

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 #14

27 February 2024

An elderly couple is shown in profile, looking at a tablet held by the man. The man is wearing glasses and a brown jacket, while the woman is wearing a grey sweater. They are both smiling. The background is a blurred indoor setting with warm lighting. A blue overlay covers the bottom half of the image.

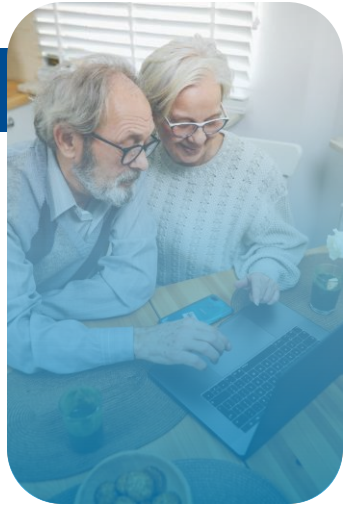
WELCOME

& housekeeping

Digital Transformation for the Aged Care sector

AGENDA

Tech Talk #14



Welcome &
housekeeping

Janine Bennett

Reflections
and directions
for 2024

Fay Flevaras

Transformation
and release
update

Fay Flevaras,
Emma Cook,
Jo Hammersley,
Jess Herbert,
Marina Muttukumar

New Aged
Care Act
update

Mel Metz

Q&A
popular
questions

Fay Flevaras,
Emma Cook,
Janine Bennett

Q & A
and close

Fay Flevaras,
Mel Metz,
Emma Cook,
Janine Bennett



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 other woman, with dark curly hair, is looking at the screen. The monitor displays lines of code in a dark-themed editor. The background is slightly blurred, showing office furniture and windows.

Reflections and directions for 2024

Fay Flevaras

First Assistant Secretary

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care

2023 year in review: Delivery-focus

Delivery highlights

- 70 project outcomes across eight major releases
- GPMS & Star Rating previews, 24/7 Registered Nursing, Quality Indicators, Provider Operations
- NAPS migration
- B2G Developer portal
- AN-ACC Classification Funding Model
- My Aged Care: Enrolled Nurses Care Minutes & Star Ratings views
- Extended access to Aged Care Hospital Portal

