

Digital Transformation

Sector Partners

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



www.health.gov.au

Meeting #36

15/03/2024



Australian Government

Department of Health and Aged Care

An elderly couple, a man and a woman, are shown from the chest up, smiling and looking at a smartphone held by the man. The man has short grey hair and wears glasses and a brown zip-up sweater over a striped shirt. The woman has short grey hair and wears a brown sweater over a yellow collared shirt. They are in a home environment with a blurred background showing shelves and warm lighting.

WELCOME

Jessica Holmick

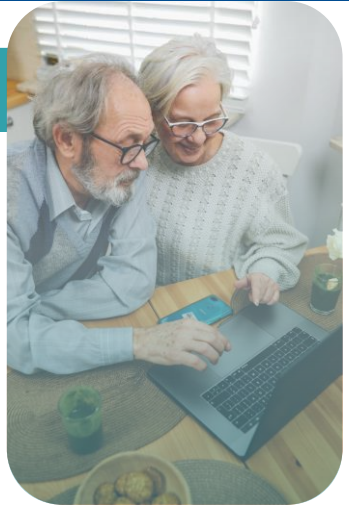
Digital Business and Sector Engagement Branch

Digital Transformation and Delivery Division | Department of Health and Aged Care

Digital transformation for the aged care sector

Agenda

Sector Partners #36



**Welcome &
Agenda**

**Jessica
Holmick**

**State of Play
Update**

Jessica Holmick

**Hot Topic:
My Health
Record (MHR)
- ADHA**

Peter Turton

**Hot Topic:
End of Life
Direction for
Aged Care
(ELDAC)**

**Dr Priyanka
Vandersman**

**Questions &
Close**

Jessica Holmick



Australian Government

Department of Health and Aged Care

State of Play

Jessica Holmick

Director

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



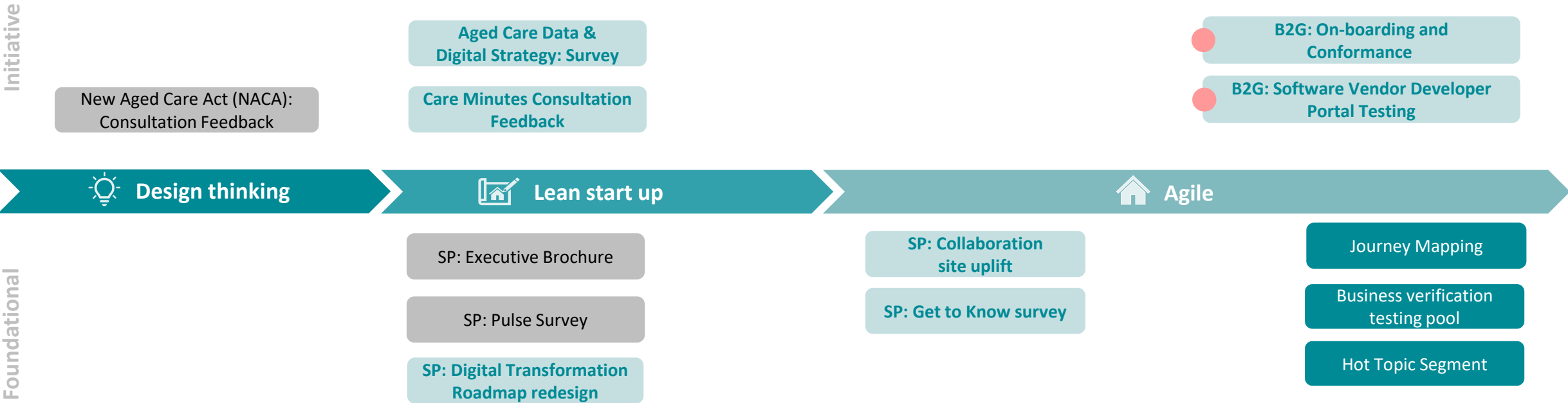
Australian Government

Department of Health and Aged Care

Salesforce World tour



Open co-design activities



Hot Topic

My Health Record (MHR)

