Australian Government

Department of Health and Aged Care

Data and digital for aged care providers

Webinar

1 August 2024

Agenda

1. Webinar overview

Sharna Eastaughffe, A/g Director, Digital Strategy and Investment Section, Department of Health and Aged Care

2. Actions planned for providers in the Aged Data and Digital Strategy 2024-2029

Josh Maldon, Assistant Secretary, Digital Strategy and Assurance Branch, Department of Health and Aged Care

3. Aged care digital transformation

Janine Bennett, A/g Assistant Secretary, Digital Transformation and Delivery Division, Department of Health and Aged Care

4. Expansion of the KeepAbleTM tool

Liberty Cramer, Program Manager, KeepAble^{TM}, Independent Living Australia (iLA)

5. Q&A Session

Panel

Actions planned for providers in the Aged Care Data and Digital Strategy 2024-2029

JOSH MALDON

Assistant Secretary
Digital Strategy and Assurance Branch

Department of Health and Aged Care

Data & Digital

- Digital refers to how users and providers of information interact with technology and processes.

- Data is the information entered into systems and used to provide services and for reporting purposes.

Brief overview of the Aged Care Data and Digital Strategy 2024-2029

What we are trying to solve

- Gaps in aged care data and digital technologies hinder effective care

- By 2062, people >65 will more than double and >85 will more than triple

- The aged care workforce is under strain

What we heard summary

Majority of stakeholders support the strategy and agree with its vision, priorities and outcomes.

Maintain choice it's not digital first, so people can choose the channel they prefer.

Improve digital literacy and inclusion to meet the diverse needs of older people and carers.

Uplift provider data and digital maturity systems, processes and worker literacy were all called out.

Affordability of technology and access to internet was a concern for older people and carers.

Continuity of care is important, particularly between aged care and health care.

Greater interoperability and integration, to make it easier to work and provide more time on direct care.

Timely access to accurate information, to support the care provided.

Clarity and guidance on future direction particularly given the pace of change.

Safeguard privacy and security of data and digital channels and build confidence and trust.

Interest in how emerging technology is used in aged care particularly artificial intelligence and assistive technology.

What is in the Strategy?

VISION

To deliver the highest quality person- centred care for older people while driving a sustainable and productive care and support economy through data and digital innovation.

GUIDING PRINCIPLES

- Person-centred
- Tell us once
- Diverse
- Integrated
- Care-focused
- Trusted

OUTCOMES

OUTCOME 1
Older people and their support networks can navigate and actively participate in their care and wellbeing.

OUTCOME 2
Aged care workers, service providers and health professionals are digitally empowered to provide higher quality, and better-connected, care.

OUTCOME 3
Data is shared and reused securely to deliver a sustainable and continually improving aged care system.

OUTCOME 4
Modern data and digital foundations underpin a collaborative, standards-based care system.

PRIORITIES

Promote healthy ageing, independence and choice

Create simplified, user-friendly experiences

Maximise time for direct care

Strengthen care connections

Improve security and access control

Optimise data collection and utilisation

Build and embed data and digital maturity

Encourage innovation and provide stewardship

How are we delivering against the strategy?

- The Action Plan is a time-based roadmap of concrete actions

- It will be updated annually

- Each action is aligned to the outcomes in the strategy and the guiding principles

- It includes an indicative timeframe for implementation

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Action Plan

Aged Care Data and Digital Strategy

2024–2029

Benefits for aged care providers

- Streamline interactions with Government

- Reduce administrative burden

- Create workforce efficiencies

- Streamlined registration system

- Streamlining and centralising workforce assurance processes

- New funding arrangements and New Support at Home Program

Action Plan on a page

OUTCOME 1
Older people and their support networks can navigate and actively participate in their care and wellbeing.

PRIORITY	ACTIONS	STATUS
P1 Promote healthy ageing, independence and choice	Healthy ageing support tool - LiveUp™	◐
	Digital and health literacy	◕
	Translation of emerging digital technology	◕
P2 Create simplified, user-friendly experiences	My Aged Care enhancements	◐
	Aged care digital design standards	◔

OUTCOME 2
Aged care workers, service providers and health professionals are digitally empowered to provide higher quality, and better-connected, care.

