Digital Transformation

Sector Partners

Digital Transformation and Delivery Division
Corporate Operations Group | Department of Health and Aged Care

www.health.gov.au

Meeting #43

21/06/2024

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Department of Health and Aged Care

WELCOME
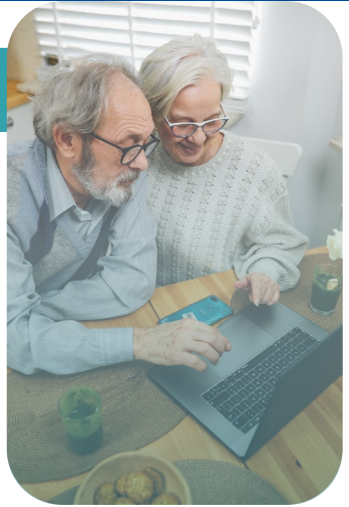
Jessica Holmick
Director
Digital Business and Sector Engagement Branch | Digital Transformation and Delivery Division
Corporate Operations Group | Department of Health and Aged Care

Digital transformation for the aged care sector

Agenda

Sector Partners #43

Welcome & Agenda	State of Play Update	QFR: Application User Experience Feedback	Care Minutes Reporting Assessments: Insights and Updates	Update: Upcoming Release	Close
Jessica Holmick	Jessica Holmick	Kate Stewart	Nicole Hinton	Jessica Holmick	Jessica Holmick

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State of Play

Jessica Holmick

Director
Digital Business and Sector Engagement Branch
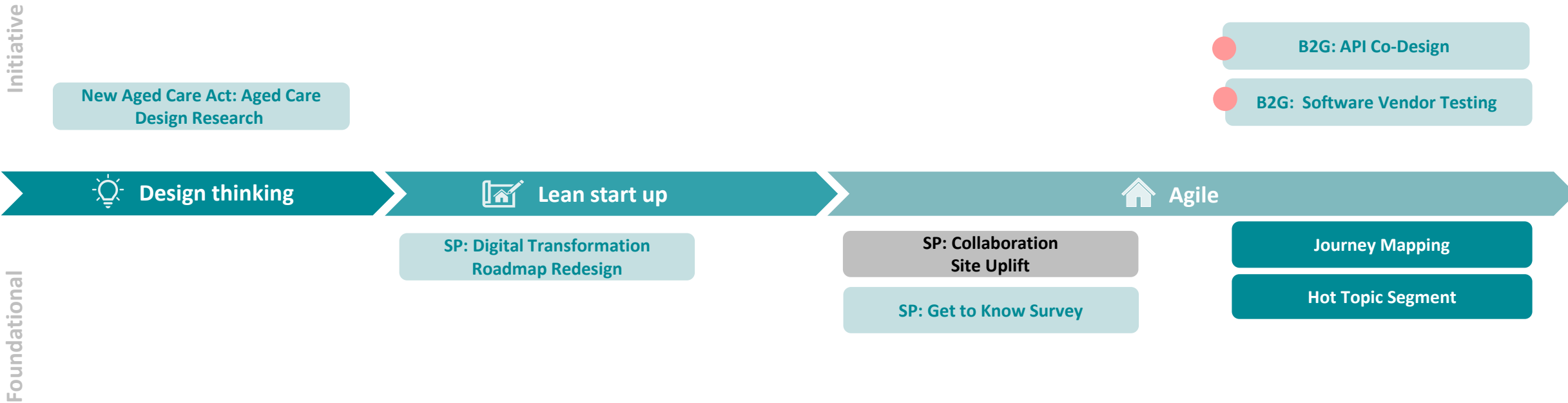Digital Transformation and Delivery Division
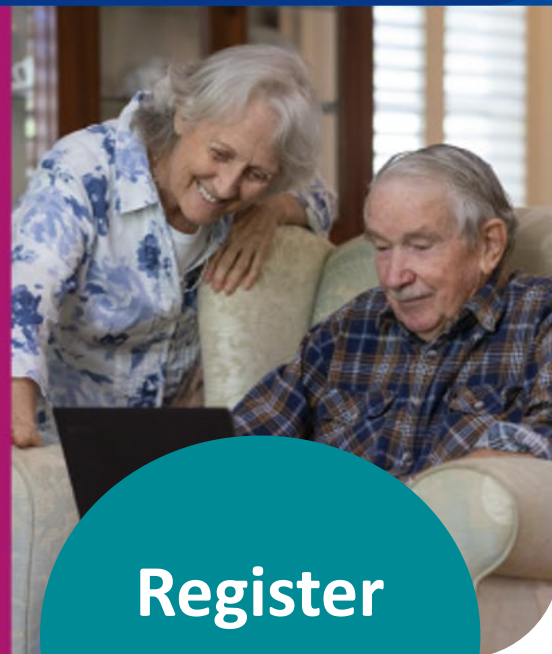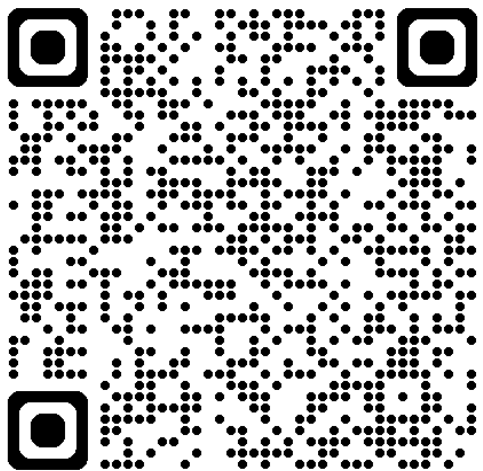Corporate Operations Group | Department of Health and Aged Care

