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

health.gov.au

Tech Talk #16
21 May 2024

Australian Government
Department of Health and Aged Care

National
Palliative Care
Week 19–25 May

Matters of **life** *and death*

Agenda

Welcome and housekeeping	Digital Transformation update	GPMS and B2G update	Collect Once, Use Many Times	ELDAC Project	Aged Care Reforms Sector Pulse Survey	Q&A and close
		Jo Hammersley Emma Cook Marina Muttukumaru				
Janine Bennett	Fay Flevaras		Prof. Len Gray	Dr Priyanka Vandersman	Stevie George	Panelists

Australian Government
Department of Health and Aged Care

Digital Transformation update

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

Digital Transformation Roadmap

My Aged Care (MAC)

Government Provider Management System (GMPS)

Business-to-Government (B2G)

Aged Care Data Warehouse (ACDW)

YEAR — 2024

MONTH	JAN—MAR ✓	APR—JUN ✓	JUL—SEP	OCT—DEC
TECH UPDATES	Care Minutes Enhancements	B2G Developer Portal API Release	Single Assessment Workforce	Coming soon
	Enhancements to ANACC Referral Management		Assigning Permanent Residential Aged Care Places to People	
	Residential Care Report Enhancements		Dormant Functionality for Single Assessment System Changes	
	Palliative Entry Default Rules		B2G Developer Portal API Release	
	Assigning Permanent Residential Aged Care Places to People		GPMS Self-Service Portal	
	Technical Upgrades		GPMS Reporting	
	Stewardship Stakeholder & Emergency Management		Places Summary Table and Terminology Alignment	
	GPMS Enhancements		Reporting Enhancements for: • Provider Operations • Quarterly Financial Reporting • 24/7 Registered Nurses	
	Star Ratings Enhancements		Dormant Functionality for: • Registration for Personal Care Workers • Assigning Permanent Residential Aged Care Places to People	

New Aged Care Act

Support at Home

Sustainment

Australian Government

Department of Health and Aged Care

Medical and Aged Care Group – meet Abi!

Medical & Aged Care Group

Australian Government
Department of Health and Aged Care

GPMS and B2G update

Government Provider Management System (GPMS)
Business-to-Government (B2G)

Jo Hammersley
Director
Digital Transformation and Delivery Division
Corporate Operations Group
Department of Health and Aged Care

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

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

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

Business to Government (B2G)

B2G works in unison with GPMS. It is an important innovation that will:

- Streamline transparent reporting that demonstrates the quality of care delivered.

- Reduce time spent on administration, enabling workers to spend more time delivering direct and high-quality care.

- Enable older people in Australia to access better information to make informed decisions about their care.

GPMS and B2G provider process

Aged Care Providers

B2G

Self Service Portal

Information about care

GPMS

Quality and Transparency Reforms

GPMS and B2G Journey

- GPMS launch for residential aged care providers
- Star Ratings provider preview

Reporting functions:
- Quality Indicators
- 24/7 nursing responsibility
- Approved Provider Operations

Foundational IT to:
- Replace legacy systems and enable
  - Quarterly Financial Report (QFR)
  - Dollars Going to Care

- Care Minute targets & reporting
- GPMS Enhancements
- Internal Stakeholder and Emergency Management Solutions (SEMS)

- Self Service Portal launch, enabling digital:
  - Maintenance of organisation and personnel information
  - Regulatory reporting for determinations and notifications.
- Minor enhancements to:
  - Provider Operations reporting
  - QFR
  - 24/7 nurse reporting
- Foundations for the new Aged Care Act

April 2023 | **July – Sep 2023** | **End 2023 – Jan 2024** | **Jan -Feb 2024** | **April 2024** | **July 2024**

- Launch of the B2G Developer Portal for software developers to discover, register and connect.

- Enhancement of B2G Developer Portal, including API specifications.

- Enhancement of the Developer Portal, including release of:
  - test APIs
  - conformance assessment request functionality.

- Release of 24/7 RN reporting API, to streamline mandatory reporting. Supported by two back-end authentication and provider management APIs.

- Expected release of the Quality Indicator (QI) API
- Minor changes to 24/7 nurse reporting to be reflected through coinciding API changes.

Salesforce Releases

The Facts

- **4 Days** of Dedicated Release Runway

  Deployments occurred

  - ➢ Saturday 20-22 April 2024
  - ➢ Friday 17-18 May 2024

- **Staff worked** across the release weekends

- **Combined release of new functionality**, data refresh and production incidents fixes.

Our Salesforce Releases Continue...

Australian Government
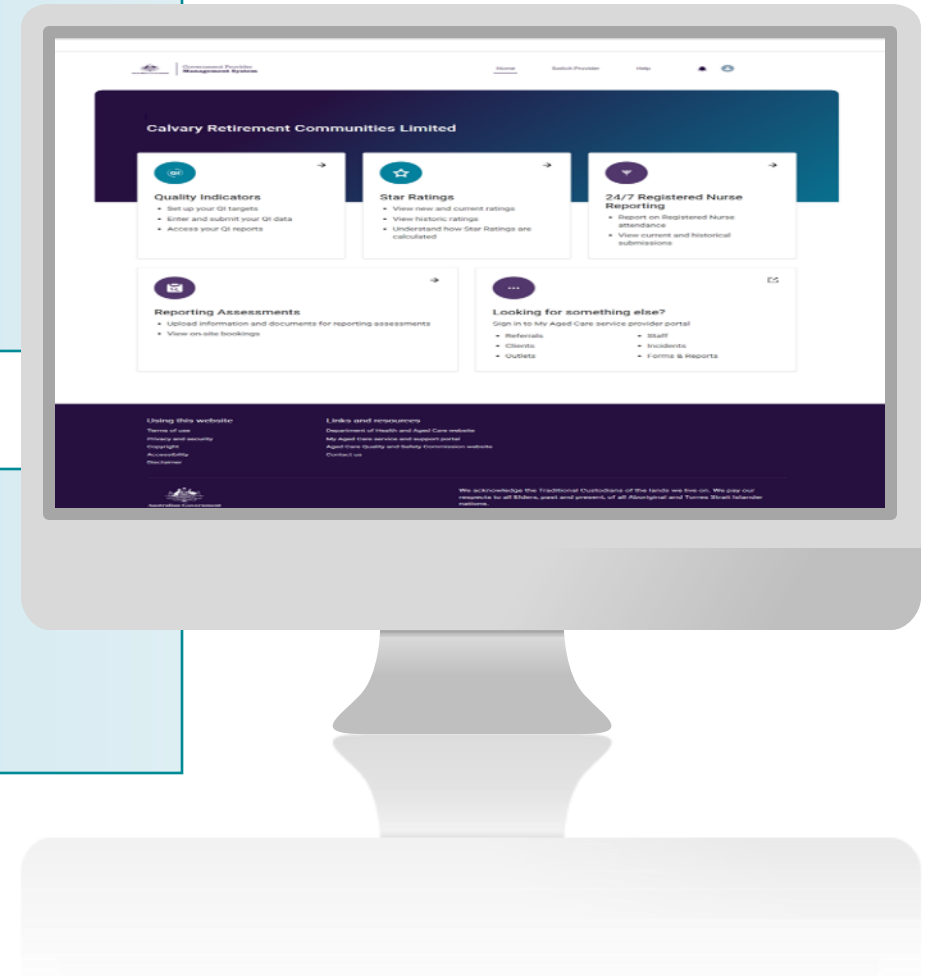Department of Health and Aged Care