PRIORITY	ACTIONS	STATUS
P3 Maximise time for direct care	Virtual nursing in aged care project	◔
	e-Prescribing	◕
	Worker digital literacy	→
	Wellness and reablement support tool - KeepAble™	◐
	Integrated Assessment Tool application	◔
P4 Strengthen care connections	My Aged Care to My Health Record integration	◐
	Aged Care Transfer Summary	→

OUTCOME 3
Data is shared and reused securely to deliver a sustainable and continually improving aged care system.

PRIORITY	ACTIONS	STATUS
P5 Improve security and access control	Aged care data governance framework	◔
P6 Optimise data collection and utilisation	Government Provider Management System	→
	Aged Care National Minimum Data Set	◕
	National Aged Care Data Asset	◕
	Aged Care Clinical Information System Standards	◐

OUTCOME 4
Modern data and digital foundations underpin a collaborative, standards-based care system.

PRIORITY	ACTIONS	STATUS
P7 Build and embed data and digital maturity	Business to Government connectivity	→
	Discovery into provider digital adoption and uplift	◔
	Interoperability and reference architecture	◔
P8 Encourage innovation and provide stewardship	AI and innovation frameworks	◔
	AI technology pilots in aged care	◔
	Virtual reality trials in aged care	◔

Virtual nursing in aged care project

To build evidence on how virtual care services can enhance the provision of high-quality care to older people living in residential aged care homes

- What we're going to do
  - engage with stakeholders on the development of the framework and its implementation
  - select virtual care service suppliers and residential aged care homes that are experiencing workforce challenges
  - independently evaluate clinical outcomes, workforce and service sustainability
- Who will lead it
  - The Department of Health and Aged Care

Medium-term horizon

Planning

e-Prescribing

Maintain privacy and provide greater choice for older people and support electronic medication charts in residential aged care homes

- What we're going to do
  - deliver a stable and sustainable prescription delivery service to support the uptake of electronic prescribing across aged care
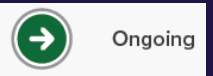- Who will lead it
  - The Department of Health and Aged Care

Medium-term horizon Ongoing

Worker digital literacy

To build digital capability in the workforce to meet older people's needs now and in the increasingly digitally-enabled future

- What we're going to do
  - pilot and evaluate the National Digital Health Capability Framework and self-assessment tool in residential aged care
  - promote standardised digital health capabilities
  - develop an online hub for workers and employers to access digital health information and resources
- Who will lead it
  - The Department of Health and Aged Care

Medium-term horizon → Ongoing

Wellness and reablement support tool - KeepAble™

To provide workers and service providers with resources and training to encourage independence and healthy ageing for older people

- What we're going to do
  - develop an evidence-based tool that can be used easily in rehabilitation, respite, reablement and restorative care
  - use a behavioural science framework to identify the optimal digital and non-digital delivery mechanisms
  - accelerate content development of KeepAble™ by working collaboratively with stakeholders
- Who will lead it
  - Independent Living Assessment

Short-term horizon   Work commenced

Integrated Assessment Tool (IAT) application

The application will make it easier to gather more complete information. This supports the principle of 'Tell us Once'

- What we're going to do
  - develop, test, and launch an IAT application to replace the National Aged Care Screening and Assessment Form
  - create assessor training and user guides to support implementation
  - update the Assessment Manual to reflect changes
  - review and evaluate the application for future enhancements
- Who will lead it
  - The Department of Health and Aged Care

Short-term horizon   Implementation

My Aged Care to My Health Record integration

The lack of information sharing between healthcare and aged care providers means older people could be repeating their stories, leading to inefficiencies and, if things are missed, poorer health and wellbeing outcomes

- What we're going to do
  - make Aged Care Support Plans available in My Health Record by authorised users
  - update My Aged Care website to provide information to consumers about linking to My Health Record
  - support My Health Record registration, connection and use

- Who will lead it
  - The Department of Health and Aged Care

Medium-term horizon

Work commenced

Aged Care Transfer Summary

Enable key health information to be made easily available and follow the older person when they move between residential aged care and acute care settings

- What we're going to do
  - partner with aged care software vendors to uplift clinical information system standards and eMMS products to become conformant with My Health Record and enable functionality.

- Who will lead it
  - Australian Digital Health Agency

Short-term horizon   Ongoing

What comes next...

We welcome your ideas and information about programs or projects that will help us to achieve the Strategy's vision.