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Open co-design activities

Initiative

New Aged Care Act: Aged Care Design Research

B2G: API Co-Design

B2G: Software Vendor Testing

💡 **Design thinking**

📊 **Lean start up**

🏠 **Agile**

Foundational

SP: Digital Transformation Roadmap Redesign

SP: Collaboration Site Uplift

SP: Get to Know Survey

Journey Mapping

Hot Topic Segment

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⬤ DIGITISED focus (UX)   ⬤ AUTOMATED focus (API)   Evergreen   Open   Recently closed   On today's agenda
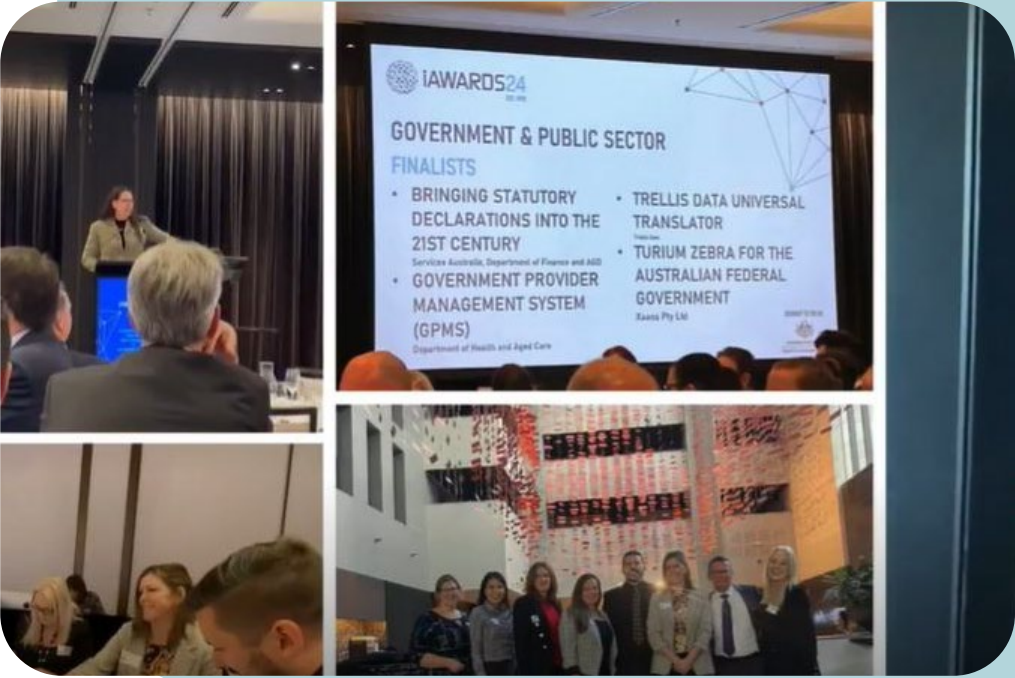
Quarterly Financial Report (QFR) application on GPMS