Delivery stats

32

Initiatives delivered
with one or more releases
going into Production



Initiatives managed in each delivery phase

4



Co-Created
initiatives

2



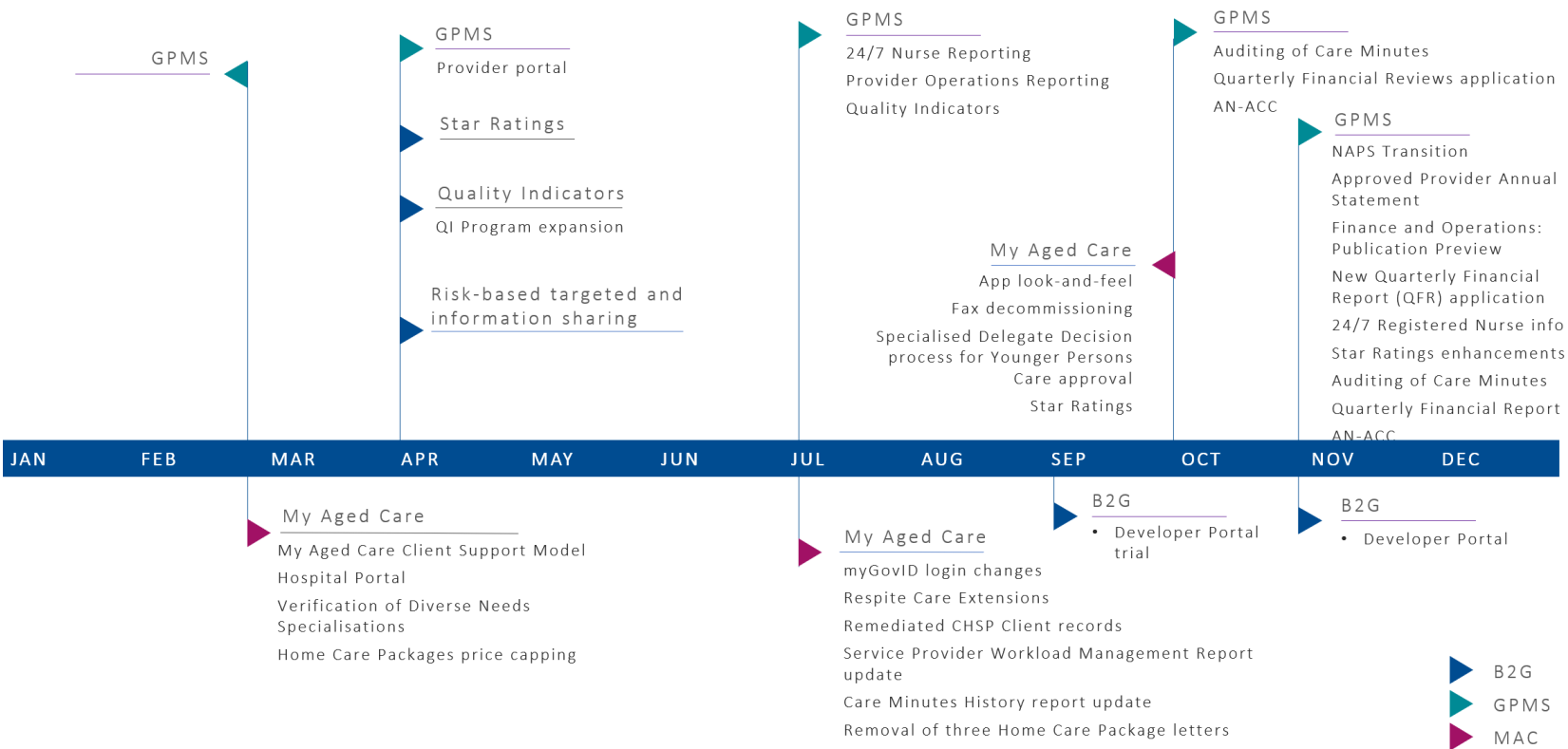
Co-Designed
initiatives

31



Co-Delivered
initiatives

Delivery milestone timeline



2023 year in review: Engagement-focus

Tech Talks

- 7 webinars
- 740+ average registrations
- 85% satisfaction rate
- 292 event questions



Sector Partners

- 17 formal meetings
- 152 members (130% increase)
- 19 co-design activities
- 88% satisfaction rate



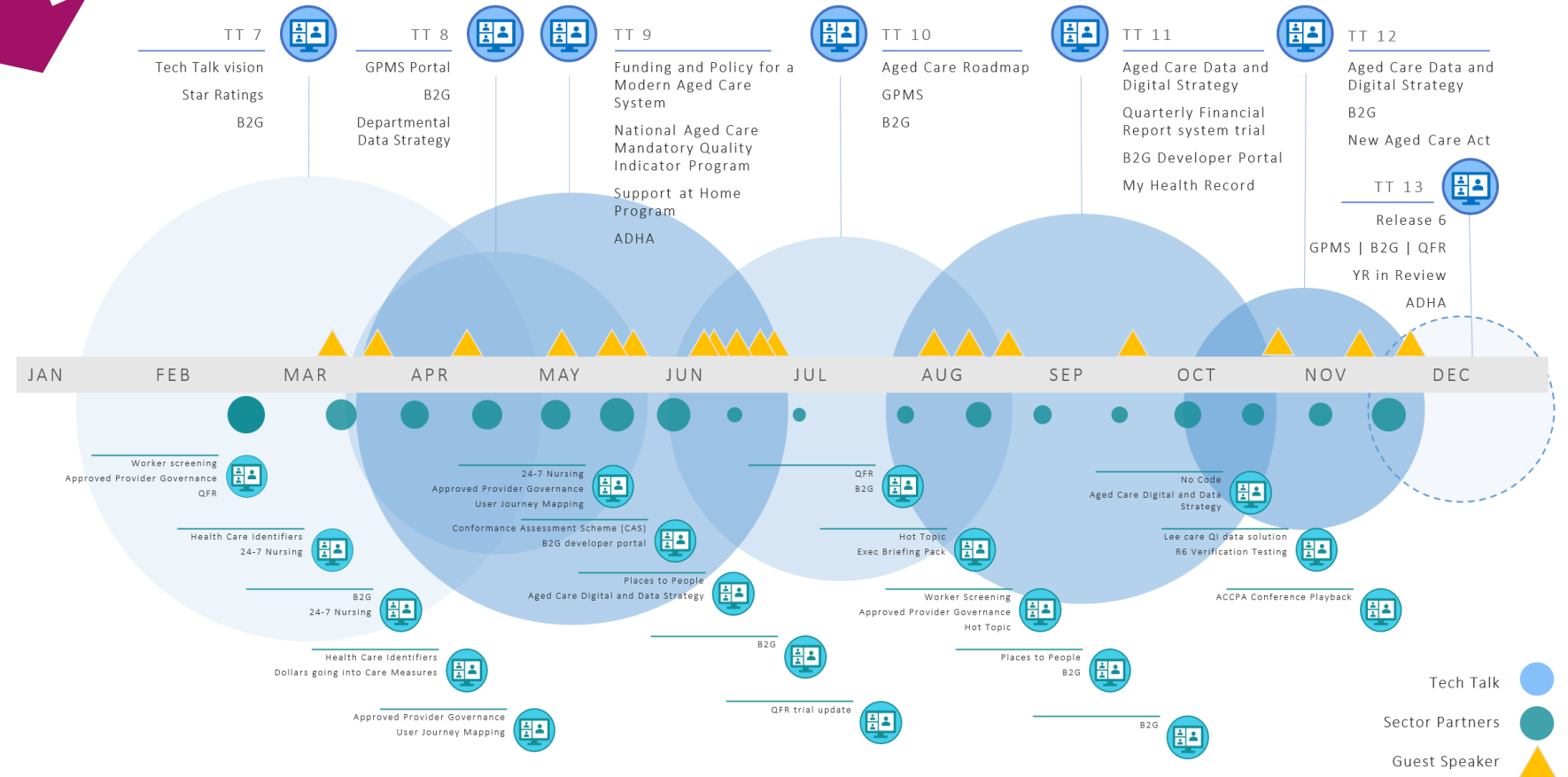
Guest Speaker

- ~22 presentations direct to sector on DT topics of interest to them



Web

- 2 public sites
- 1 collaboration site







Transformation and release update

Fay Flevaras

First Assistant Secretary

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care

Digital Transformation Roadmap

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.