Reach out at **DigitalReformStrat@Health.gov.au** to discuss the opportunity to collaborate

Aged care reform

Enabling Australians to live their best life, for their whole life

Providing trusted, safe and high-quality care

Ensuring equitable access

Placing older people at the centre

Delivering sustainable care for an ageing population

Measuring success in the sector

Reform roadmap

Australian Government — Department of Health and Aged Care

Aged Care Reform Activity Jul to Dec 2023

Version: V2 .0
Last updated: 12 October 2023
Subject to change

Aged care changes

Aged care prudential regulator
Responsibility for financial monitoring will transfer from the department to the Aged Care Quality and Safety Commission, as part of the ACQSC's expanded role as the prudential regulator

Aged Care Volunteer Visitor Scheme
The Community Visitors Scheme is expanding and from 1 July 2023 will be renamed the Aged Care Volunteer Visitor Scheme

Food and Nutrition Advisory Support Unit
Staffed by specialist within the Aged Care Quality and Safety Commission and dietitian experts established

Funding Pay Increase for Aged Care Workers
15 per cent award wages increase for many aged care workers

Office of Inspector General of Aged Care and appointment of acting Inspector-General
Establishment and commencement

Registered Nurses onsite 24/7
Requirement and supplement for 24/7 RN coverage in residential aged care commences

Integrated Care and Commissioning
expands trial sites in thin markets
Progressively from four to 10

Australian Digital Health Agency
Aged Care Industry Enablement Release of the second My Health Record Aged Care Industry Offer

Food complaints and advice "hotline"
Established

Care Minutes 200/40
Mandated care minutes required to be delivered by RNs, ENs and PCWs

Australian Digital Health Agency
Aged Care Transfer Summary (ACTS)
release in My Health Record

Provider Operations reporting
Annual information submitted

Enrolled Nurse Care Minutes
delivered in residential aged care will be published with Star Ratings on the My Aged Care 'Find a Provider' Staffing pages

Aged Care Taskforce
Interim Advice

Australian Digital Health Agency
Aged Care Clinical Information System (CIS) Standard
First Draft

A Bill for a New Rights-Based Aged Care Act
Exposure Draft

24/7 Registered Nurse Coverage in residential aged care
Will be published with Star Ratings on the My Aged Care 'Find a Provider' Staffing pages

Aged Care Taskforce
Final Report

Aged Care Digital Strategy
Aged Care Data Strategy
Publication

Interim First Nations Aged Care Commissioner
Commences in first part of financial year

New requirements for governing body membership and provider advisory bodies
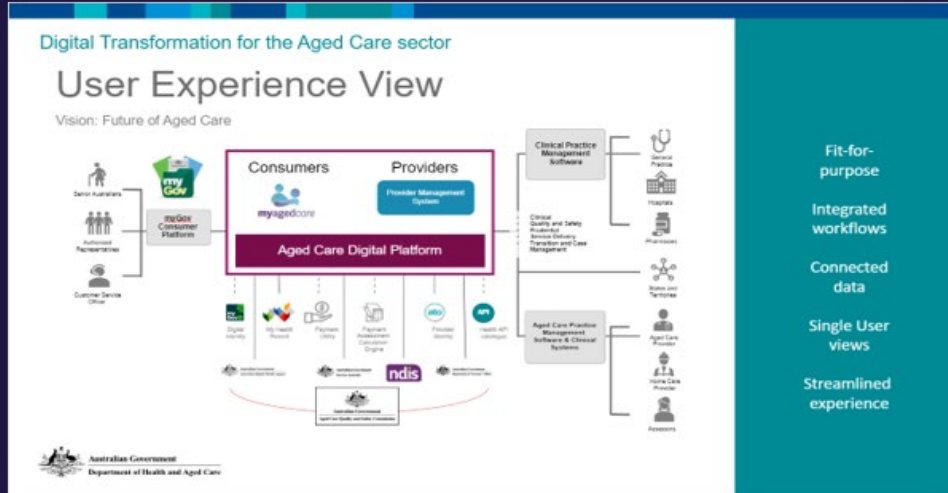Commence

