

Digital Transformation

Sector Partners

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



www.health.gov.au

Meeting #40

10/05/2024



Australian Government

Department of Health and Aged Care

An elderly couple, a man and a woman, are sitting together and looking at a smartphone. The man is wearing glasses and a brown sweater, and the woman is wearing a brown sweater over a yellow shirt. They are both smiling. The background is a blurred indoor setting with warm lighting.

WELCOME

Fay Flevaras

First Assistant Secretary

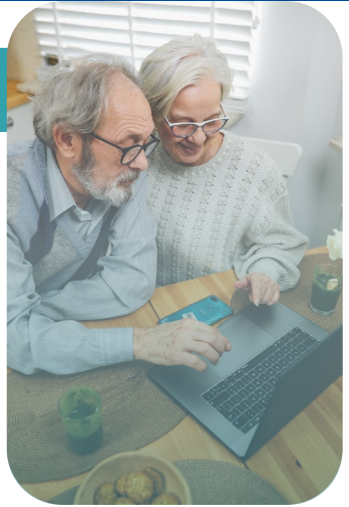
Digital Transformation and Delivery Division

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Digital transformation for the aged care sector

Agenda

Sector Partners #40



**Welcome
&
Agenda**

Fay Flevaras

**State of Play
&
New Member
Induction**

Fay Flevaras

**Aged Care
Design
Research**

Anna Lee

**Playback:
B2G
API Gateway**

**Carmine
Spagnoletti
&
Steve Smith**

**Questions
&
Close**

Fay Flevaras



State of Play & New Member Induction

Fay Flevaras

First Assistant Secretary

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Business outcomes by persona group

Deliver outcomes for different stakeholder group through a human-centered approach



OLDER AUSTRALIAN

- ✓ **Access to up-to-date information** to make **better informed and safer choice** about care and other service needs
- ✓ **Up-to-date information about local providers and services** to get access when they need it
- ✓ **Better supported** to stay in at home



PROVIDERS

- ✓ **Assessors, physios and other providers use e-referrals** with patient notes without transcription errors
- ✓ **Administrative burden is reduced** by automation - allowing carers to spend more time with consumers
- ✓ Residential care staff have a **better view of care requirements for each resident** – delivering informed and better better quality care



GOVERNMENT

- ✓ Better data, **informs fast action to keep consumers safe** and manage serious incidents
- ✓ **Early warnings help to identify issues and support aged care facilities** before it is at serious risk, keeping residents in the community
- ✓ **Up-to-date profiles** of each facility are readily available to emergency services, community organisations, and others

Reform outcomes for users:

Seamless user experience

Users and authorised entities can obtain info easily, particularly clinical info

Simplified, one-touch capability

Access information simply, in one place, utilising existing whole of government authentication

Improved data for consumers

Improved visibility and transparency of the quality of aged care services; systems provide real time quality and safety info

Improved safety with current data & info

Dynamically change the info govt. holds, especially during times of crisis

Streamlined, interoperable experience

Enable providers to self-serve the services they provide to consumers via a simplified, integrated platform without needing to access multiple platforms across government

ALL stakeholders benefit from streamlined data sharing



Important considerations

Principles underpinning health's public engagement

Message alignment

- *Aged Care business and IT deliver consistent narratives, aligning messages and, where appropriate, events*

Probity

- *Probity principles and protections underpin public engagements with a focus on fairness and equity*
- *Probity Adviser approvals in place*



Govt. driven

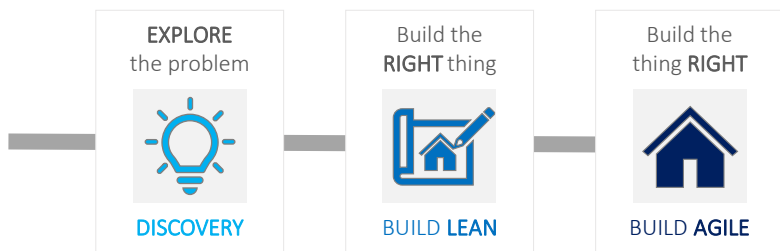
- *Govt. drives the transformation, while having cross-sector conversations that encourage best-of-breed, no-regrets decisions*
- *Govt. commitments and transformation objectives stay front-of-focus*

Shifting sands

- *Clarity is provided about the known versus the somewhat known versus the unknown, understanding that dynamic multi-stream delivery agendas have many moving parts and are subject to change*
- *Caveat information accordingly; 'as we know it now'*

Methodologies

Co-Design approach and Digital Maturity targets



Two immediate co-design streams:



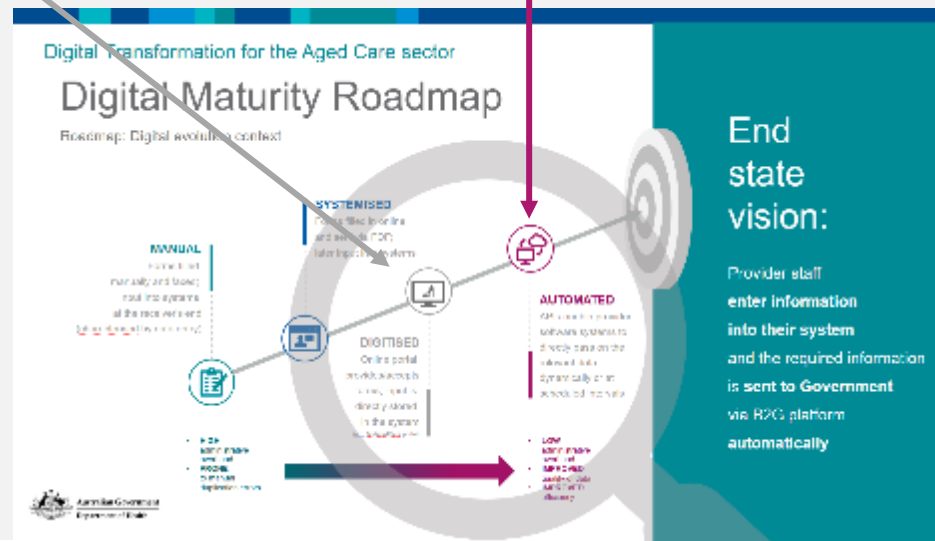
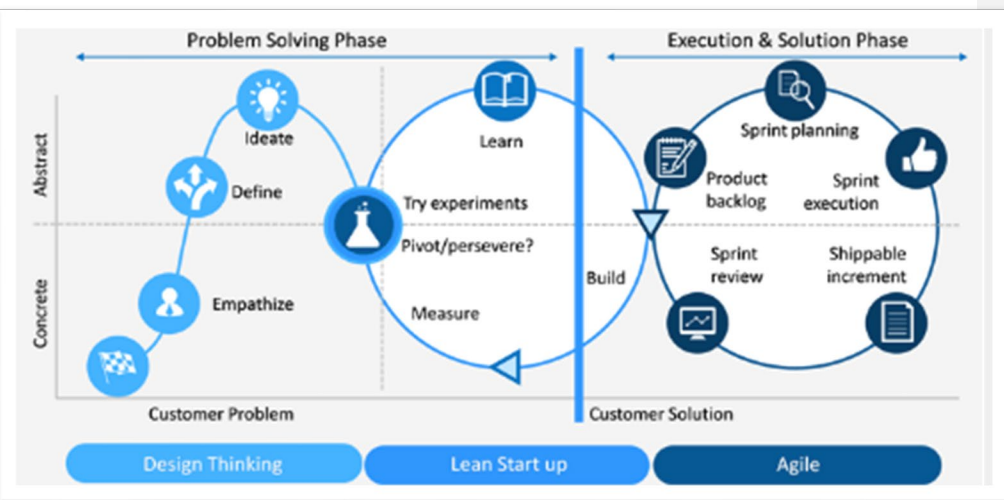
DIGITISED focus (UX)

Co-design in this space will work with end users of a system to create a great experience for users; sessions will observe how users interact with the system.



AUTOMATED focus (API)


Co-design in this space will focus on bringing developers into conversations about data models and approaches; session will involve discussion and collaboration on API design & development.