Salesforce Releases
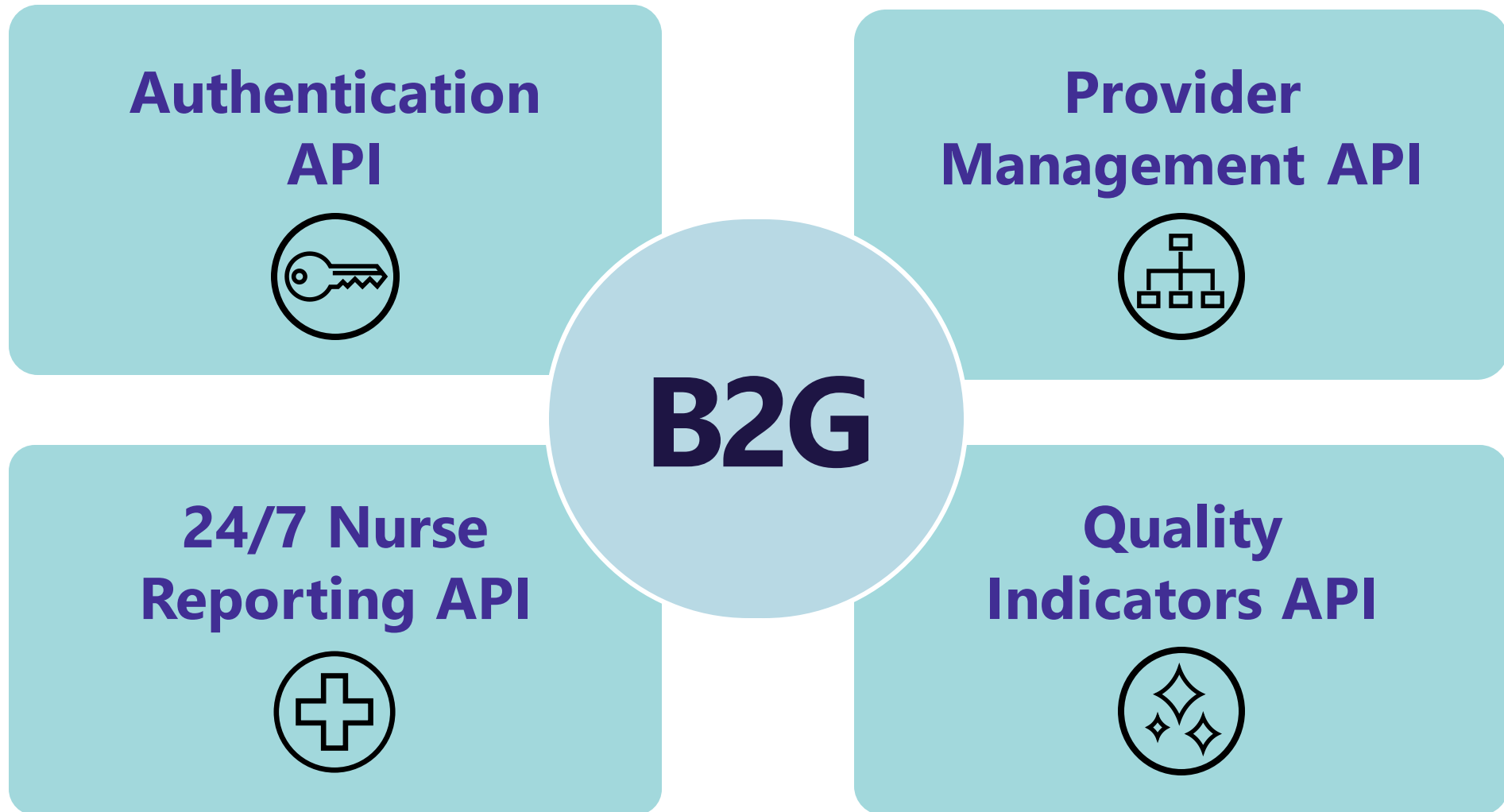
Release Deliverables

B2G New Capabilities

24/7 Nurse Reporting API
Authentication API
Provider Management API

GPMS Enhancements

Technical Upgrades
Business Critical Enhancements
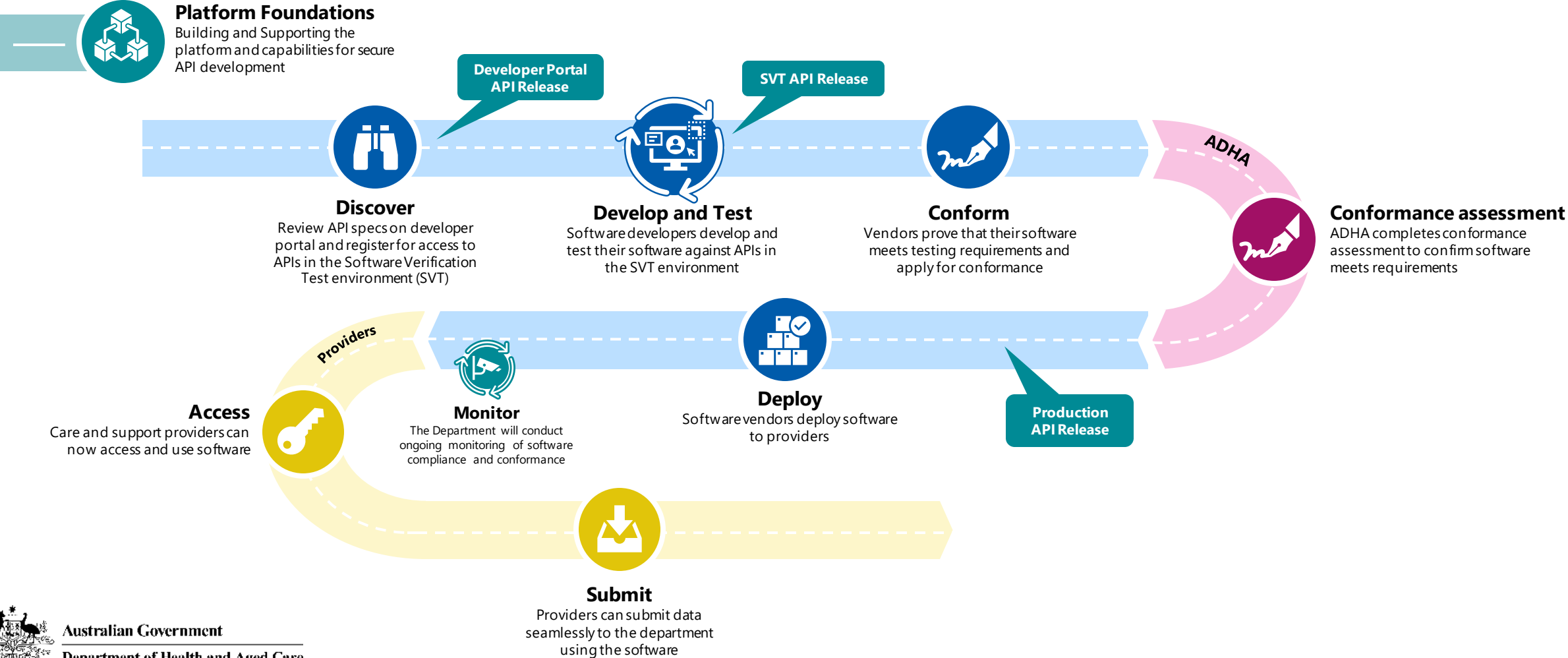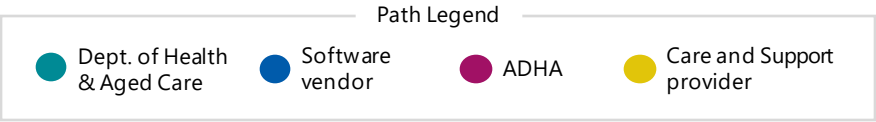