Jul	Aug	Sept	Oct	Nov	Dec

2023

Digital transformation

Our North Star

Connecting,

automating,

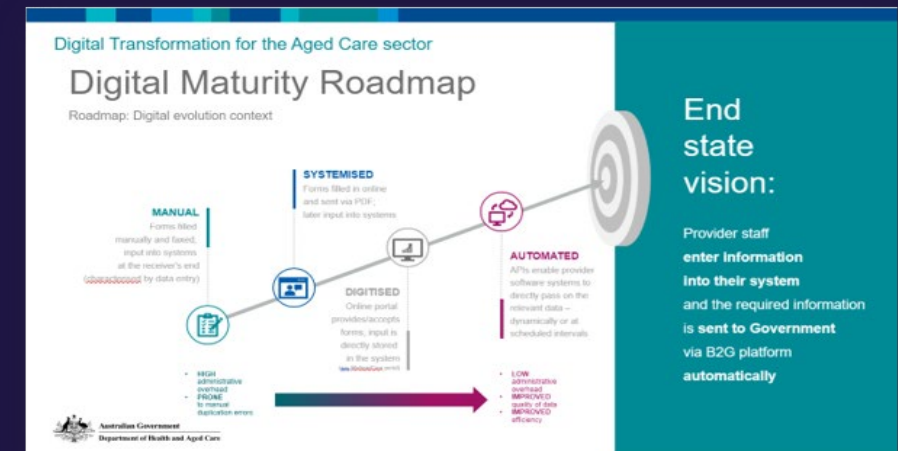and **modernising** the

Aged Care digital eco-system

Online marketplace
where consumers, providers and government can
digitally interact and share data

Digital Maturity roadmap
driving automation while offering
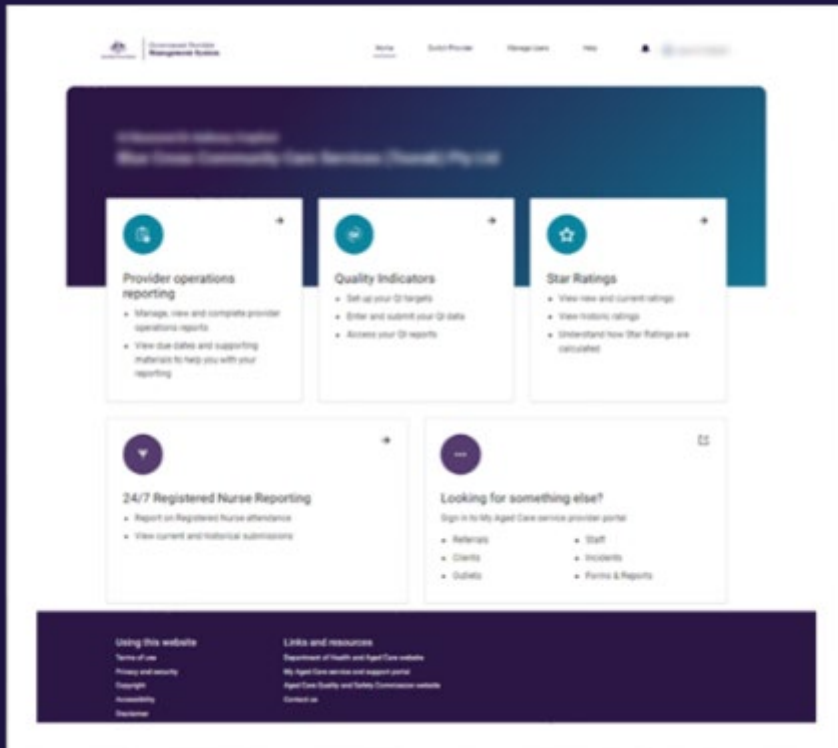*the right digital solution*

Digital transformation: GMPS & B2G

Government Provider Management System (GPMS)

- **Modern** cloud-based solution
- Centralised **single-access self-service** point for providers
- **Scalable** capabilities

Business to Government (B2G) Developer Portal

- Automated and interoperable with GMPS
- System-to-system connection
- Simple and secure

Australian Government
Department of Health and Aged Care

Business to Government
Developer Portal

Home

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 >

Digital transformation: Budget measures

Budget 2024-25

$1.4 billion

> **Future funding** for aged care digital transformation

- $600 million

  > To **sustain** critical aged care digital systems

- $800 million

  > To **implement ICT upgrades** for upcoming reform

Digital transformation: engagement

Get connected

Engagement and collaboration

Tech Talks

Public webinar – every 6 weeks – with the latest updates on digital transformation

Guest Speaker events

Targeted presentations to the aged care sector about topics of interest to them

Sector Partners

Regular meetings with aged care and software industry volunteers to co-design solutions

"All of us have a stake in a sustainable, high-quality and dignified aged care sector – whether it's for our parents, ageing loved ones, or even eventually for ourselves."