Important considerations

Principles underpinning the work of this group

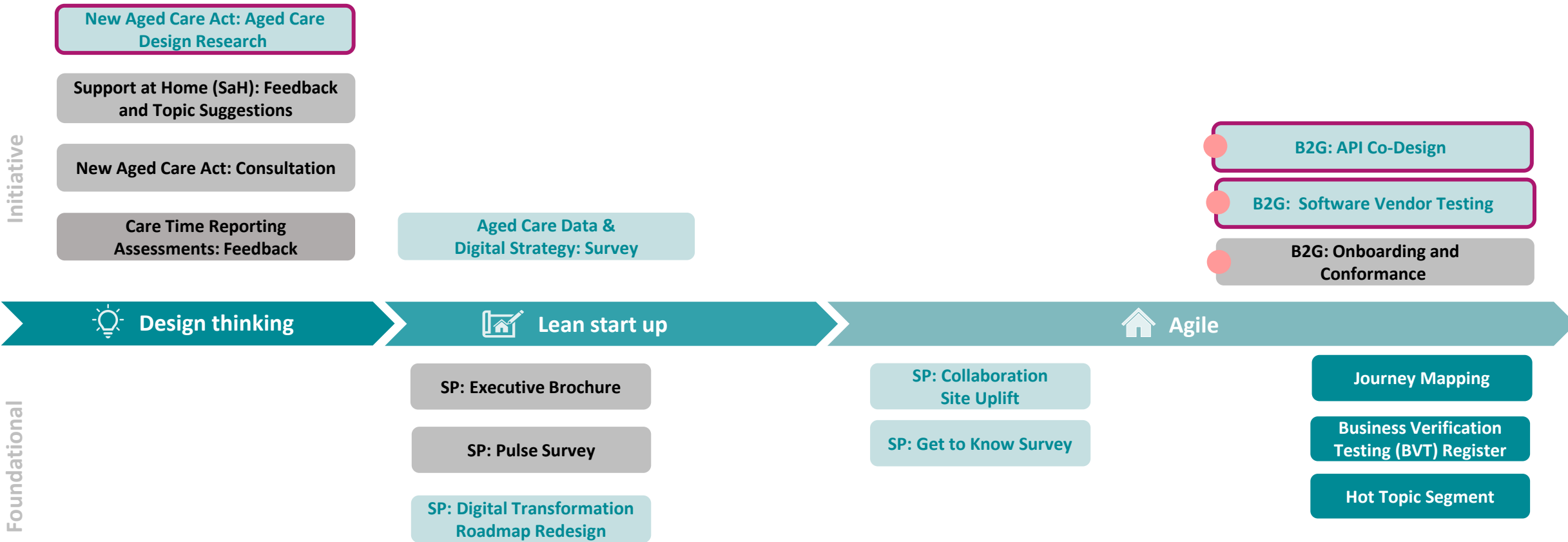
- We will **publish the names of participants** in this group to the Health website – along with their role and organisation (if relevant)
- An **attendance record, all shared material, and a meeting summary** will be published on the Health website each time we gather
- Be aware that this is considered a *public space* forum and **participant IP does not apply**
- Anything that is said in this room is to **inform Health's digital transformation direction** and **our explicit intent is to use your input to do just that**
- We will be **sharing the outcomes of this work** across our public channels and with the broader Tech Talk group



This group was formed through an open, equal opportunity, public invite – given that, we don't expect confidentiality or conflicts of interest to be a concern BUT if you have any questions or issues, please contact us ASAP



Open co-design activities



Melbourne visit



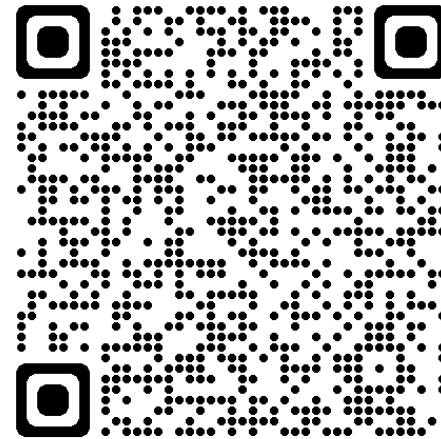
Meet Abi

[Home](#) > [Resources](#) > [Webinars](#)

Digital Transformation Tech Talk – 21 May 2024

Join our Tech Talk webinar to hear about our latest Digital Transformation Program milestones, including recent updates.

Register Now!





Aged Care Design Research

Anna Lee

Human Centered Design Lead – Regulatory Reform
Digital Design & Release Branch
Corporate Operations Group | Department of Health and Aged Care





Participating in user research

Come and join our user research activities!