Better connected care through My Health Record

Peter Turton

Project Manager

Aged Care Programs | Australian Digital Health Agency

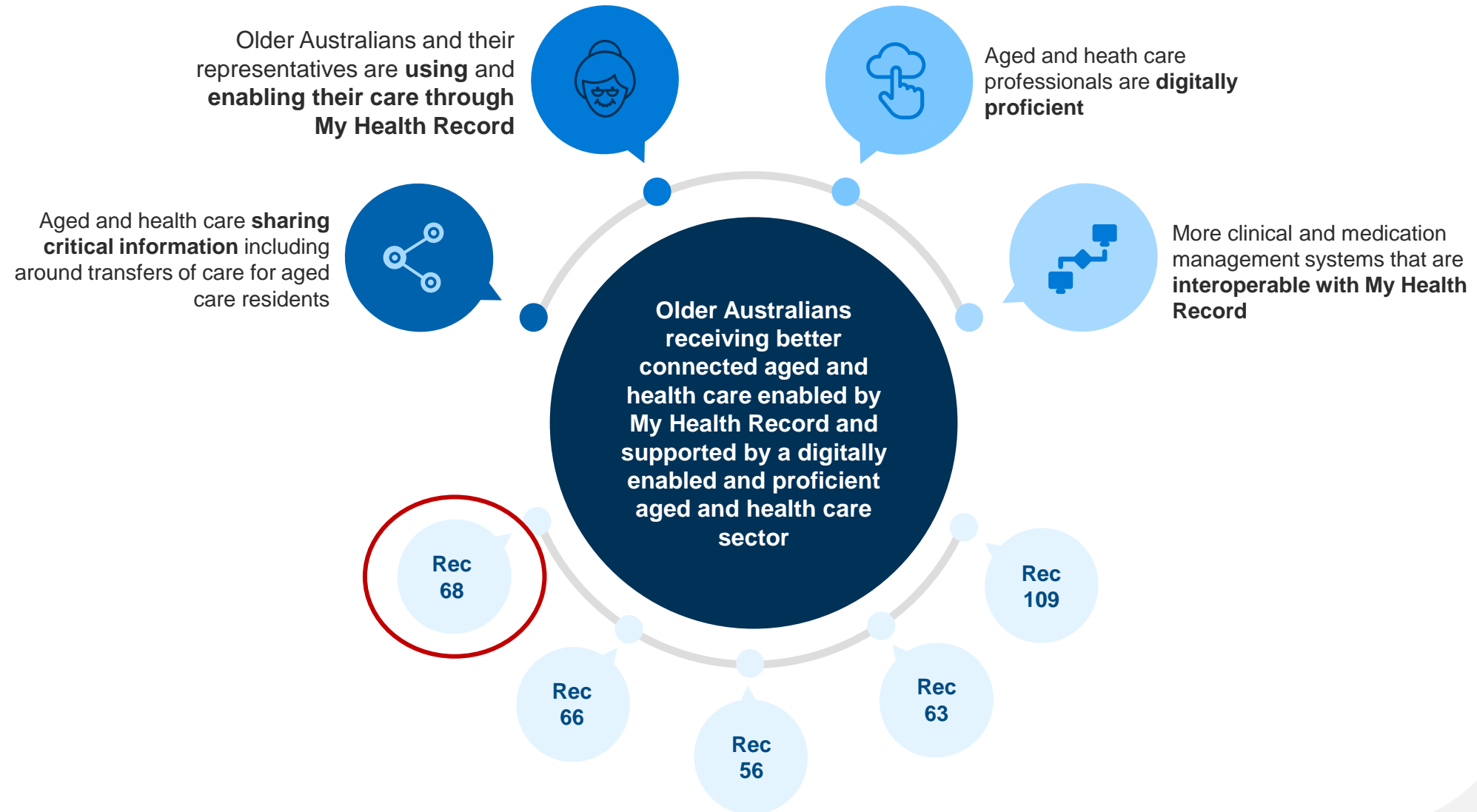


Australian Government

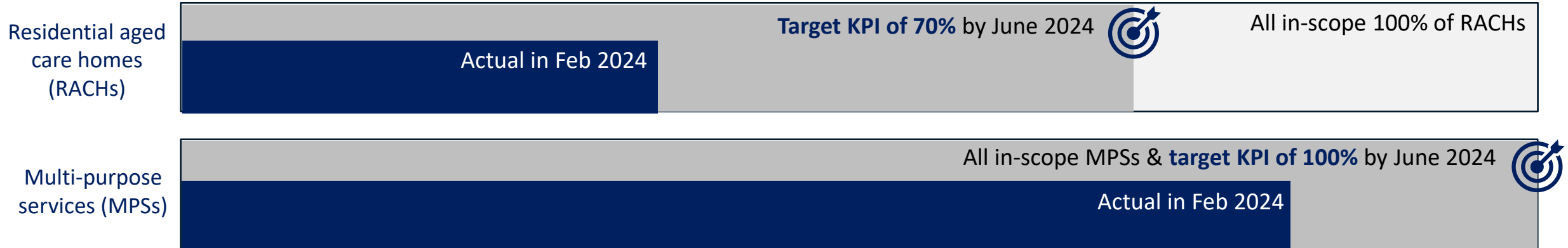
Department of Health and Aged Care



The Agency's Aged Care Program



My Health Record Registration Support



On the horizon for 2024



Promotional and targeted messaging to the sector through a paid Media Campaign



PHN engagement activity to verify RACH registrations



Cold-calling activities to engage residential aged care providers

MHR.Registration.RAC@digitalhealth.gov.au



Australian Government
Australian Digital Health Agency

My Health Record conformant software vendors

13 vendors are now conformant through the First Aged Care Industry Offer

| | Software vendor | Product | Software type | |
|----|----------------------------------|--------------------------|---------------|------|
| 1 | Acredia | My Axis | CIS | eMMS |
| 2 | Best Practice Software Pty Ltd | Bp Premier | CIS | |
| 3 | Compact Systems Australia | Emma | | eMMS |
| 4 | Health Metrics Pty Ltd | eCase | CIS | eMMS |
| 5 | Humanetix Pty Ltd | Humanetix ACE | CIS | |
| 6 | Leecare Solutions | Platinum 6 | CIS | eMMS |
| 7 | Manad Trust/Management Advantage | Manad Plus | CIS | |
| 8 | Medi-Map Group Pty Ltd | Medi-Map | | eMMS |
| 9 | MPS Connect | Healthstream | | eMMS |
| 10 | Modeus Pty Ltd | DiamondCare | | eMMS |
| 11 | Person Centred Software Pty Ltd | PCS | CIS | |
| 12 | Telstra Health | Clinical Manager (iCare) | CIS | |
| 13 | Unleashed Technology | AutumnCare | CIS | eMMS |

Hot Topic

Using ELDAC Dashboard to embed palliative care

Dr Priyanka Vandersman

Senior Research Fellow
Flinders University



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.

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 Royal Commission into Aged recommended that palliative care be incorporated as core business in aged care.
- Many older residents can have a long and protracted decline in health. Digital solutions can play a part in prompting actions and reporting performance

Call to action for aged care IT sector

Rapidly changing context of care + reporting

Care and regulatory landscape

Aged care reform agenda

New Aged Care Act in consultation

Strengthened Aged Care Quality Standards

Inclusion of palliative and end of life care in the 'Standards'

Aged Care National Minimum Dataset

Digital landscape

National Digital Health strategy

Aged care digital transformation agenda

Conformance, MHR, interoperability etc.

METEOR reporting requirement

Services are telling us that they want a SYSTEM that supports them to provide care

Immediate need for

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.