- The Hon Anika Wells MP

Email us:
DTDDEngagementOffice@health.gov.au

In closing

Visit the **Digital Transformation** page on the *Health and Aged Care* website or email us at **DTDDEngagementOffice@health.gov.au**

Expansion of the KeepAble™ tool

LIBERTY CRAMER
Program Manager

KeepAble™

Independent Living Australia (iLA)

Why "every opportunity matters"

KeepAble offers free, evidence-based resources and support for community aged care providers to enhance the independence of older people across Australia

We acknowledge the Traditional Custodians of the lands, skies and waters throughout Australia and pay our respects to Elders past and present.

We specifically acknowledge the Whadjuk people of the Noongar nation, the Traditional Custodians of the lands on which our head office is located, in Boorloo, Noongar Boodja (Perth, Western Australia).

Keep
Able

What is Keep Able?

- Funded by the Department of Health and Aged Care as a Sector Support and Development initiative

- National online wellness and reablement evidence-based resource platform – **FREE** and open to everyone

- Developed in collaboration with service providers, allied health professionals, and industry experts

Keep
Able

Keep Able - helping service providers

How we bring Wellness and Reablement to life:

- Provide practical and engaging content to help home care providers deliver wellness and reablement.

- Host accessible tools, content, and practical resources .

- Support organisations to optimise outcomes, build capacity, and empower older people to stay living in their homes for longer

Keep Able resources

Course title: An evidence-based tool to promote Reablement

Module: Part 1 - Introducing LifeCurve

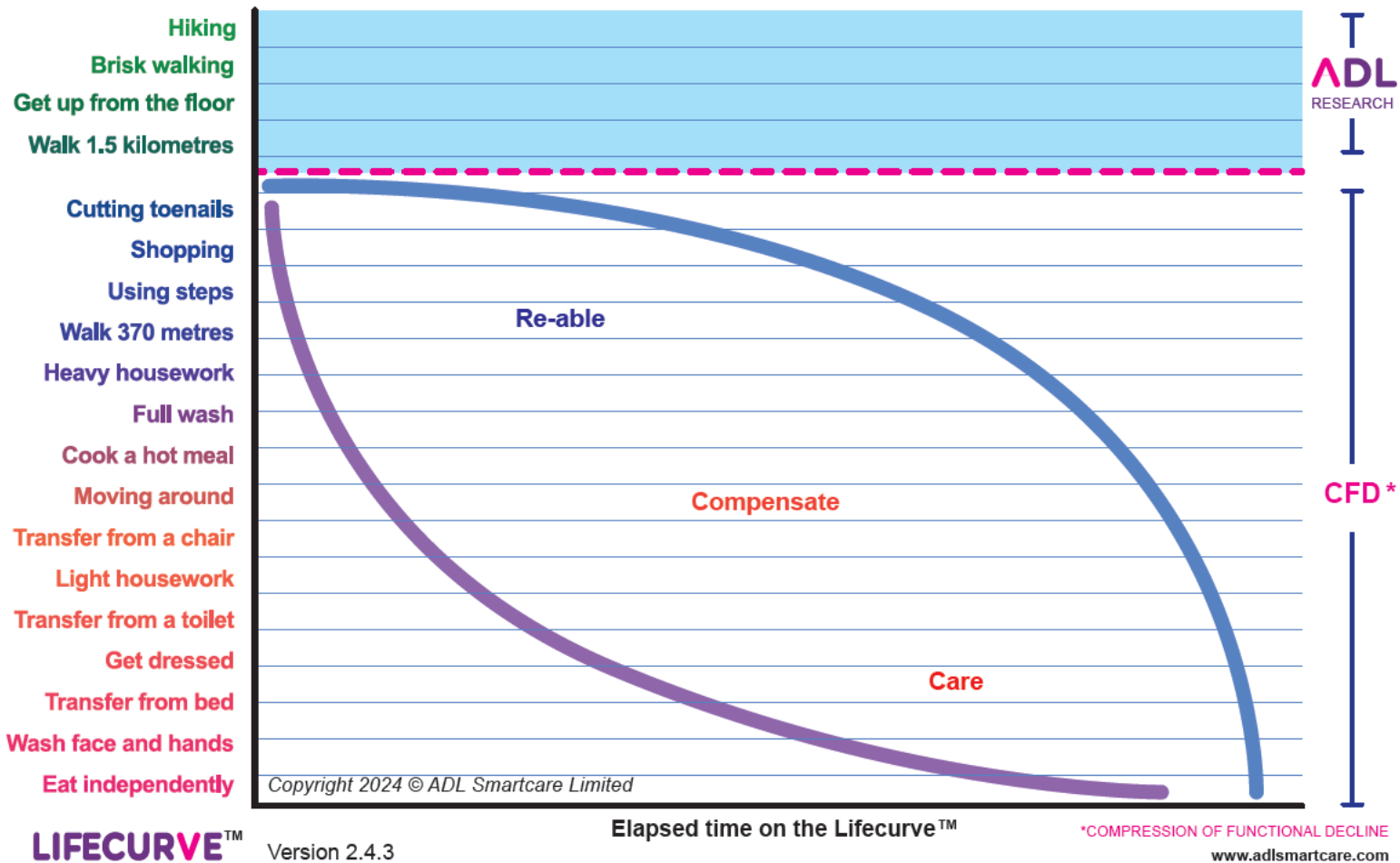**Module:** Part 2- The Power of the LifeCurve