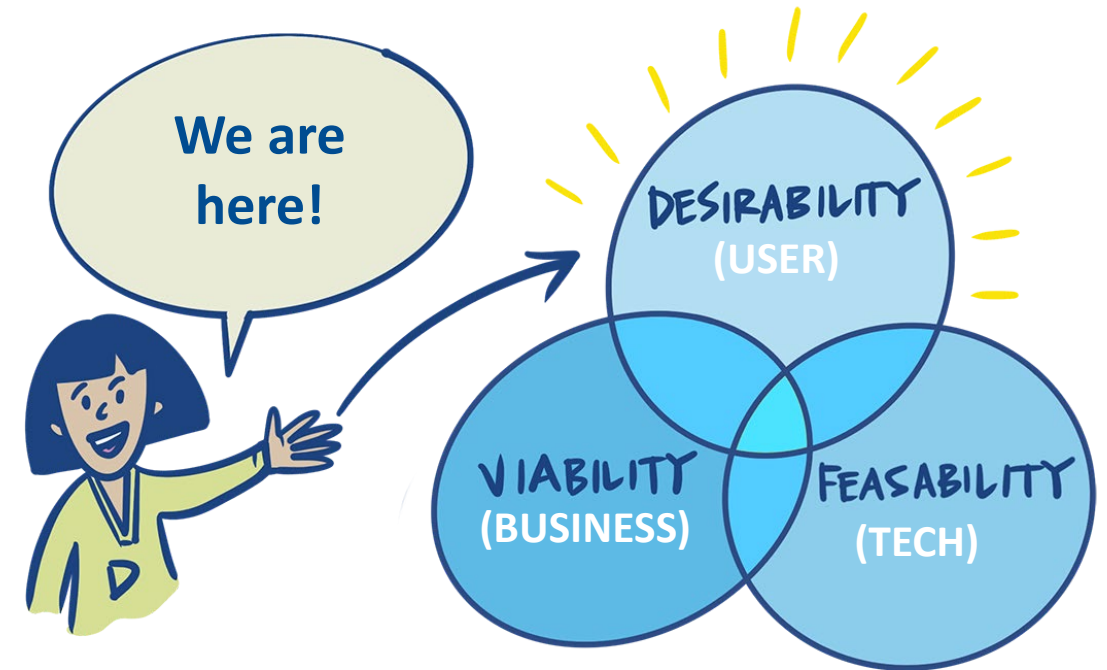


WHO WE ARE

We are **Human Centred Designers**

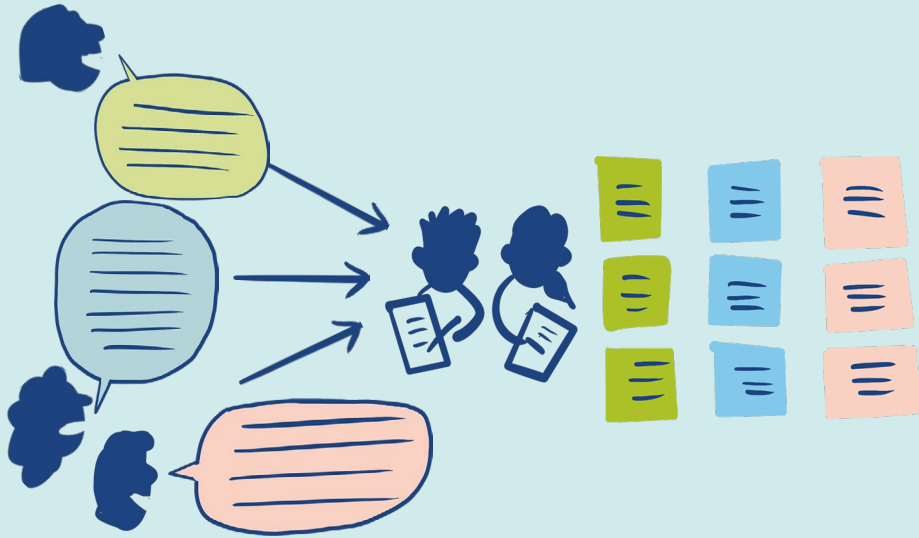
We use research to **advocate for**

Providers

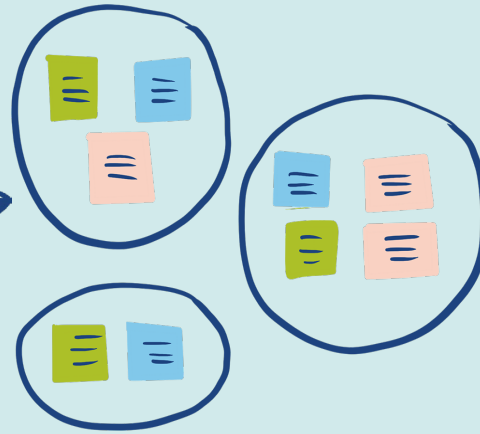


WHAT WE DO

We interview providers and take notes



We draw out common themes



We turn these into actionable insights and recommendations



WHAT WE'VE HEARD FROM YOU SO FAR

Between October 2023 and now, we've conducted 3 rounds of user research sessions with over 30 providers to inform regulatory projects. Some of what we've heard includes:

Insight 1

Providers are overwhelmed by the effort required to keep up with government aged care reforms.

"... there's constant tweaking on your end, what is the point of me automating that system?"