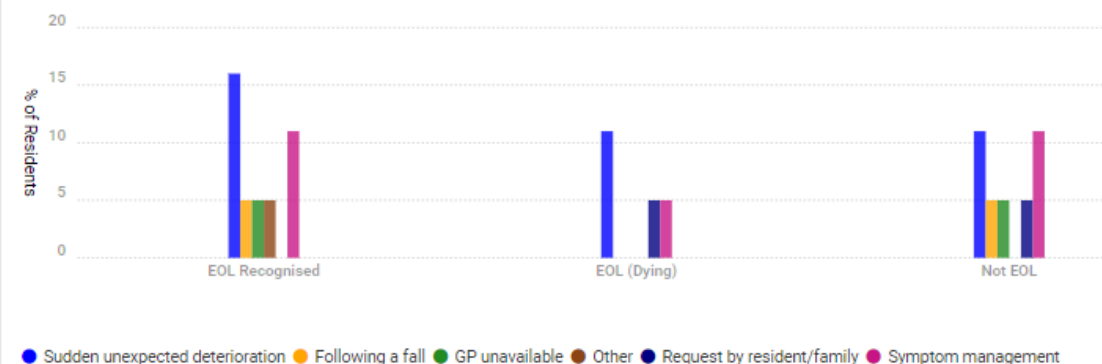
Hospitalisation Status

Percentage of Residents Hospitalised in the Last 6 Months



Reason for Hospitalisation

Hospitalisations in the Last 6 Months by EOL Status and Reason



Trialled & tested, value-add established

Integrated implemented, value add established in the real world- The sector wants it

Trial of integration in to 4 IT providers. One in-house aged care group 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.

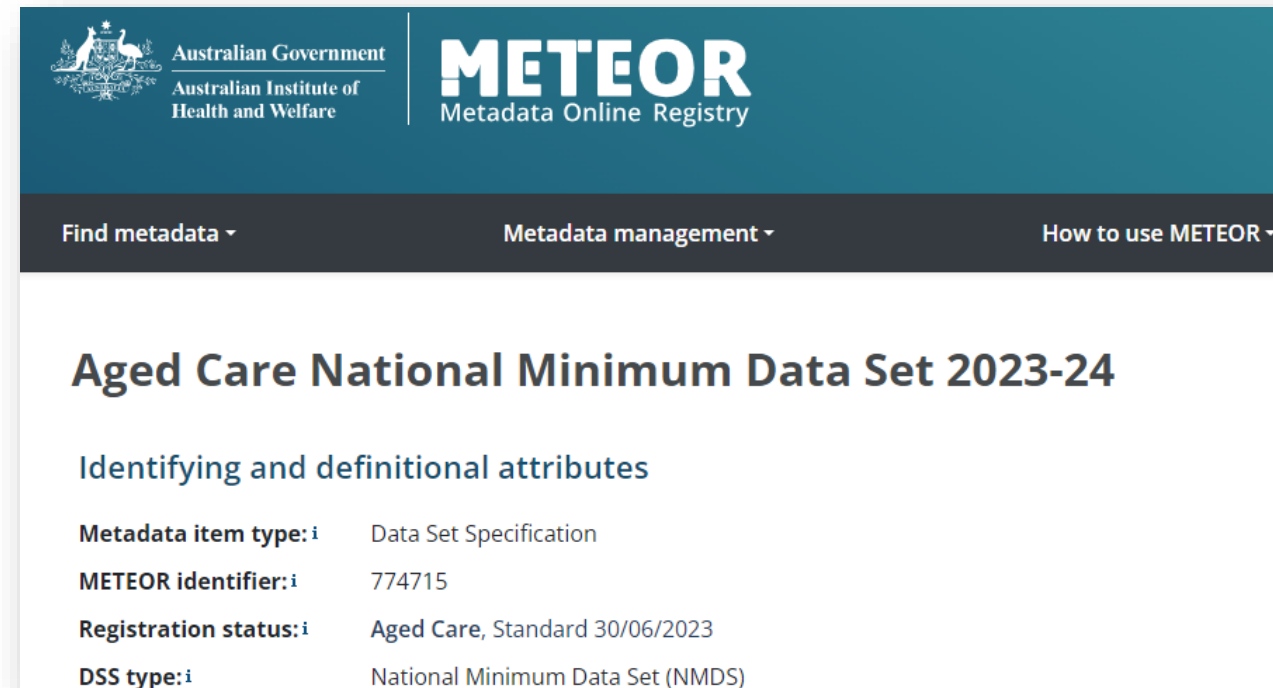
Constant interest from aged care services to explore the pathways of how they can have the Dashboard embedded into their service's IT system.