Key

- MAC
- GPMS
- ACDW
- B2G

Last updated: 22 February, 2024

| YEAR | | | | |
|--------------|--|------------------|-----|--|
| MONTH | NOV | DEC | JAN | FEB |
| TECH UPDATES | Decommissioning Fax | RBITS R4.1 | | Care Minutes Enhancements |
| | Enhancements to ANACC referral management | | | Enhancements to ANACC referral management |
| | Residential Care Report enhancements | Warranty release | | Residential Care Report enhancements |
| | Reclassification requests and assessments application fees | | | Palliative Entry Default rules |
| | Specialised delegate decision for younger persons care | | | Assigning permanent residential Aged Care Places to People |
| | Technical upgrades | | | Technical upgrades |
| | GPMS - NAPS Transition | | | GPMS Self Service |
| | Approved Provider Annual Statement | | | Specialist Based Care Tariff (BCT) Eligibility |
| | Star Ratings Enhancements | | | Care Minutes Enhancements |
| | B2G Developer Portal | | | Stewardship Stakeholder & Emergency Management |
| | Auditing of Care Minutes | | | GPMS Enhancements |
| | Quarterly Financial Reporting | | | Star Ratings Enhancements |
| | Annual Provider Operations enhancements | | | RBITS R4.2 |
| | Dollars going into care enhancements | | | |
| | | | | |



Digital Transformation for Aged Care

2024 February Release



Australian Government
Department of Health
and Aged Care





Emma Cook

Assistant Secretary
Digital Reform Branch
Reform Implementation Division

Jo Hammersley

Director
Aged Care Quality and Transformation Branch
Digital Transformation and Delivery Division

Marina Muttukumar

Assistant Secretary
Aged Care Services and Sustainability Branch
Digital Transformation and Delivery Division

Jess Herbert

Director
Aged Care Funding Reform and Systems Branch
Digital Transformation and Delivery Division



Australian Government

Department of Health and Aged Care

Government Provider Management System

Presented by:

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

Jo Hammersley – Director, Aged Care Transformation and Quality Branch
Digital Transformation and Delivery Division

Government Provider Management System (GPMS)

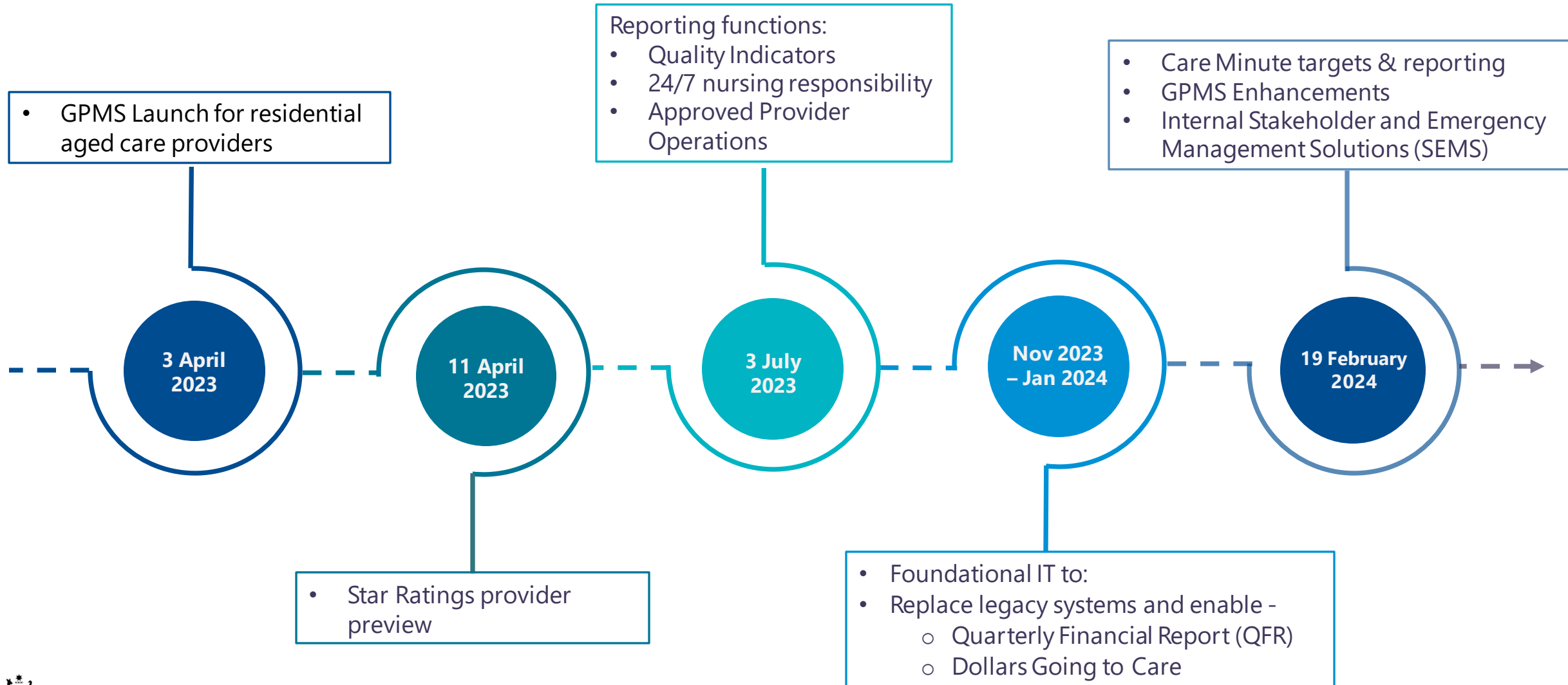
The new Government Provider Management System (GPMS) is foundational to future IT and aged care reforms, providing a modern platform to:

- 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
- Stakeholder and Emergency Management Solution

GPMS Journey



Salesforce – Release 7.0

The Facts

- **3 Days** of Dedicated Release Runway
 - Deployment commenced Friday 16 February
 - Go Live from 19 February 2024
- **Staff worked** across the release weekend
 - Multiple areas across the Department, our DTDD and ITD teams, 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
Salesforce
Releases
Continue...**



Salesforce – Release 7.0

Release Deliverables

GPMS Foundational

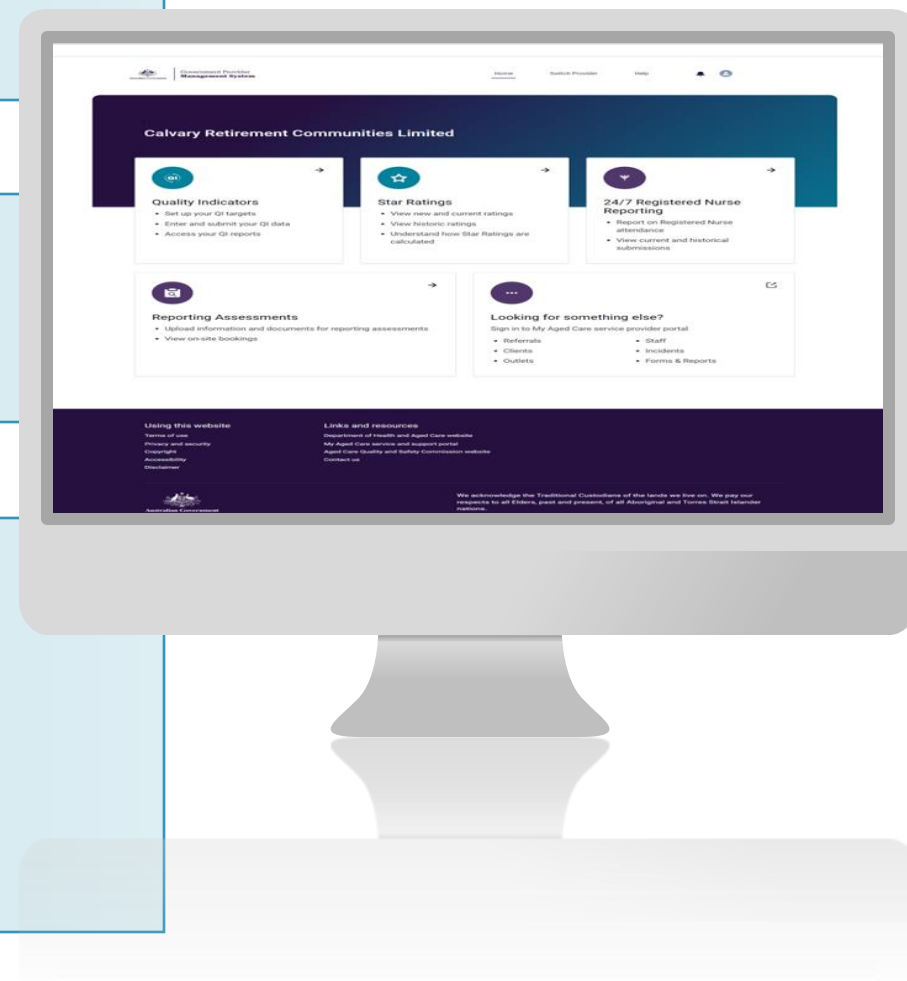
GPMS Assessment Services & Home Care Service Transfer

GPMS New Capabilities

Stakeholder & Emergency Management Solution (SEMS)
4 new APIs for the Developer Portal

GPMS Enhancements

Quarterly Financial Reporting
Dollars Going to Care Measure
Residential Aged Care Funding Reform (RACFR) Care Minutes
Approved Provider Operations
Star Ratings
Technical Upgrades





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:

- Reduce administration time with streamlined, efficient and simplified information exchange using APIs.
- Enable older people in Australia to make informed decisions and providers to deliver better care with improved data quality.
- Allow staff to spend more time delivering quality care to older people in Australia.