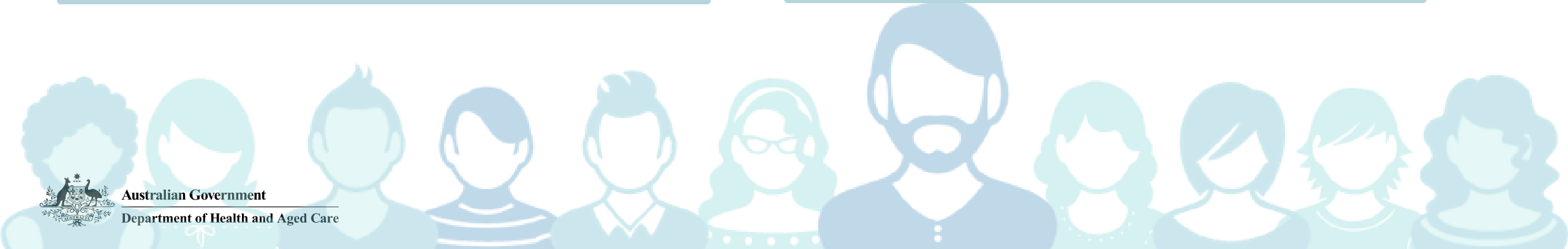
Large Provider

Insight 2

Providers acknowledge the need for increased data collection and reporting, however the tools and processes they rely on to meet their obligations are often in their way.

"We still have to update our details by submitting a form...it's an editable word document"

Medium Provider



WHAT WE'VE HEARD FROM YOU SO FAR

Insight 3

Providers are frustrated by the number of government systems they're required to use, and the poor reliability and usability associated with them.

"... there's really nothing out there that is sophisticated enough to provide a lot of the information as requested for whether it be a care system or a finance system."

Provider Management Company

Insight 4

Providers are taking the time to provide feedback to government, but they feel like it falls on deaf ears.

"[The govt] might want to know that there's a non-viable process here, there isn't that kind of partnered engagement."

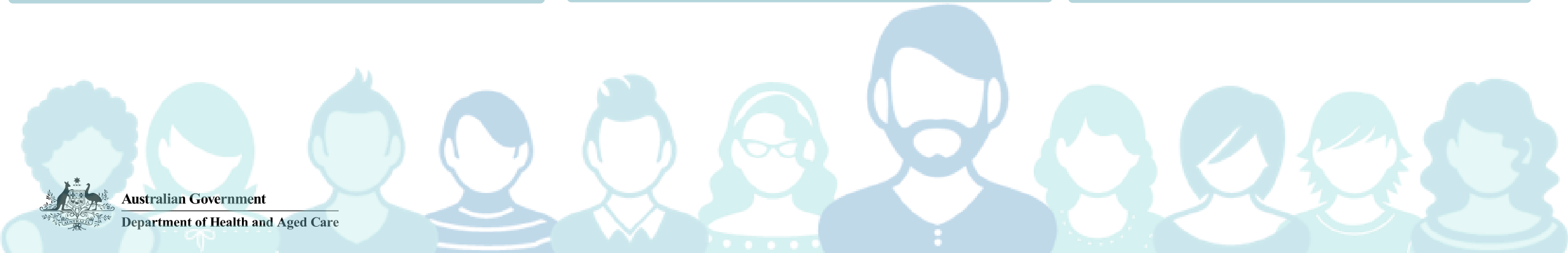
Medium Provider

Insight 5

Providers are wading through swathes of material trying to make sense of the reforms, while grappling with insufficient change lead times.

"It would be nice to see a little bit less change or a slower pace of change just to allow the market to solve these problems."

Medium Provider



WE NEED TO HEAR MORE FROM YOU

As the design and delivery of the reforms progress, we need to **keep getting feedback** from providers.

Your expertise and first-hand experiences will continue to provide invaluable context that can't be captured through statistics alone.



WHO WE WOULD LOVE TO HEAR FROM

Organisation types

We are looking to access a **broad range of providers** across:

- ✓ Different locations
- ✓ Organisation structures
- ✓ Sizes
- ✓ Specialties and service offers.



Users within organisations

We are looking to **speak with different roles**, who are involved in providing aged care services in Home Care and Residential Care organisations:

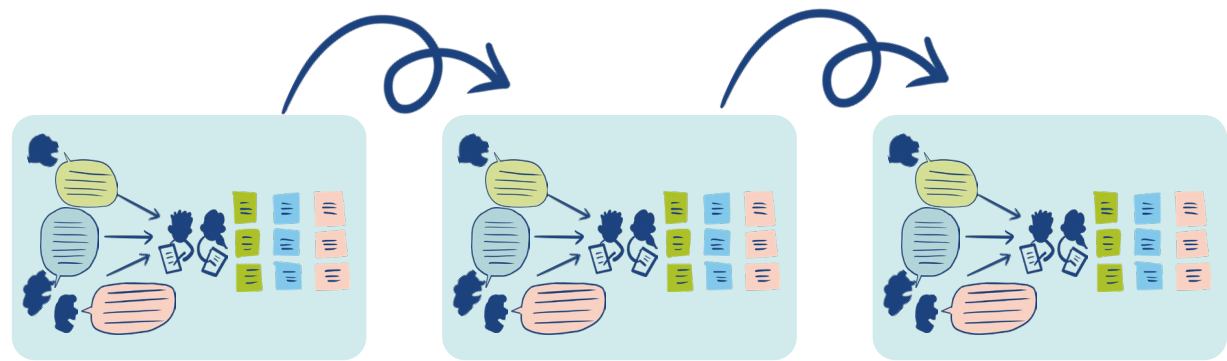
- ✓ Front-line workers, team leaders and CEOs
- ✓ Operational staff and anyone who uses Aged Care systems
- ✓ Anyone with obligations under the Aged Care regulatory frameworks.