Australian Government
Department of Health and Aged Care

Software Vendor Journey

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

Platform Foundations
Building and Supporting the platform and capabilities for secure API development

Developer Portal API Release

SVT API Release

Discover
Review API specs on developer portal and register for access to APIs in the Software Verification Test environment (SVT)

Develop and Test
Software developers develop and test their software against APIs in the SVT environment

Conform
Vendors prove that their software meets testing requirements and apply for conformance

ADHA

Conformance assessment
ADHA completes conformance assessment to confirm software meets requirements

Providers

Access
Care and support providers can now access and use software

Monitor
The Department will conduct ongoing monitoring of software compliance and conformance

Deploy
Software vendors deploy software to providers

Production API Release

Submit
Providers can submit data seamlessly to the department using the software

Australian Government
Department of Health and Aged Care

Preparing for the upcoming release – 29 July 2024

1   Continue to use existing processes for regulatory reporting until 29 July 2024

2   Ensure your organisation and personnels details are up to date

3   Find out more:

About GPMS:
- Department's website via www.health.gov.au
- Register for the Your Aged Care Update Newsletter
- Email us if you have any questions, at GPMS.Project@health.gov.au.

4   Talk to your software vendor and find out more at:
- Website – health.gov.au/our-work/b2g
- Developer portal – developer.health.gov.au/s/
- Technical support – support-developerportal@health.gov.au

Australian Government
Department of Health and Aged Care

Collect Once, Use Many Times

Are we there yet?

Professor Len Gray
Professor in Geriatric Medicine
Centre for Health Services Research
Faculty of Medicine
University of Queensland

Data standardisation in aged care

Len Gray

Tech Talk Webinar 2024

Why standardise **data**?

- **Common language**
- **Data efficiency**
- **Training**
- **Analytics & decision support**
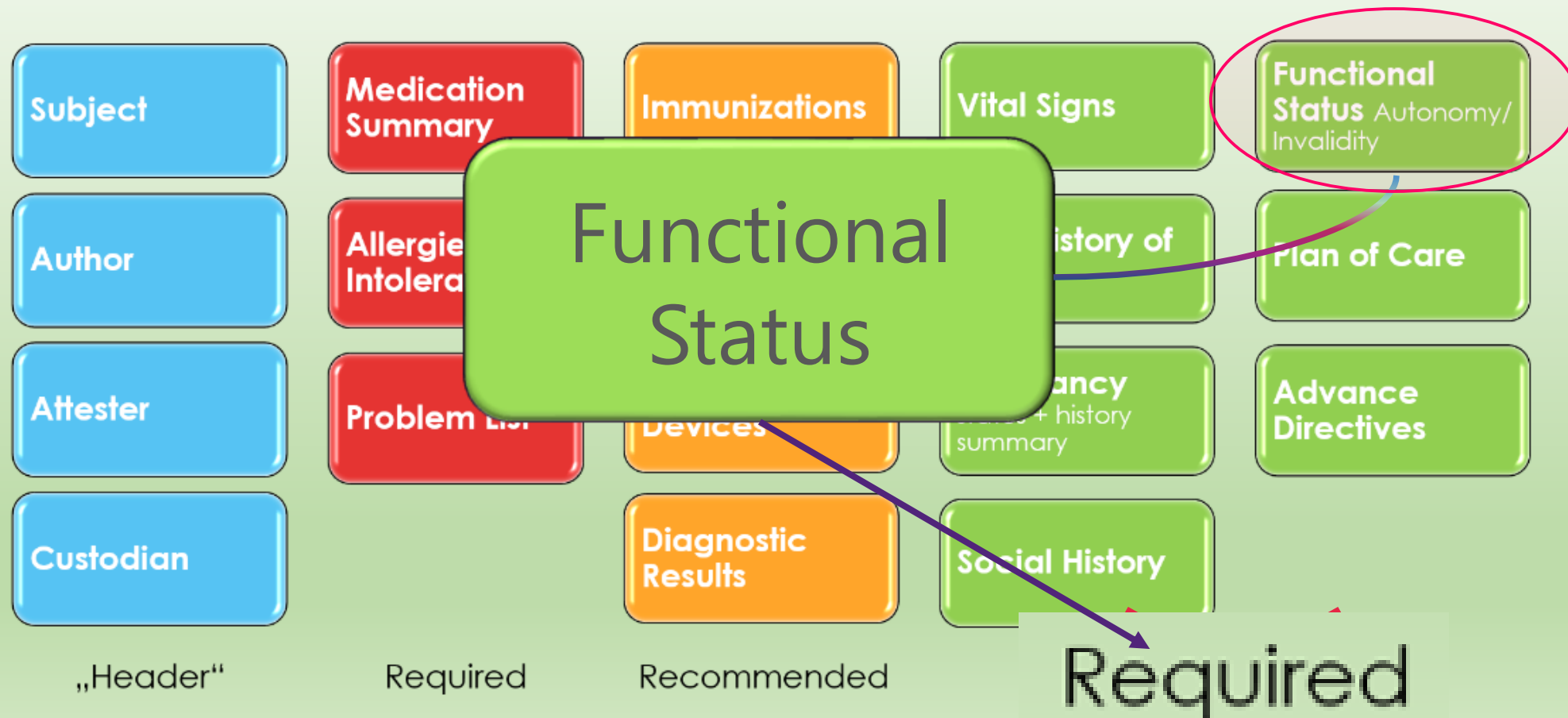- **Information exchange**
- Regulatory reporting
- Research

Why standardise **assessment**?