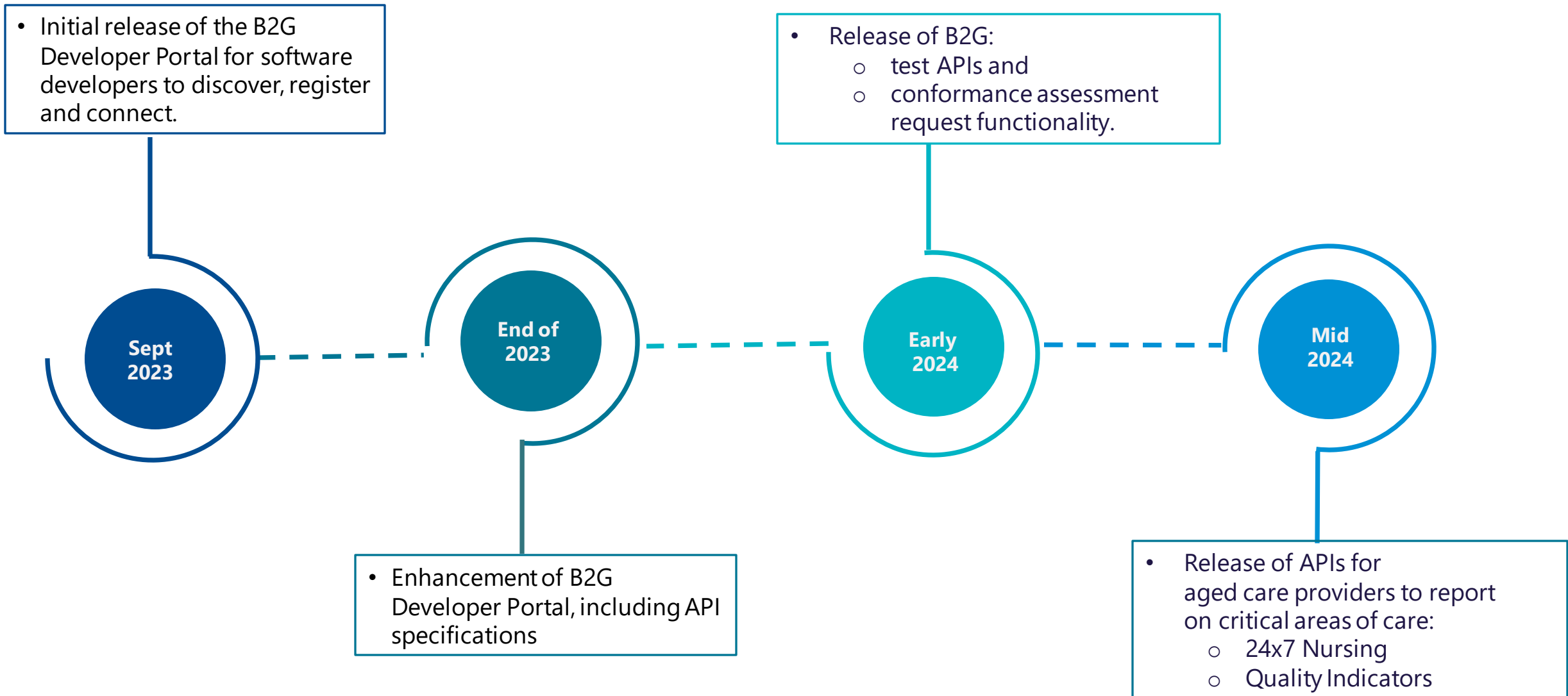


Australian Government

Department of Health and Aged Care



B2G Journey



Software Vendor Journey

Ongoing delivery of the B2G capability is progressively enabling the development lifecycle for Software Vendors with each B2G release.