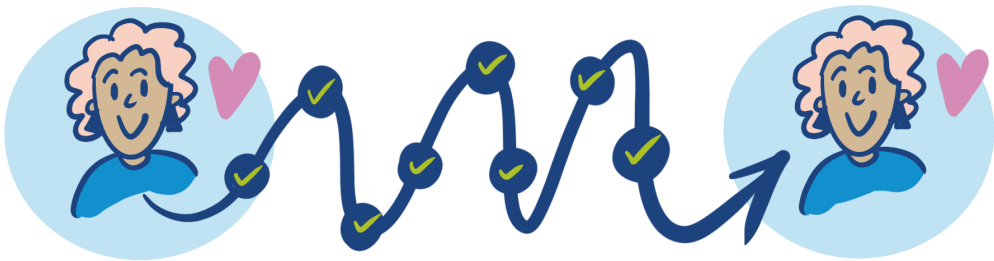
WHAT ARE WE RESEARCHING?

All things “**provider**” to inform the New Aged Care Act and Regulatory Reform projects.

We’ll be running “**rolling research**” – conducting a set number of research sessions **every week** to support the range of activities.



In addition to supporting individual projects, we are also thinking about the **end-to-end provider experience**.



WHAT IT INVOLVES

WHEN:

Weekly sessions

You can choose to participate as regularly/frequently as suits you:

- Occasional one-off session
- Once a month
- Once a quarter
- Nominate your preferred frequency



WHAT:

Duration:

45 to 60 minutes

Method:

Virtual online meeting

Participants:

Us: 1 x user researcher; 1 x note taker

You: 1 or 2 representatives



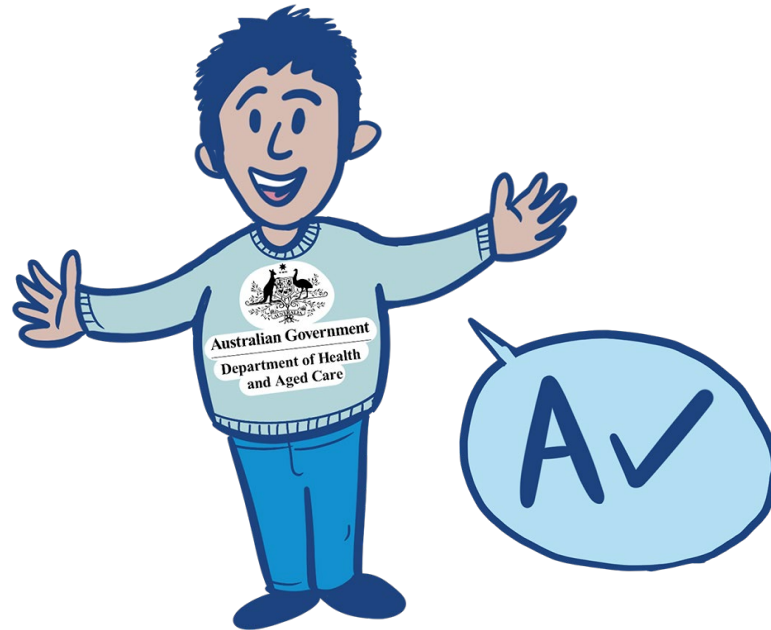
HOW YOU CAN GET INVOLVED

Fill in the Expression of Interest form on Slido by scanning the QR code on screen

Sign up to get involved:



Q&A and Facilitated Discussion





Playback: B2G API Gateway

Carmine Spagnoletti

Director

Digital Reform Branch

Reform Implementation Division

Department of Health and Aged Care

Steve Smith

Technical Product Owner

Aged Care Services and Sustainability Branch

Department of Health and Aged Care



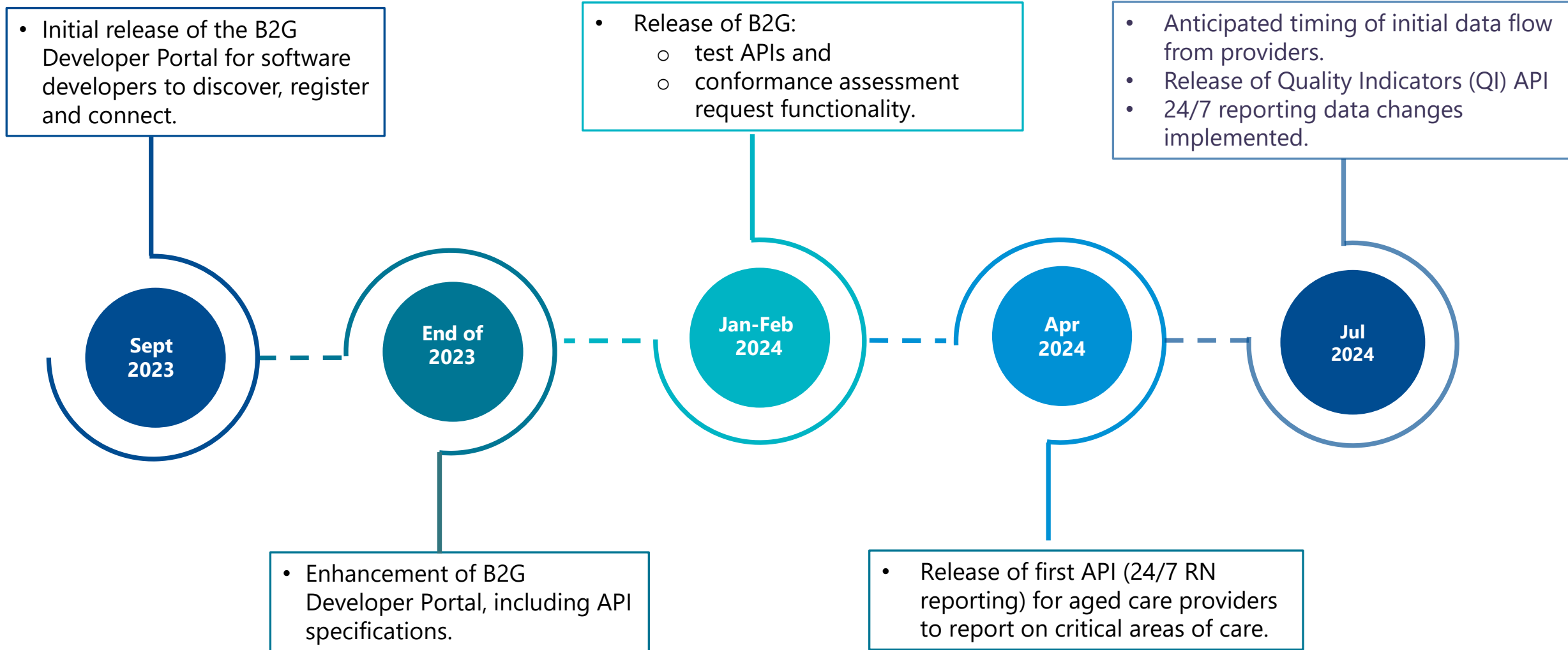


B2G is an important innovation that will:

- 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.