- **Common language**
- **Data efficiency**
- **Training**
- **Analytics & decision support**
- **Information exchange**
- Regulatory reporting
- Research

International Patient Summary

Subject	Medication Summary	Immunizations	Vital Signs	Functional Status Autonomy/ Invalidity
Author	Allergies Intolerances	Devices	History of	Plan of Care
Attester	Problem List		Pregnancy + history summary	Advance Directives
Custodian		Diagnostic Results	Social History	

"Header" Required Recommended

Functional Status

Required

Functional status

| Mobility |
| Bathing |
| Dressing |
| Eating |
| Continence |
| Cognition |
| Falls |

| Finances |
| Housework |
| Cooking |
| Nutrition |
| Gardening |
| Driving |

Which activities?

How much help?

Who is available?

Decision support
Care planning
System planning
Resource allocation
QI calculation

Provider level

Regulator level

Standardised data

Assessment system

Minimum data set
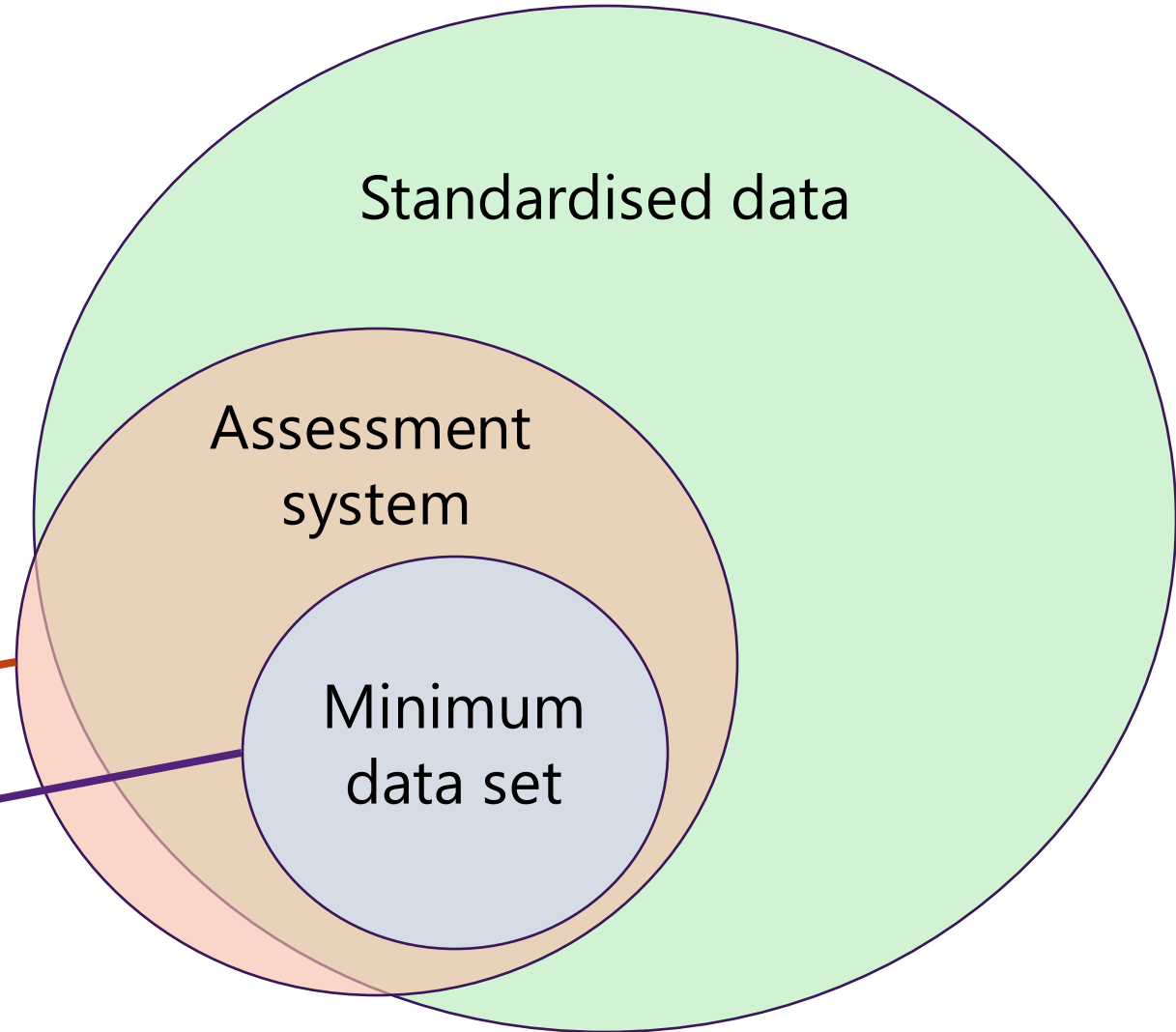
Which terminology standard?

SNOMED CT

International Classification of Function

Yet to be constructed?