The hard work is done! Simply integrate

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



Mapped to Strengthened Aged Care Quality Standards



The screenshot shows the METEOR Metadata Online Registry interface. The header includes the Australian Government Australian Institute of Health and Welfare logo and the METEOR logo. The navigation bar has three items: 'Find metadata', 'Metadata management', and 'How to use METEOR'. The main content area displays the title 'Aged Care National Minimum Data Set 2023-24' and the subtitle 'Identifying and definitional attributes'. Below this is a table with metadata details.

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

Helping you get on the front foot

Optimizing your IT system to meet the *Standards*

Integrate the ELDAC Dashboard to transform your clinical system into an innovative end of life caregiving and reporting solution, with perfectly aligned with the upcoming Standards.

Upcoming Aged Care Quality Standards supported by the ELDAC Digital Dashboard

The ELDAC Digital Dashboard helps aged care services provide high-quality palliative care. It enables you to track and demonstrate how your service meets over half of the Aged Care Quality Standard outcomes in relation to end of life caregiving.

★ Supports service level

☑ Tracks the data

| Dashboard supports service level: | | Aged Care Quality Standard Outcome | Essential element of palliative care tracked by the Dashboard | | | | | | | | |
|---|---|--|---|------------------------------|-------------------------|---------------|--------------------------|--------------|--------------|--------------------|---|
| | | Advance Care Planning | Recognise End of Life | Assess Palliative Care Needs | Provide Palliative Care | Work Together | Respond to Deterioration | Manage Dying | Bereave-ment | Death Related Data | |
| Standard 1: The Person | | | | | | | | | | | |
| Person-centred, and choice driven palliative care. | ★ | 1.1 Person-centred care. | ☑ | | | | ☑ | | | | |
| | ★ | 1.2 Dignity, <u>respect</u> and privacy. | | | | | | | | | |
| | ★ | 1.3 Choice, <u>independence</u> and quality of life. | ☑ | | | ☑ | | | | | |
| | ★ | 1.4 Transparency and agreements. | | | | | | | | | |
| Standard 2: The Organisation | | | | | | | | | | | |
| | | 2.1 Partnering with older people. | | | | | | | | | |
| Culture of quality, safety, and accountability. | ★ | 2.2 Quality and safety culture. | | | | | | | | | |
| | ★ | 2.3 Accountability and quality system. | | | | | | | | | |
| | ★ | 2.4 Risk management. | | | | | ☑ | | | ☑ | |
| | | 2.5 Incident management. | | | | | | | | | |
| | | 2.6 <u>Feedback and complaints management.</u> | | | | | | | | | |
| Information management | ★ | 2.7 Information management. | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ |
| | | 2.8 Workforce planning. | | | | | | | | | |
| | | 2.9 Human resource management. | | | | | | | | | |
| | | 2.10 Emergency and disaster management. | | | | | | | | | |
| Standard 3: The Care and Services | | | | | | | | | | | |
| Coordinated care that aligns with the older person's preferences. | ★ | 3.1 Assessment and planning. | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | | |
| | ★ | 3.2 Delivery of care and services. | ☑ | | | ☑ | ☑ | | ☑ | | |
| | ★ | 3.3 <u>Communicating for safety and quality.</u> | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ | ☑ |
| | ★ | 3.4 Coordination of care and services. | | | | | ☑ | ☑ | | | |

Integrating the dashboard into your system

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.



You have a role to play in how older people live and die.

- Dashboard helps **meet 17 out of the 34 outcomes** of the upcoming Aged Care Quality Standards.
- 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**.

You have a role to play in how older people live and die.

Support your aged care services by giving them:

- ✓ Data at their fingertips!
- ✓ Realtime data summaries to supports care, report to Board, and respond to accreditors.
- ✓ Comprehensive data to monitor service level processes on end of life care- *Standard 5.7*.
- ✓ Services supported by ELDAC's programs & resources.

Integrating IT companies will be profiled and promoted via ELDAC channels. Working with a funded national project can enhance your brand reputation.

Next steps



- 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.

Any Questions or comments?



Priyanka.Vandersman@flinders.edu.au

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, possibly a meeting or a social gathering. 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 light-colored top. The man in the background is also laughing and wearing glasses. The overall mood is joyful and positive.

THANK YOU

NEXT MEETING:
11am, Friday 12 April



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