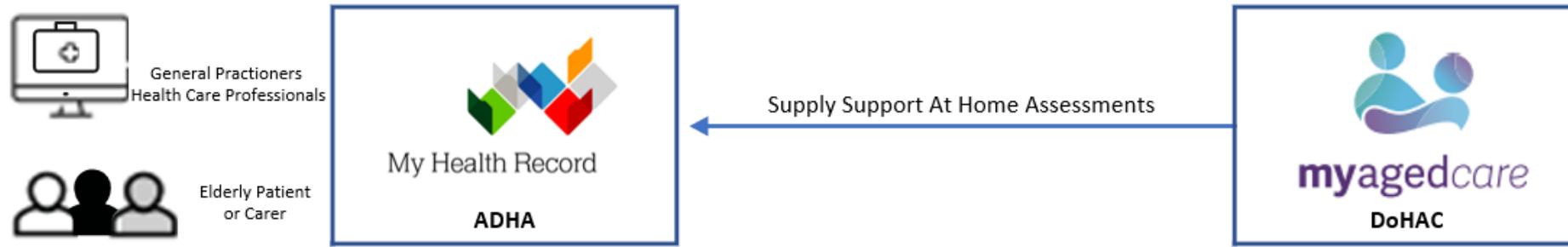


1. Current state analysis to identify the problems/issues



2. A final report on future state recommendations of areas for action

Support at Home: MAC and MHR integration



2023

Achievements

- Roadmap for integration of My Aged Care and My Health Record
- Drafting of Solution Architecture Design
- Established Communications with Delivery Partners
- Taking opportunities to discuss this new project with external stakeholders

2024

Delivery

- User experience design and consultation
- Design, build and release of My Aged Care and My Health Record integration
- Provide education to My Health Record users



Digital maturity and literacy in Aged Care



ACIITC project - 2023



Benchmark digital maturity in aged and community care organisations



National survey (Mar-May 2023)

170 residential aged care and community organisations and **>60,000** clients represented



Key findings



Cybersecurity, comms technology and digital leadership at board level



Innovation, utilisation of predictive analysis and client engagement through digital systems



AIDH Pilot Self-assessment tool for the Aged Care Sector - 2024

The purpose of this pilot is to test its applicability to the Residential Aged Care workforce.

The Agency is working with the AIDH to select 4 Sites with a mix of regional, metropolitan and Rural sites.



A hand pointing at a tablet screen in a blurred office setting.