The aged care data journey
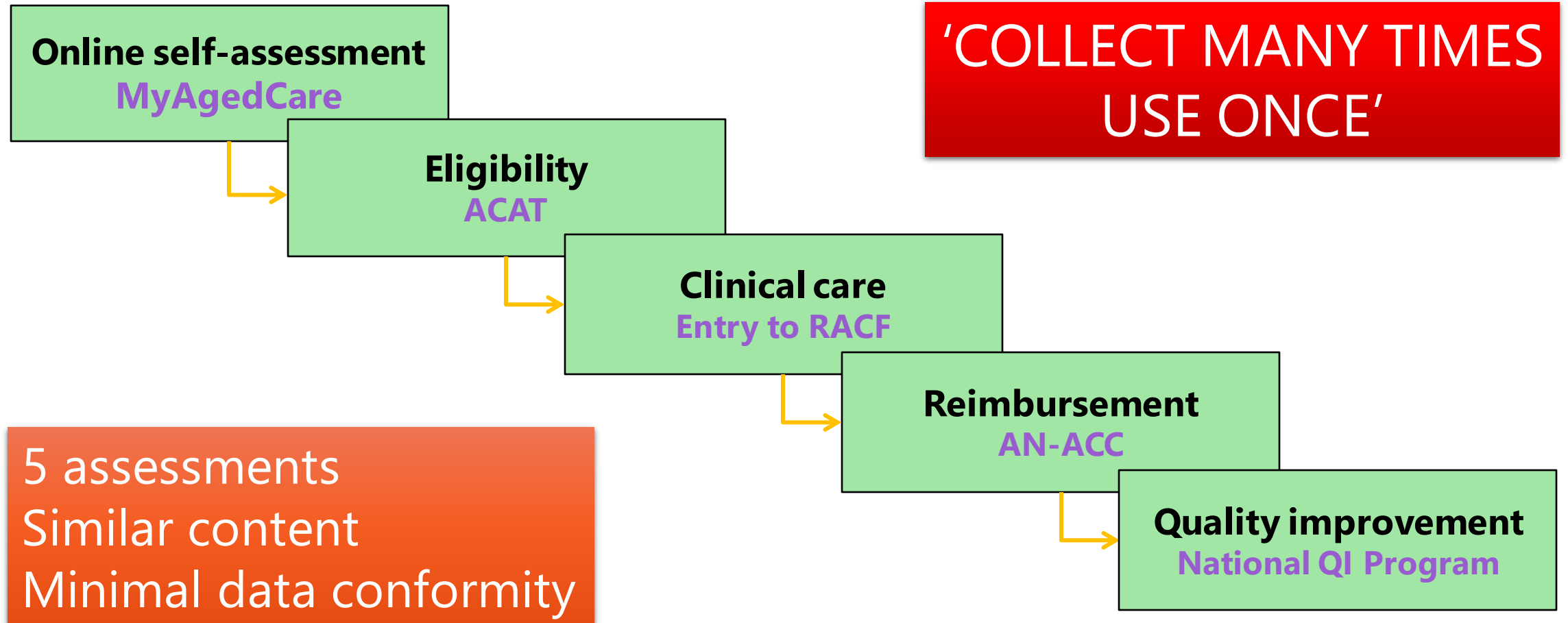
Online self-assessment
MyAgedCare

Eligibility
ACAT

Clinical care
Entry to RACF

Reimbursement
AN-ACC

Quality improvement
National QI Program

'COLLECT MANY TIMES USE ONCE'

5 assessments
Similar content
Minimal data conformity

Mobility 6 ways!

5 assessments
Scored 6 ways
On 8 occasions

Compilation assessment 'systems'

Compilation assessment 'systems'

PROBLEMS!

- Item design inconsistent
- Duplication
- Missing information
- Made-up items with poor psychometric properties
- Lack of conformity among software solutions
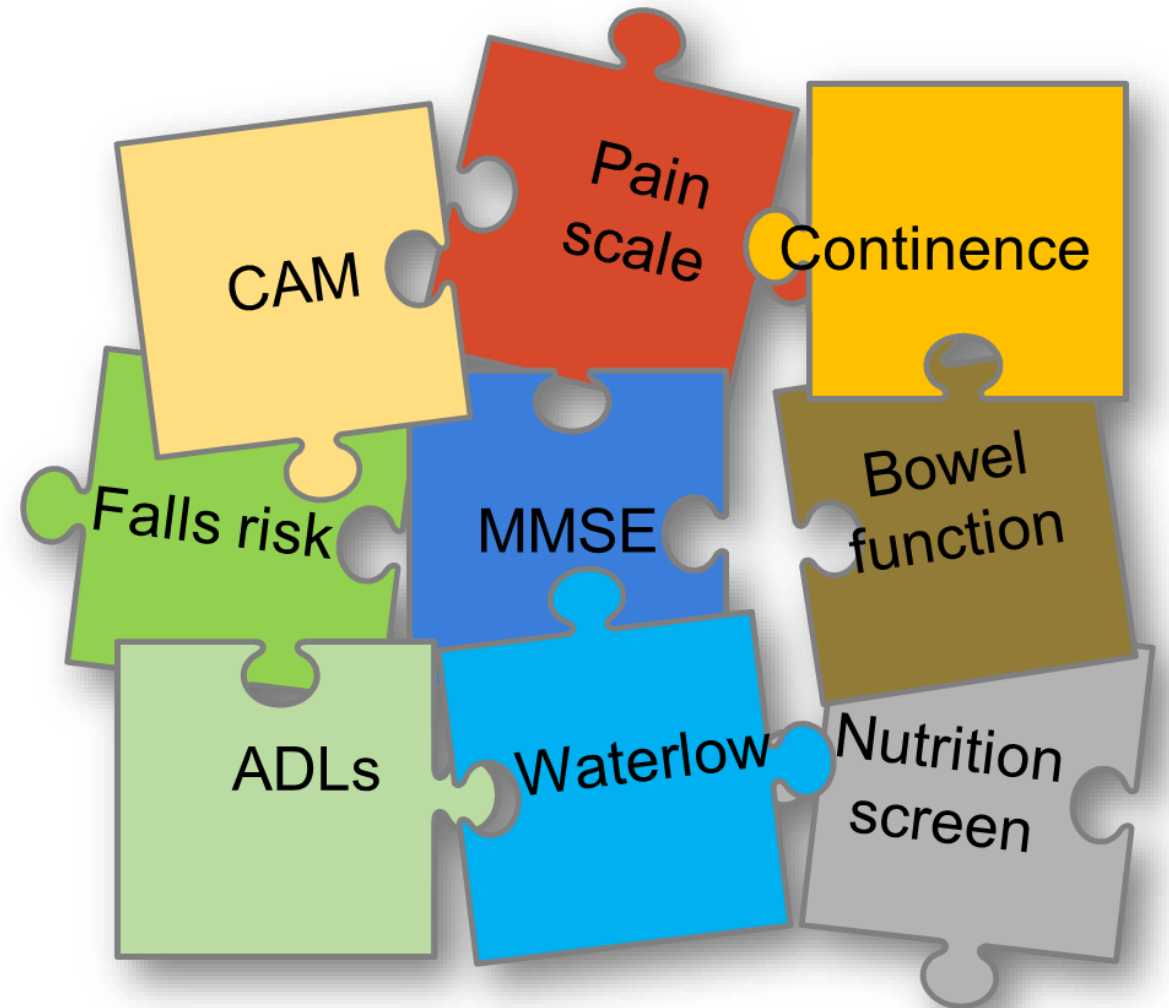
What to do?

- Wait for a standard?

- Interim solution?
  - Standardised compilation model?
  - Integrated assessment model?

What to do?

- Wait for a standard?

- Standardised compilation model?

- Integrated assessment model?

A Solution

Adopt an integrated assessment model

Align with emerging data standards

What is the
BEST integrated assessment system?