- New QFR application on Government Provider Management System (GPMS) went live in January 2024 for Quarter 2 (1 October to 31 December 2023) reporting

- We know that some providers:

  ➤ had difficulty logging into GPMS for the first time and setting up users
  ➤ encountered IT issues when completing their QFR

- 85% providers submitted their Quarter 2 QFR by the 14 February 2024 due date and 97% have now submitted

- 95% providers have submitted their Quarter 3 QFR

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*Q: **Overall, please rate the new QFR application on GPMS on a scale of 1-10, where 1 is very poor and 10 is very good***

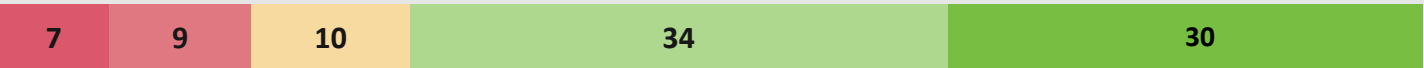| Rating	1	2	3	4	5	6	7	8	9	10
Count	5	0	2	3	16	12	18	20	10	4
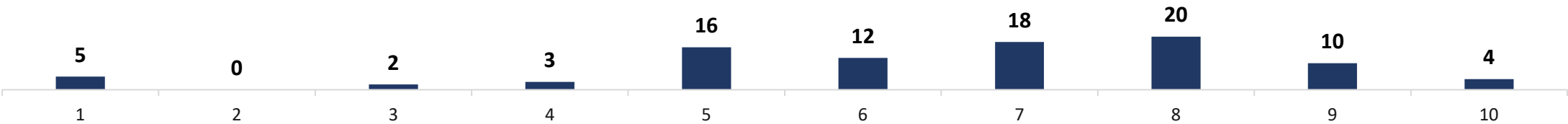
Q1: The instructions on accessing the new QFR application were helpful & easy to follow

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
5	10	10	44	21

Q2: I did not encounter any issues accessing & completing my Q2 QFR

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
16	19	3	25	27

Q3: I found it easy to navigate the QFR application on GPMS

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
7	9	10	34	30

Q4: The QFR application on GPMS is an improvement on the previous submission portal

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
9	6	23	29	23

Legend: *Strongly Disagree* | *Disagree* | *Neither Agree nor Disagree* | *Agree* | *Strongly Agree*

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Survey

Q: What features or sections of the QFR did you like?

34 — Excel Upload
19 — Layout & Navigation

Q: Did you use any of the QFR resources available within the QFR application or on the department's website?