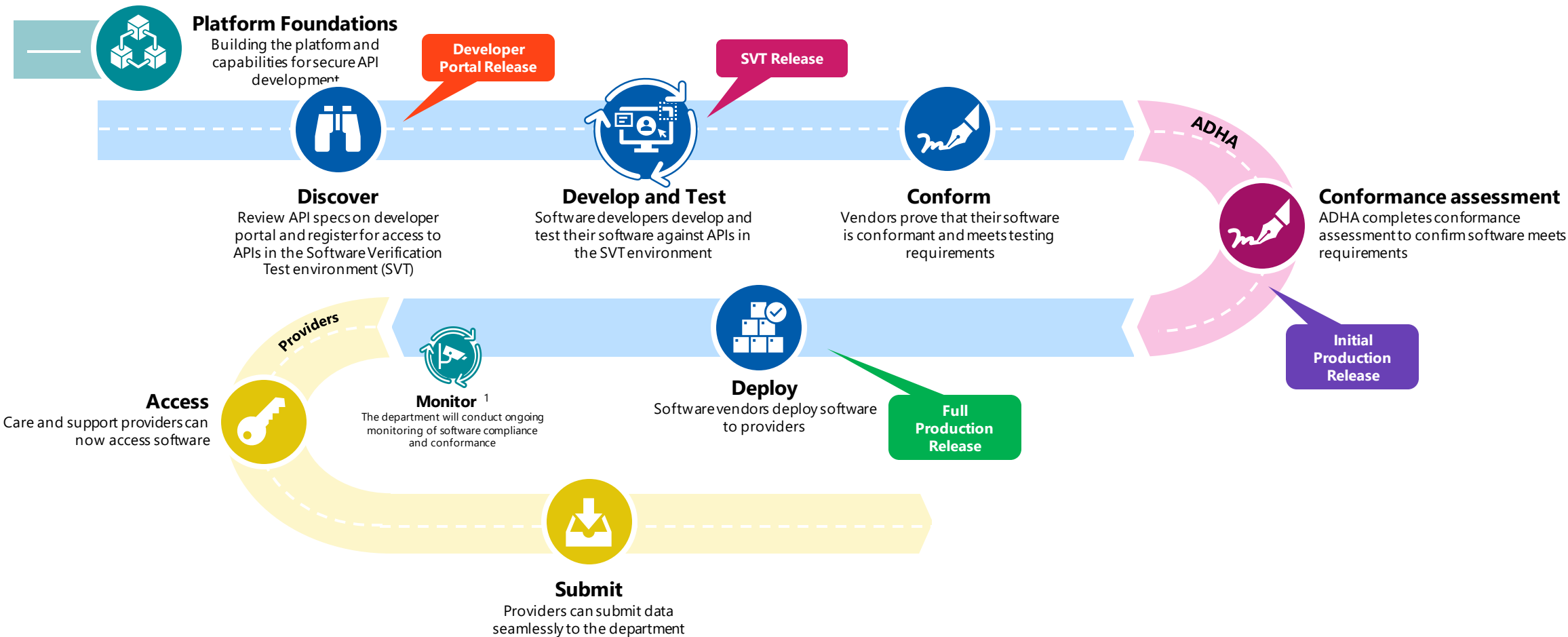
Dept. of Health & Aged Care

Software vendor

ADHA

Care and Support provider

Path Legend





Australian Government

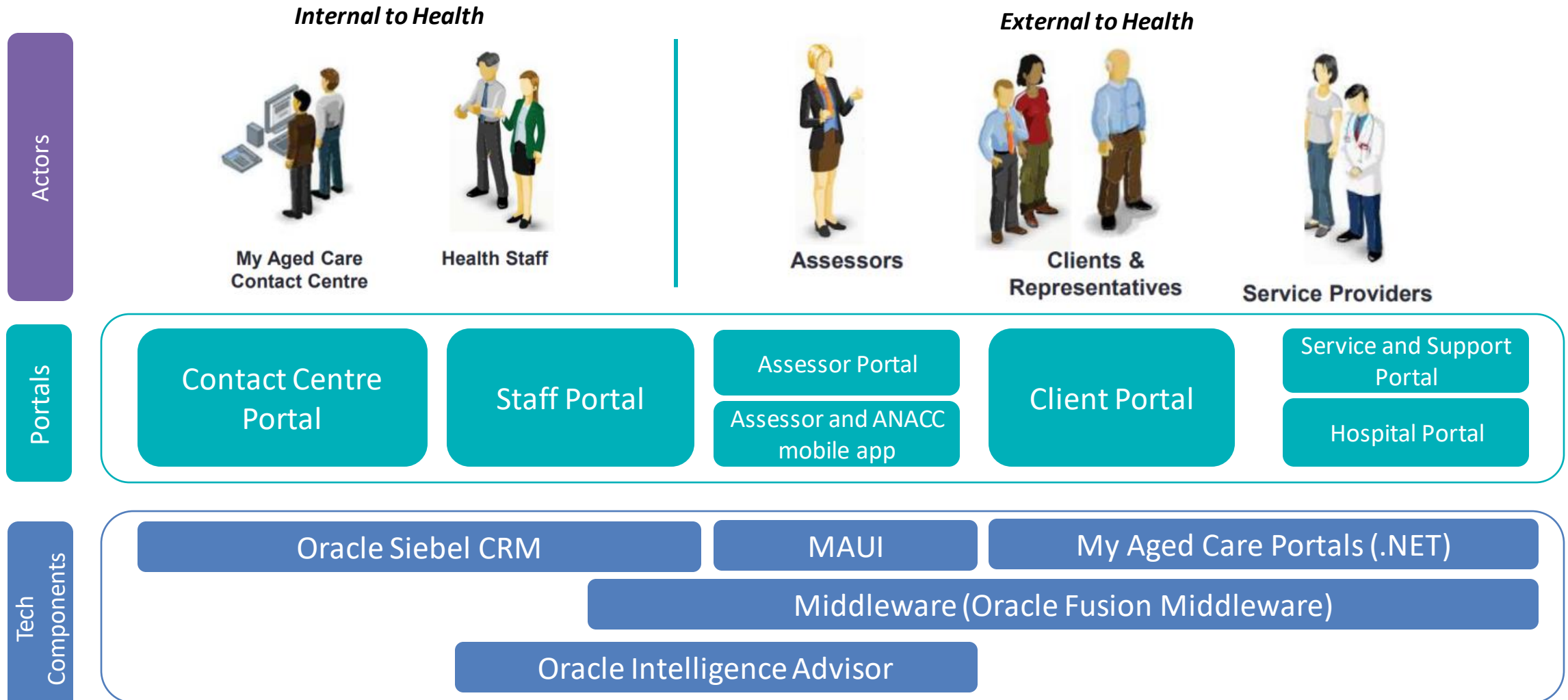
Department of Health and Aged Care

My Aged Care – Release 29

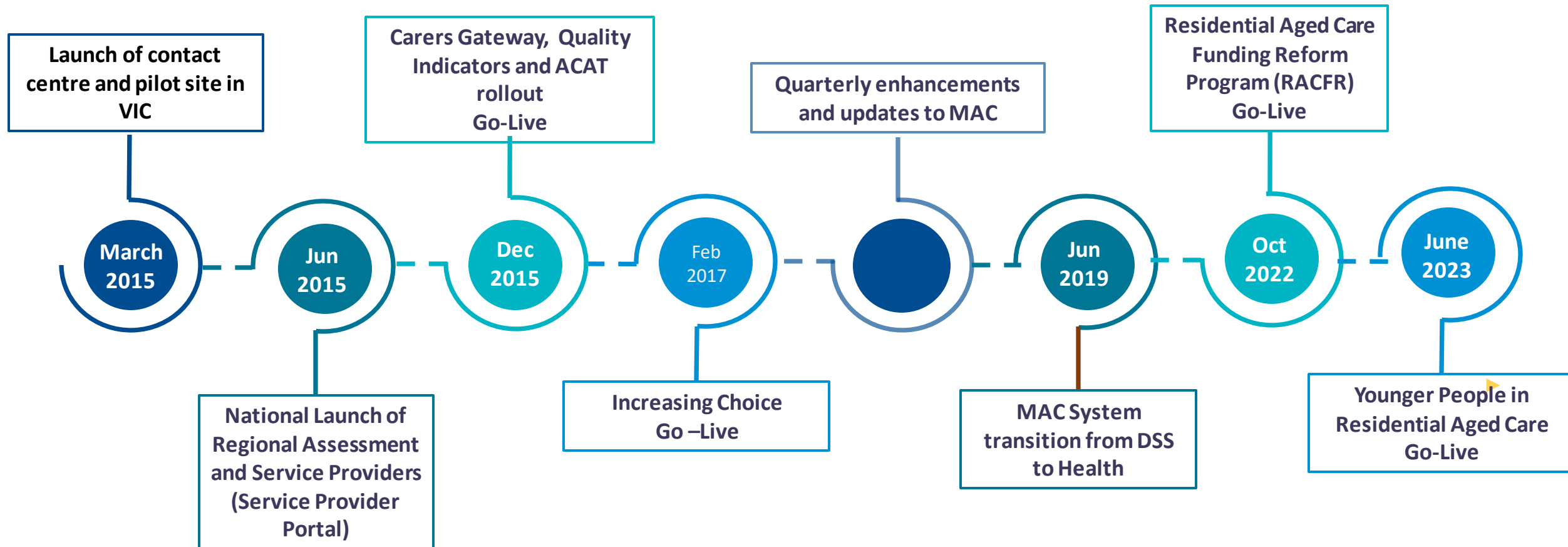
Presented by:

Jess Herbert – Director, Aged Care Funding Reform and Systems Branch
Digital Transformation and Delivery Division

What's My Aged Care (MAC) all about?



Key milestones in MAC history



In Release 29



Enhancements to the **Residential Aged Care Funding Reform Program**, such as changes to referral management, assessment, and care minutes target calculations.



Places to People, a key initiative under the New Aged Care Act, will provide the foundational capability for queuing systems and storing classification information so that clients have greater choice about preferred residential care providers.



Home Care Reform changes will provide the ability for Assessment Organisations to transfer a client's assessment data between organizations.



Enhancements and upgrades, including updates to departmental branch names and an upgrade of .net technology used for mobile apps and external facing portals.

New Aged Care Act

A photograph of three elderly men sitting outdoors on white bleachers. They are all smiling and looking towards the right. The man on the left is wearing a light green t-shirt. The man in the middle is wearing a red tank top. The man on the right is wearing a grey t-shirt with black stripes on the sleeve. The background is slightly blurred, showing more bleachers and some greenery.