2023: Year in Review

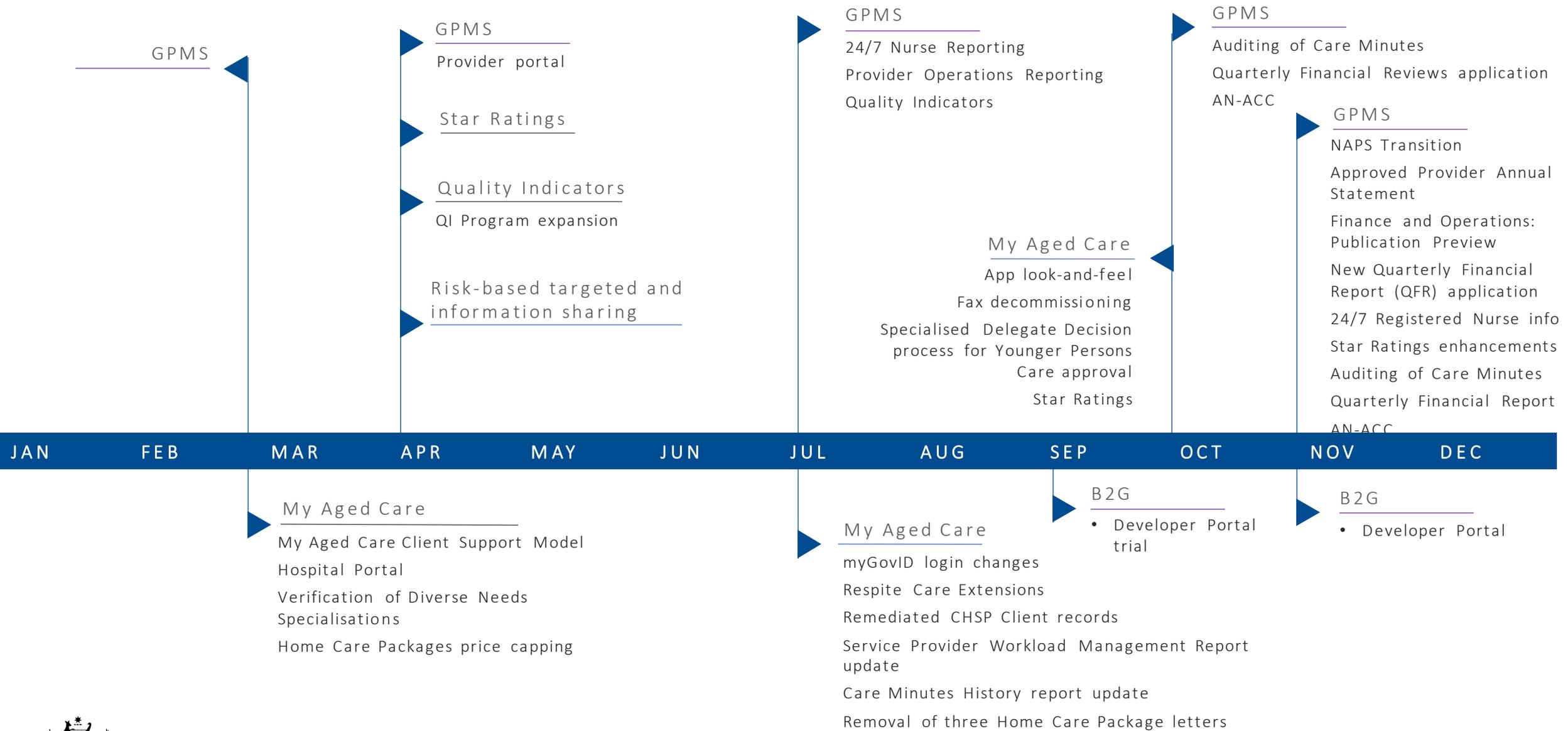
Fay Flevaras

First Assistant Secretary

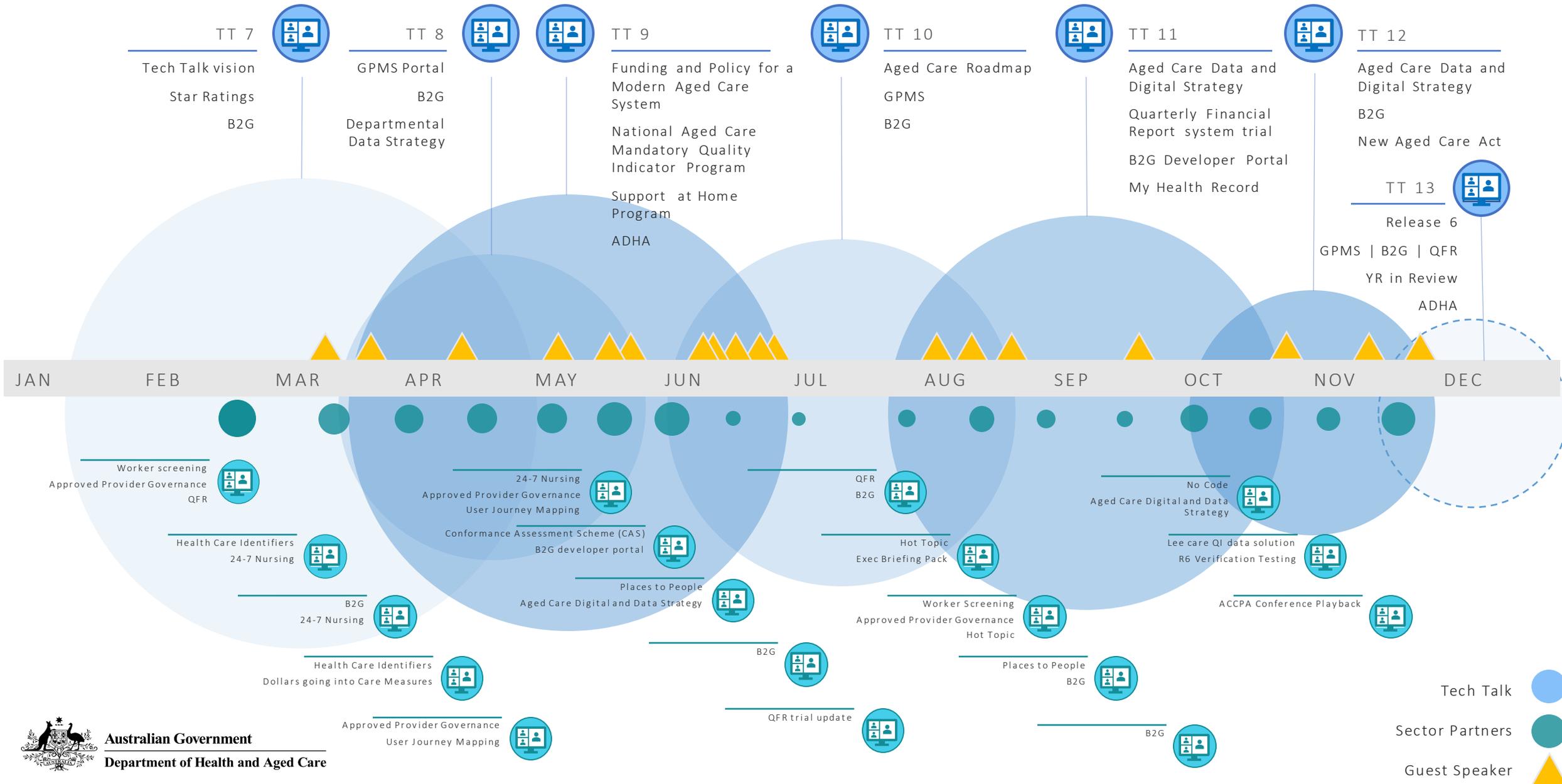
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2023 year in review: Deliver-focus



2023 year in review: Engagement-focus