Centre for Health Services Research
29 September 2023

THE UNIVERSITY OF QUEENSLAND
CREATE CHANGE

Report: A survey and evaluation of comprehensive geriatric assessment systems for residential and community aged care

Ronald Dendere, PhD

Murray Hargrave, PhD

Michelle Lang

Susan Ben Dekhil

- CANE
- CARE
- CARI
- CPAT
- EasyCare
- interRAI HC & LTCF
- MDS 3.0 RAI
- OMFAQ
- PGCMAI
- Plaisir
- Valgraf

What is the
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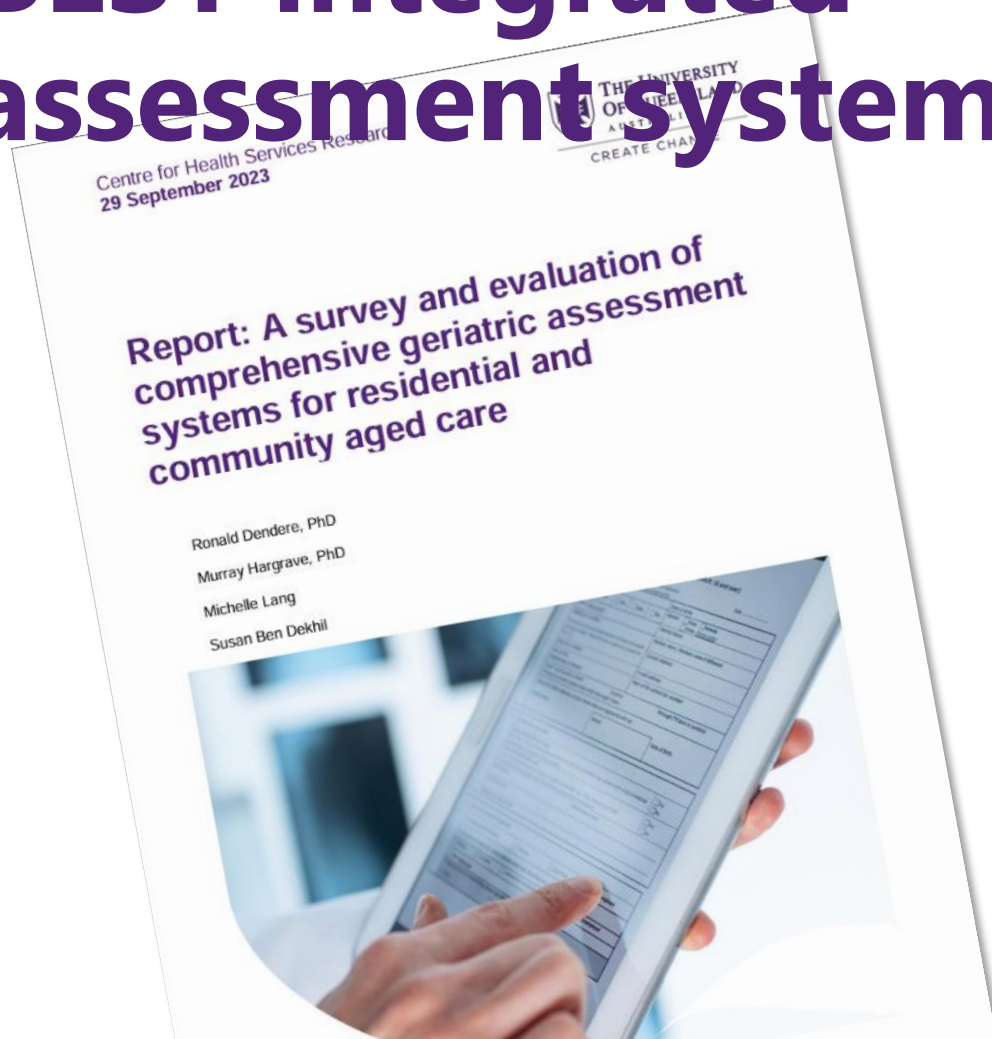
- **interRAI HC & LTCF**
- MDS 3.0 RAI
- EasyCare
- CANE
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- CARE
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- CPAT
- CARI
- Plaisir
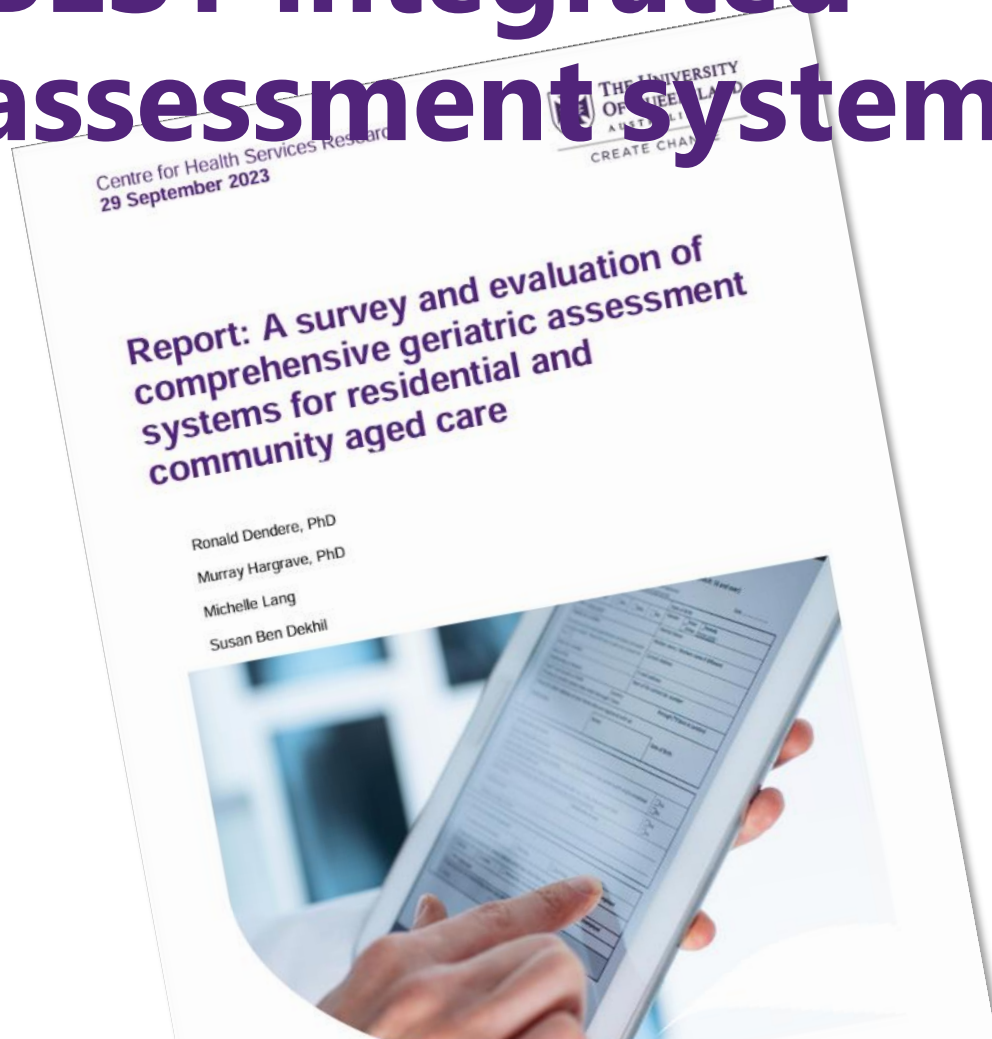
About interRAI
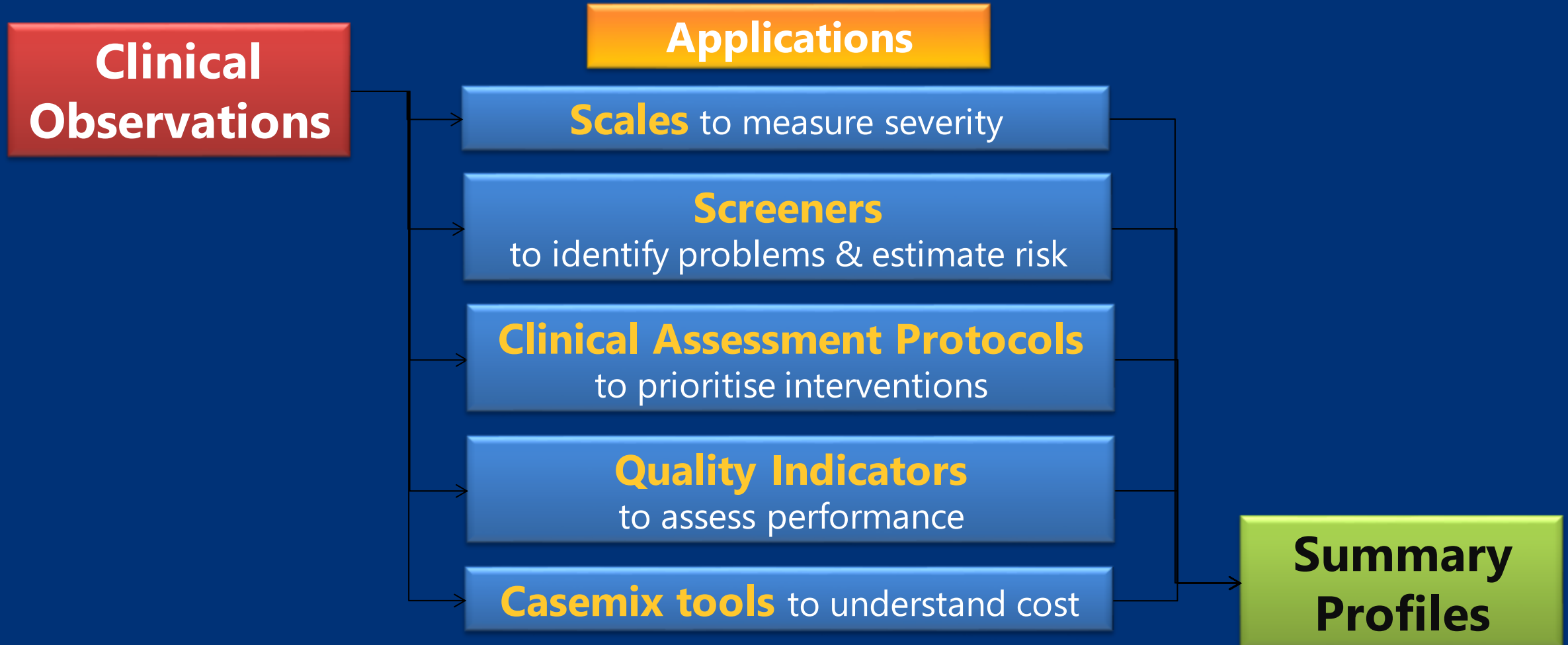
- 286 clinical observations
- 22 clinical protocols
- 14 scales
- 78 quality indicators