Mel Metz

Assistant Secretary

Legislative Reform Branch | Quality and Assurance Division

Ageing and Aged Care Group

Consultation on the Exposure Draft

- Draft Bill released on 14 December 2023
- Open for submissions for 12 weeks until 8 March.
- Engagement activities to elicit feedback from key stakeholders and the community, through:
 - A public survey
 - Two webinars – one information webinar and one Q&A style webinar
 - Five targeted roundtables with advocacy organisations, individual advocates, the sector, and workers
 - Around 35 public workshops, some virtual but the majority face-to-face.



Consultation Feedback

Implementation timeframes

- More time should be provided for consultations
- More time needed to prepare for changes before they take place
- The new Act needs to start as soon as possible

Rights and principles

- Feedback that rights are not individually enforceable
- Concerns that the rights and principles either go too far, or don't go far enough
- Some commentary that the application of rights might impact provider viability

High Quality Care

- Confusion around the purpose of the definition, with feedback that high quality care needs to be measurable or a minimum standard

Duty of Care

- Differing views on whether or not the duty should apply to voluntary members on boards
- Concerns about the impact the duty will have on recruiting suitably skilled board members

Consultation feedback

Feedback is from older people, advocates and providers

Complaints Commissioner

- View that the role needs to have a greater level of independence

Nominees

- Confusion about how these provisions would operate in practice, and how they would interact with power of attorney and guardianship arrangements
- Some concern that these provisions could be abused

Whistleblower protections

- Questions around the information and training provided to individuals to which a disclosure can be made
- Concerns that the decision to remove 'acting in good faith' from the framework could lead to it being abused

Review/decision timeframes

- Questions around the absence of specific timeframes in the legislation for appeals/reviews and suggested that the timeframes should be included

Concern about the use of computers

- Concern that the provision relating to the use of computer programs will enable AI assessments.



Further information



Foundations of the new Aged Care
Act Consultation Page –
Aged Care Engagement Hub

Resources to access:

- Webinars - <https://www.health.gov.au/our-work/aged-care-act/consultation/upcoming-workshops>

You can then provide your feedback by:

- Complete the [online survey](#) or phone survey 1800 318 209
- Provide a written submission to:
AgedCareLegislativeReform@health.gov.au
- **Postal addresses:** Department of Health and Aged Care - New Aged Care Act Consultation
GPO Box 9848
Canberra ACT 2601
Australia
- Public consultation closes on **Friday 8 March 2024**.
- Read more at <https://www.health.gov.au/our-work/aged-care-act/consultation>



agedcareengagement.health.gov.au



Phone **1800 200 422**
(My Aged Care's free call phone line)

A hand is pointing at a tablet screen. The background is blurred, showing people in a bright, indoor setting. The text is overlaid on a dark blue rounded rectangle in the top right corner.

Q&A popular questions

Fay Flevaras

First Assistant Secretary

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care

How do *Digital Transformation Tech Talks* and the *Sector Partners group* relate to one another?

Janine Bennett

Assistant Secretary
Digital Business and Sector Engagement Branch
Digital Transformation and Delivery Division
Department of Health and Aged Care



- Where can I find out more about B2G Conformance?
- What is the self-service function in GPMS?

Emma Cook

Assistant Secretary
Digital Reform Branch
Reform Implementation Division
Department of Health and Aged Care



- Does the data and digital strategy talk about AI in Aged Care?
- What support is available to help older people access digital services?

Josh Maldon

Assistant Secretary
Digital Strategy and Assurance Branch
Reform Implementation Division
Department of Health and Aged Care



Is there potential for funding to help providers upgrade their legacy systems to more interoperable solutions?

Fay Flevaras

First Assistant Secretary
Digital Transformation and Delivery Division
Corporate Operations Group
Department of Health and Aged Care



Q&A

- 1 **Type** your question into Slido
- 2 Click **'Submit'** to post your question
- 3 If you see a question you like, **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 DTDDEngagementOffice@Health.gov.au



Take the
EVENT SURVEY

Better connected care with **My Health Record**

My Health Record is a secure online summary of key patient health information. In an aged care setting, authorised health and care teams can access the system to view and add a resident's information if they have a record.

Once connected, authorised residential aged care staff will have immediate access to key health information, including the new transfer of care information.

Why connect?

- Saves time in transfer of care in emergency situations
- Validation and verification of clinical information
- Avoids duplication of tests and diagnostic imaging
- Improve continuity of care, informs end of life care.

What information can be accessed?

- Immunisation and vaccination information
- Shared health summaries
- Discharge summaries
- Transfer of care information
- Prescription and dispense records
- Radiology and pathology results
- Advance care documents and more



Our Registration Support team is here to help you connect with My Health Record. Scan the QR code and register for a call back or visit: www.digitalhealth.gov.au for more information



Australian Government
Australian Digital Health Agency