Keep Able resources

The LifeCurve™
The graph below displays two trajectories

A sub-optimal life curve **(purple)** with a fast early decline

Optimal life curve **(blue)** showing delayed functional decline, enabling people to live independently for longer

Hiking
Brisk walking
Get up from the floor
Walk 1.5 kilometres

Cutting toenails
Shopping
Using steps
Walk 370 metres
Heavy housework
Full wash
Cook a hot meal
Moving around
Transfer from a chair
Light housework
Transfer from a toilet
Get dressed
Transfer from bed
Wash face and hands
Eat independently

Re-able

Compensate

Care

CFD *

ADL RESEARCH

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Elapsed time on the Lifecurve™

LIFECURVE™   Version 2.4.3

*COMPRESSION OF FUNCTIONAL DECLINE

www.adlsmartcare.com

Keep Able

Keep Able resources

"Stepping back from stepping in" series

Modules in the series :

- What and Why of Wellness and Reablement
- The Language of Reablement
- Clients and low risk assistive technology
- Everything you do for me; you take from me
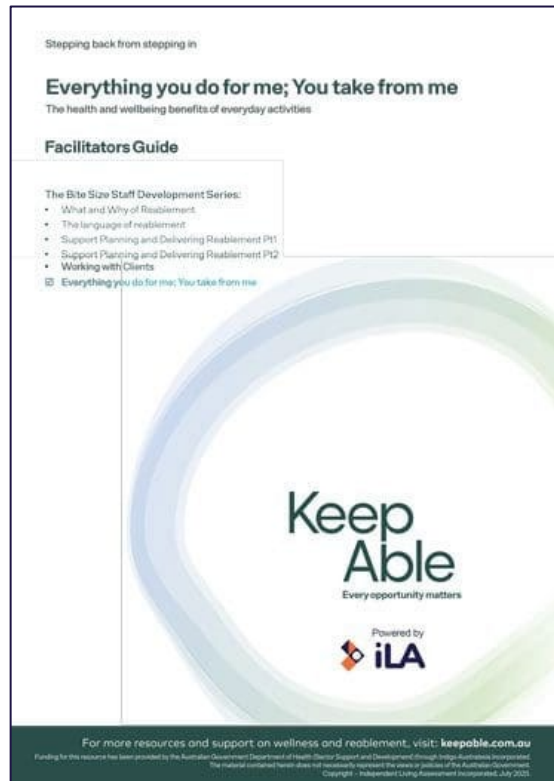
Bitesize resources include:

- Downloadable PPT presentations
- Downloadable facilitator guides
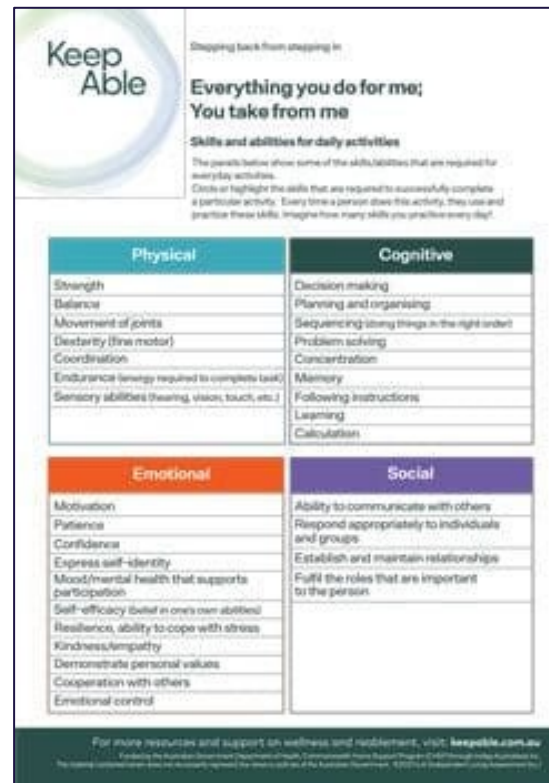- Engaging learning activities
- Feedback forms