Mandated in:

- Belgium
- Canada
- Finland
- New Zealand
- Singapore
- Switzerland
- USA

Summary

- Standardised data essential for aged care
- No off the shelf terminology solution for critical aged care concepts
- Integrated assessment systems offer a first step
- interRAI is best of breed

Thank you

Professor Len Gray

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W www.uq.edu.au/chsr

W https://researchers.uq.edu.au/researcher/1121

Tw @LenCG

End of Life Directions for Aged Care

Dr Priyanka Vandersman
Senior Research Fellow
Research Centre for Palliative Care, Death and Dying
Flinders University

Using ELDAC Dashboard to support palliative care in aged care

- Presenter: Dr Priyanka Vandersman, RN PhD
- Senior Research Fellow- ELDAC Project

Acknowledgement of Country

ELDAC acknowledges the Traditional Custodians of the many ancestral lands and waters throughout Australia. We recognise the knowledge, strength and resilience of Aboriginal and Torres Strait Islander Peoples, and their continuing spiritual and cultural connections to land, water and community. ELDAC pays respect to Elders past, present and emerging.

Bringing openness and curiosity to end of life

ELDAC
End of Life Directions for Aged Care
www.eldac.com.au

National
Palliative Care
Week 19–25 May

Matters of life and death

Palliative care: Priority item for aged care

- Aged care sector is heavily involved in caring for older people who are coming to the end of their lives.

- The importance of palliative care in aged care is growing rapidly

  - The Royal Commission into Aged recommended that palliative care be incorporated as core business in aged care.

  - Reform agenda places palliative care at the core of aged care practice.

- Strengthened Aged Care Quality Standards

  - Standard 5, Outcome 5.7 relates to *Palliative and End of Life Care*

Palliative care: sector need

- Aged care service need to provide care that meets the outcomes 5.7 expectation, as well as document and report against this outcome.

There is an opportunity for clinical systems to:

- facilitate quality palliative care processes;

- support reporting of palliative care practice in the sector; and

- Support governance processes around palliative care.

Aged care service needs:
Digitally enabled support for care processes, including end of life care.
Solutions that are evidence based and policy informed.
Systems that are future ready.

How can IT vendors meet service needs?

Creating a product that ticks all the boxes

Robust and adaptable

- Evidence based, policy informed, mapped to reporting requirements.
- Clinically relevant, informs care and improves client outcomes.
- Supports reporting at clinician, managerial and service level.

Unmatched technical strengths

- Does not require external data sharing.
- Optimises existing data.
- Integrates seamlessly into your existing system.
- Adaptable to diverse clinical/care tools used in aged care.

Compelling commercial proposition

- No cost to purchase the framework.
- You integrate, you own!
- Product developed as part of a government funded national project.
- Preexisting product familiarity in the sector - *No need to "sell"*

The Digital Dashboard – What is it?

What is it?