54 — Yes - I used the resources and they helped me complete my QFR
11 — Yes - I used the resources but they did not help me complete my QFR
10 — No - I was aware of the resouces but did not use them
14 — No - I was not aware there were resources available
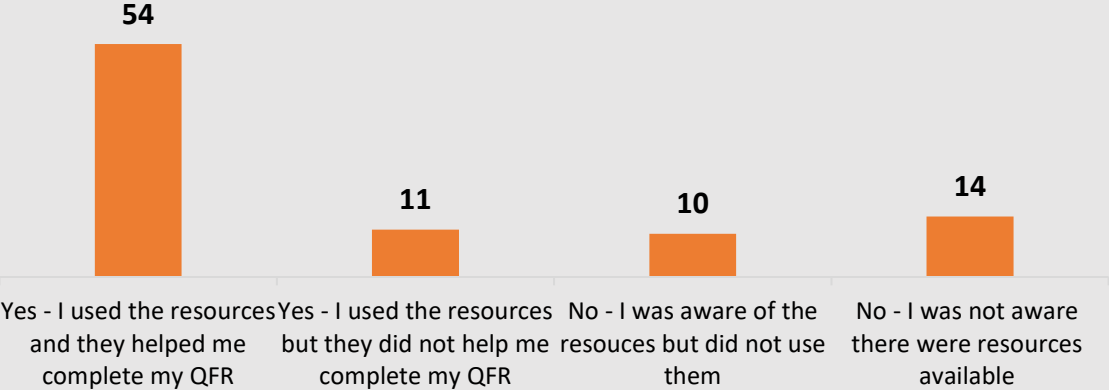
Interviews

5 Providers

Five Providers volunteered for a 1-hour interview to discuss their experiences in-depth.

4 of 5 — Noted the excel upload and download function is helpful for their data preparation & submission processes

5 of 5 — Use the resources available to assist in their QFR preparation and submission

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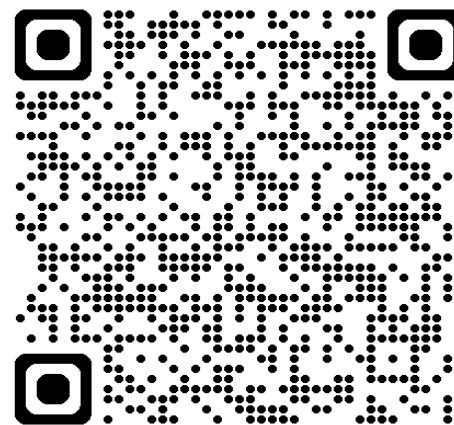
Aged care financial reporting webinar 9 July 2024

This webinar will support aged care providers with their regulatory reporting requirements. It will highlight some key changes to upcoming Quarterly Financial Report and the Aged Care Financial Report 2023-24 data collections.

Register Now!

Care Minutes Reporting Assessments – Insights and Updates

Nicole Hinton
Director
Residential Care Funding Reform Branch
Home and Residential Division
Department of Health and Aged Care

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Care Minute Reporting Assessments

Care time reporting assessments check the accuracy of care minutes and 24/7 RN information reported by residential aged care services in the Quarterly Financial Report (QFR) and 24/7 RN report.

Care Minute Reporting Assessments confirm the accuracy of your reports

Why are the Care Minutes Assessments being done?

Care time assessments look at your records to confirm the accuracy of your reports. A care time assessment involves cross-checking information submitted your service's QFR and facilities 24/7 RN reports against your QFR and other information sources. Selection of services for assessments may be targeted or random.

We also want your feedback on how to refine what records we are asking

What's involved?

Service providers will be contacted by the senior auditor who will be conducting the assessment, initially by phone then with a follow up letter requesting information. Auditors will review the documentation that is provided and where necessary request further information or discuss the information provided with the Service provider. At the end of the process senior auditors will discuss any findings with the provider and they will be notified of any findings in writing.

We will contact you and ask for records to support the reports you have provided to the department

What will I be asked for?

Service providers will be asked to provide documentation that supports your reporting. The types of records and documentation that may be requested include, but are not limited to:

- calculations and working papers for direct care minutes used to prepare your QFR submission for the quarter
- employee listing showing full name, classification, and award rate for the quarter
- general ledger reconciliation for payroll related accounts and related payroll expense journals

If we find inconsistences or errors, we will work with you to correct these

We will also be letting providers know about common errors we find so you can take action if needed

We will be assessing all providers by April 2025 and all services in the first three years

Care Minute Reporting Assessments

What happens if a care time assessment find errors or inconsistencies?