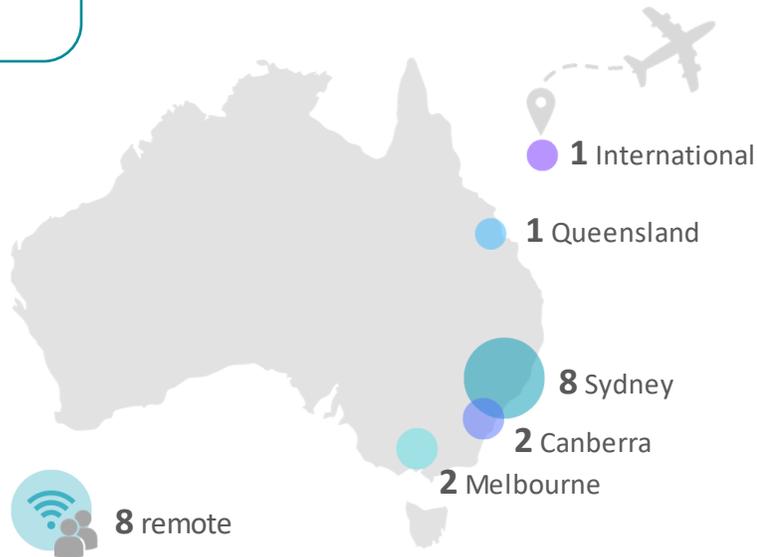
Public Engagement

22



Guest Speaker appearances

With over 80 invitations - sharing our story with the aged care sector, industry and government



7



Tech Talks

Featuring 12 unique speakers from both policy and IT from our department and across government