'Stepping back from stepping in' series

**"Everything you do for me;
you take from me"**

The health and wellbeing benefits
of everyday activities

Modules in the series:
- What and Why of Reablement
- The Language of Wellness and Reablement
- Support Planning and Delivering Reablement Pt.1
- Support Planning and Delivering Reablement Pt.2
- Working with Clients
- ✓ "Everything you do for me; you take from me"

Keep Able
Every opportunity matters

Powered by
iLA

Keep Able resources

Facilitators Guide

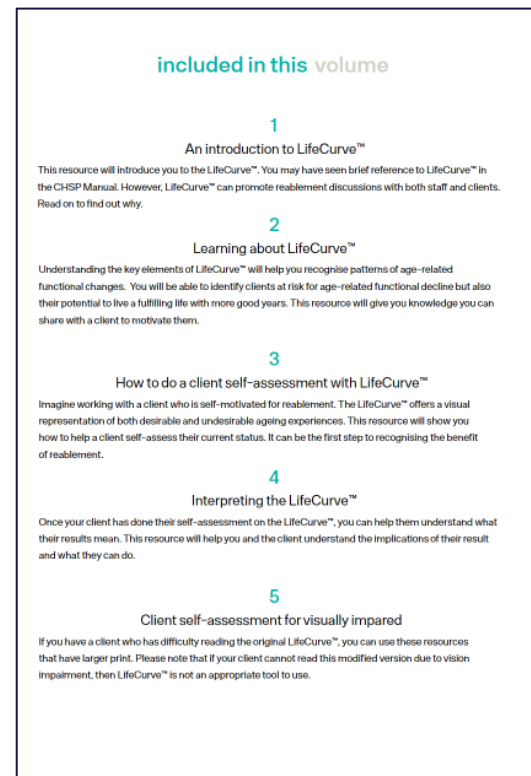### Skills and activities sheet

Sample answer sheet

Downloadable and printable to PDF

Reablement Essentials:
- are targeted to a particular topic
- provide practical resources in downloadable and printable formats
- can include links to other sources (e.g., DoHAC, SSD providers, specialist organisations)

Reablement Essential Volume 1 – LifeCurve™

Available on the website to download to PDF or view as an eBook.

Keep Able resources

Hillary O'Connell, our Principal Advisor of healthy ageing and reablement, has been chatting with a diverse range of people working in aged care and discussing their insights, success stories and a few tips on the subject.

Previous guests include:

- Alison Vella, Aspire4Life
- Dr Elissa Burton, Curtin University, School of Allied Health
- Laura Coleman, Avivo
- Angie Slater, Juniper
- Gill Lewin, Curtin University
- Nicola Seafield, MercyCare
- Professor Peter Gore-Professor

Keep Able resources

The reformed and improved in-home aged care program (Support at Home) is due to be rolled out from July 2025, with CHSP transitioning transition to the new program no earlier than 1 July 2027.

We're here to help you and your organisation get ready for these changes to ensure a smooth transition. As information is released, we'll keep you updated with everything you need to know!

"We read the research,
so you don't have to".

KeepAble...

- Sources contemporary research about wellness and reablement topics
- Summarises the key findings
- Poses reflective questions for organisations to promote quality improvement and compliance
- Links to resources to support W&R outcomes

Keep Able

Keep Able resources

Rethink Reablement Forum

Revisit the successful national forum 'Rethink Reablement'. View the recording of the many engaging presentations.

Keep Able hosted its inaugural online forum in March 2024.

Keep Able

What's next for Keep Able?

Keep
Able

Shape the future of Keep Able

Thank you for taking the time to learn more about what KeepAble has to offer you and your organisation.

🌐 www.keepable.com.au

f in @keepable

Keep
Able

Questions and Answers

Webinar survey

Thank you for attending today's webinar.

Please provide your feedback by answering 3 short questions.