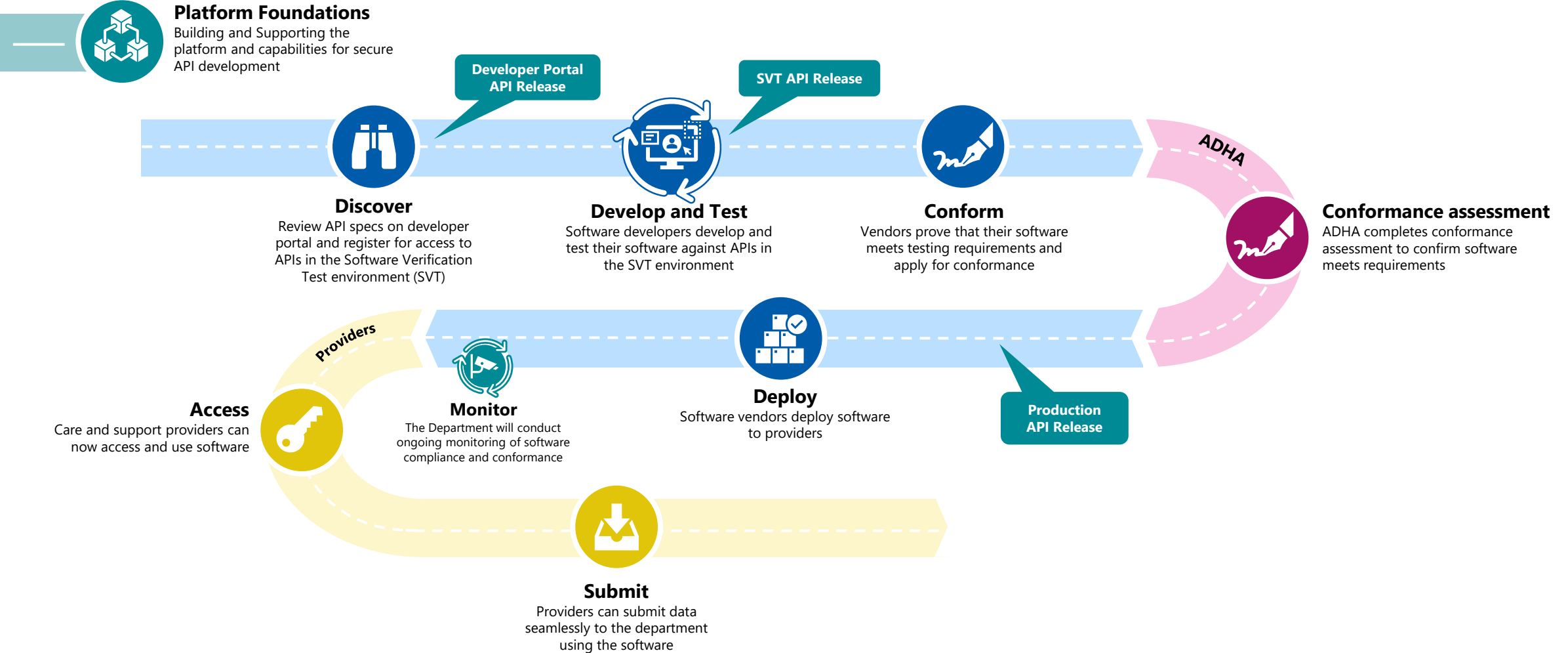
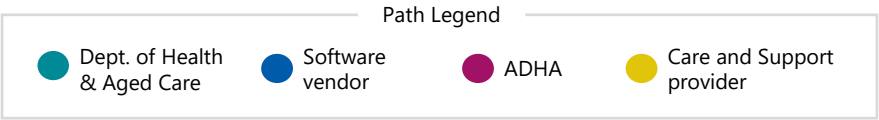


Business to Government : Journey

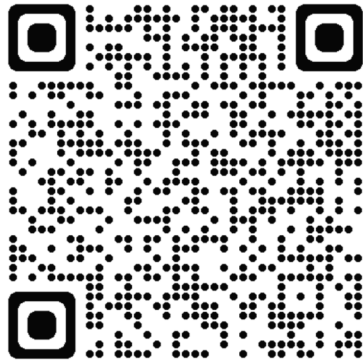


Software Vendor Journey

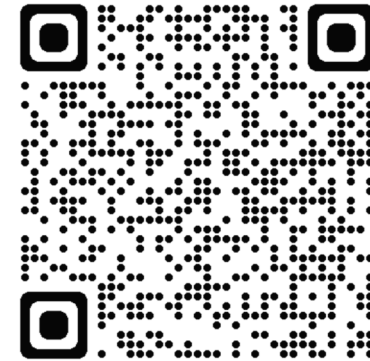
Ongoing delivery of the B2G capability is progressively enabling the development lifecycle for Software Vendors with each B2G release.



B2G Developer Portal



Aged Care B2G Initiative



Q&A

Have a question?

Put your virtual hand up to ask your question directly to our presenters or use the Webex chat space.



Australian Government

Department of Health and Aged Care

A group of four diverse people (three women and one man) are shown from the chest up, laughing heartily. They are in a bright, indoor setting with large windows in the background. The woman in the center has curly hair and is wearing a white lace top. The man to her right has a beard and glasses, wearing a blue shirt. The woman to the left has long blonde hair and is wearing a white top. The man on the far right is partially visible, also laughing.

THANK YOU

NEXT MEETING:

11am, Friday 24 May

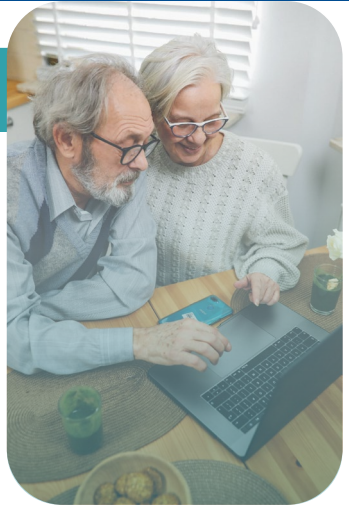


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5 Min

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Fay Flevaras

10 Min

State of Play
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New Member
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30 Min

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10 Min

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