An integrated palliative care dashboard that can track and visually represent key end of life care processes and indicators relevant for reporting and clinical decision making. The dashboard can be shaped to your system and designed to your brand.
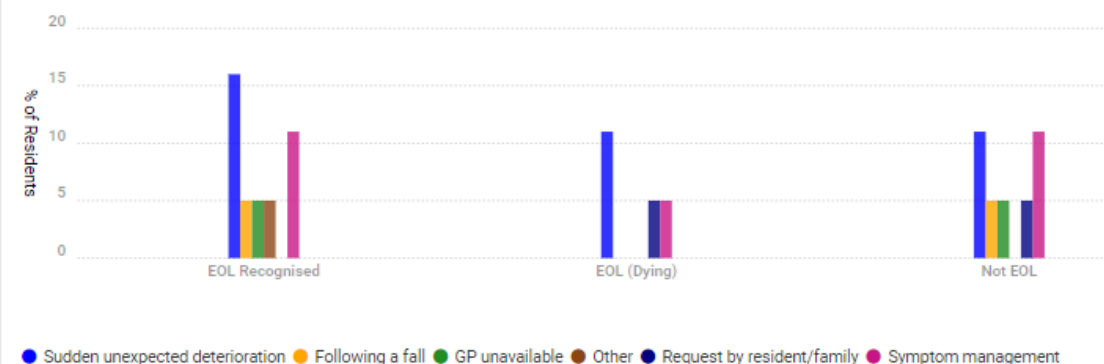
Trialled & tested, value-add established

ELDAC
End of Life Directions for Aged Care
www.eldac.com.au

Integrated implemented, value add established in the real world - <u>The sector wants it</u>
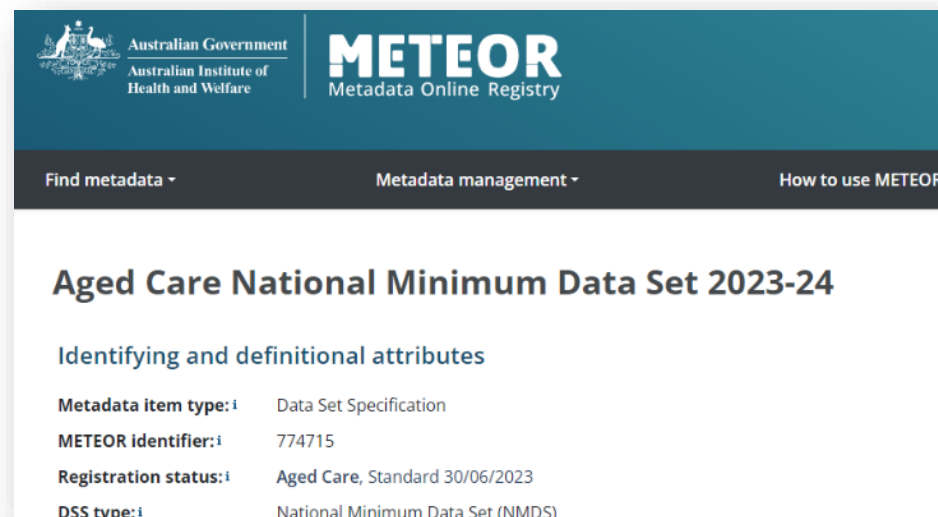
Trial of integration in to 4 groups. One aged care service and 3 external IT providers successfully carried out the integration.

Implementation trial of the Dashboard conducted at 14 Residential aged care sites linked to the IT companies. Clear evidence of feasibility and value-add in supporting end of life care.

Ongoing interest from aged care services to explore the pathways of how they can have the Dashboard embedded into their service's IT system.

The hard work is done! Simply integrate

Mapped to the Aged Care National Minimum Data Set 2023-24

Aged Care National Minimum Data Set 2023-24

Identifying and definitional attributes

Metadata item type: i	Data Set Specification
METEOR identifier: i	774715
Registration status: i	Aged Care, Standard 30/06/2023
DSS type: i	National Minimum Data Set (NMDS)

Mapped to Strengthened Aged Care Quality Standards

Strengths:

- Driven by a DoHAC funded project
- Working with support from ACIITC

Integrating the dashboard into your system

ELDAC
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www.eldac.com.au

What is ELDAC offering?

• Data variables map and the data dictionary for the dashboard's backend

+

• Exemplar of the code architecture for the dashboard as a JSON file developed using Angular framework.

Free

What do IT vendors need to do?

• Sign a contract with ELDAC [Flinders] prior to commencing the build.
• Can build it as an embedded model, or via programs such as Power BI
• Put in their developer hours to carry out the dashboard integration work.

How to integrate?

Hard code it into your system or opt for mid-layer integration via Power BI [or equivalent program]

- **Step 1**: Understand and map the data variables to be fed into the dashboard. *Total of under 40 data points.*

- **Step 2**: Identify opportunity for missing data capture and schedule/plan inclusion.

- **Step 3**: Create information architecture and completed programming to create the specified relationships between data fields.

- **Step 4**: Organise a trial of data input and data transfer of the system data to the dashboard.

- **Step 5**: Test performance and release!

How have others integrated it?

- Hard-coded in by one aged care clinical system provider, 2 smaller clinical system providers.

- Power BI based 'mid-layer' integration by one large aged care chain.

- Integration successfully completed within 8 weeks.

- Both services reported over 60% of data variables needed for dashboard to be present in their existing systems.

Matters of life and death

Integrate ELDAC Dashboard for better palliative care in aged care

- Dashboard helps **meet 17 out of the 34 outcomes** of the upcoming Aged Care Quality Standards. Provides evidence against all action items within **Outcome 5.7**.

- The Dashboard supports the process of **clinical governance** and helps to establish and promote a **culture of safe and quality care at the end of life**.

- Comprehensive care process to support care at the end of life can help early **mitigation of consumer and family complaints**.

Next steps

Get in Touch with Us

- Contact us for a digital demonstration of the full dashboard prototype.

  Priyanka.Vandersman@flinders.edu.au

- Let us know if you have any concerns, need for support, or want to explore options of integration.

Aged Care Reforms
Sector Pulse Survey

Stevie George
Director
People Communication and Parliamentary Division
Corporate Operations Group
Department of Health and Aged Care

The **Aged Care Reforms Sector Pulse Survey** is your opportunity to:

- tell the Department how things are going with our program of aged care reforms and
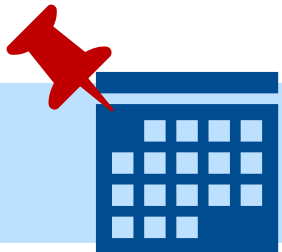- what support you need from us to help you transition.

🖥️ **Engagement Hub Get Involved website**

We want to hear from:

aged care providers, workers and stakeholders

including those who provide data, digital and technological services to the aged care sector.

Survey opens **3-14 June 2024**

Australian Government
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

Australian Government
Department of Health and Aged Care

Thank you!

Take the EVENT SURVEY

🔗 health.gov.au/tech-talk-webinars

✉️ DTDDEngagementOffice@health.gov.au