16



Sector Partner meetings

Grown over 130% this year from 66 members in 2022 to 152 members



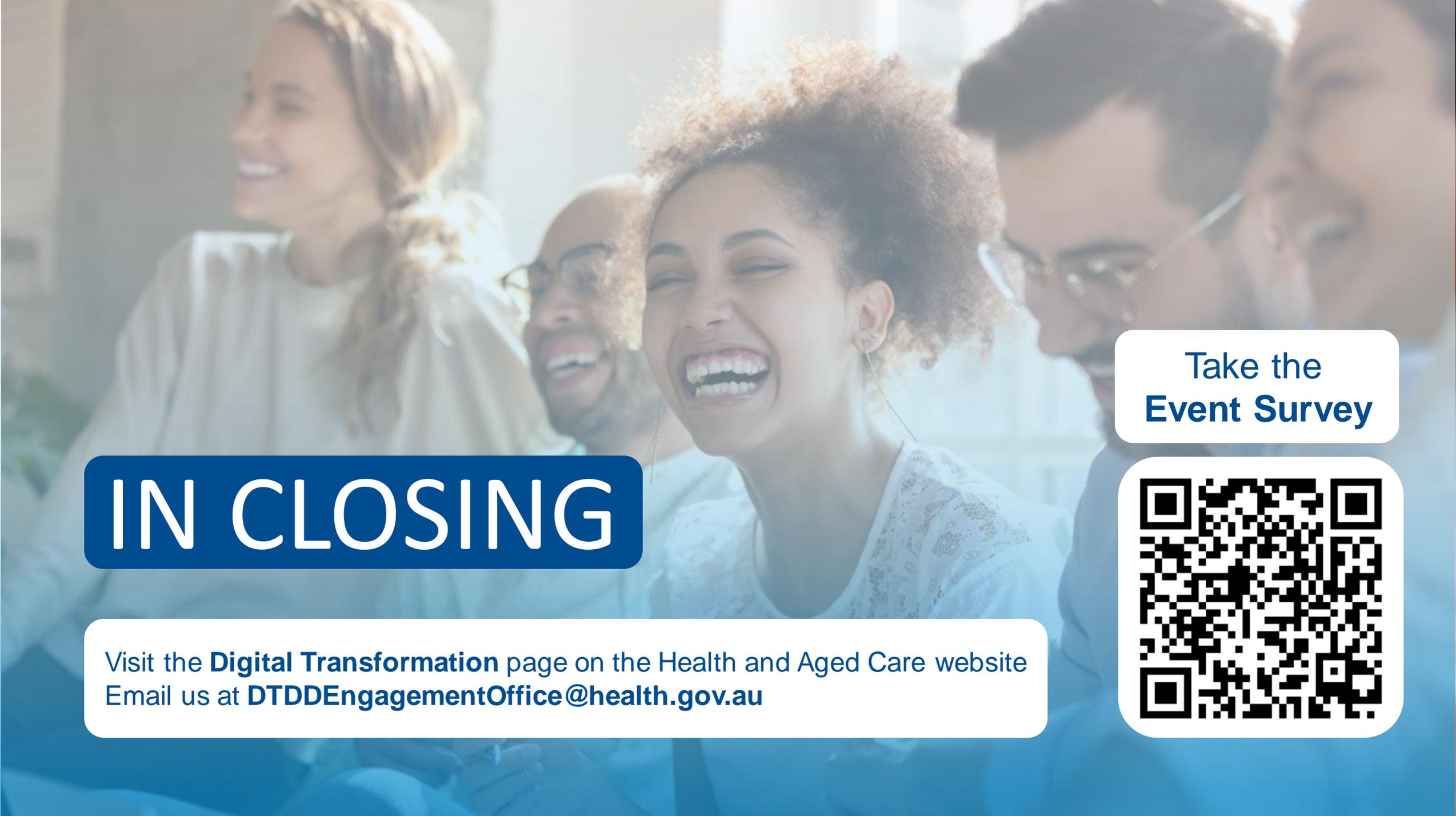
Q&A

- 1 Type your question into Slido
- 2 Click 'Submit' to post your 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
and 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 DTDDEngagementOffice@health.gov.au

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Event Survey