- If a care time assessment finds inconsistencies or errors, the department will work with the service provider to correct them and prevent further issues in the future

- Published care minutes performance and Star Ratings may be updated where appropriate

- If inconsistencies or errors are found to be deliberate or negligent there may be compliance action such as referral to the Aged Care Quality and Safety Commission or in a case where the 24/7 RN responsibility was not delivered and the service was paid the 24/7 RN supplement, this payment may be recovered.

What are some of reporting errors or inconsistencies that are being found?

Care minute assessments started in late September 2023. Some common reporting errors being found include:

- reporting staff to the incorrect QFR categories, that can result in and overstated of care minutes

- including non-direct care work time against the direct care fields of the QFR

- double-counting shifts through misattributing additional allowances as worked time

- reporting care time based on the nearest payroll periods, rather the days the report pertains to

- Not counting agency staff

- Not reporting registered nurse absences.

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Care Time Reporting Assessment - Model Pack

At all times, aged care service providers must:

➢ Ensure reporting is accurate
➢ Keep documentation that supports reporting and produce it on request.

To assist service providers with preparing information and documentation that may be requested during a care time reporting assessment, the Department has created a Model Pack.

The Model Pack is a reference guide that will help service providers prepare for their care time reporting assessment and present the requested information. It is a practical tool that aims to empower providers to respond to a *Notice of Requirement to Give Information or Documents,* both accurately and efficiently.
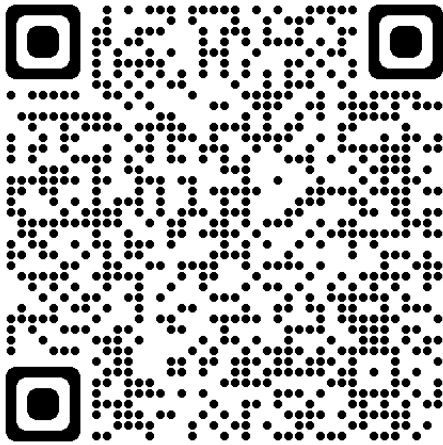
The Model Pack is now available to download from the Care Time Reporting Assessments webpage.

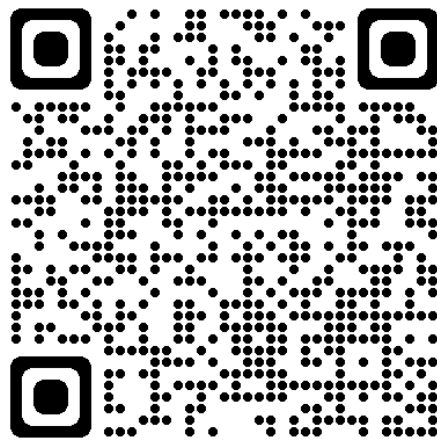For more information, contact ANACCReportingAssessments@health.gov.au

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Further information on care minutes and the 24/7 RN reporting can be found in the following documents and department website:
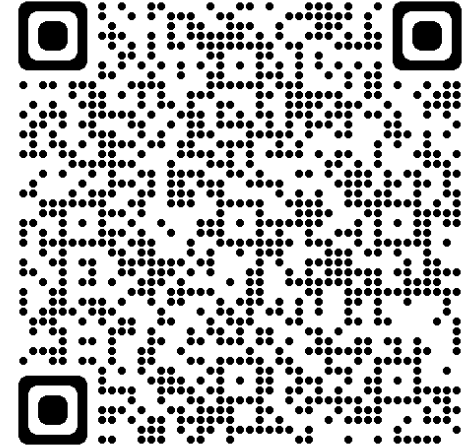
Quarterly Financial Report data definitions	Quarterly Financial Reporting FAQ	Care minutes and 24/7 registered nurse responsibility guide

If you have any enquiries, please direct your query to
ANACCReportingAssessments@health.gov.au

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Update:
Upcoming Release

Digital Transformation Sector Partners

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Digital Transformation Roadmap

Legend:
- 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
Care Minutes Enhancements	B2G Developer Portal API Release	Integrated Assessment Tool	Single Assessment Workforce
Enhancements to ANACC Referral Management		Provider Refundable Accommodation Deposits and Contributions Reporting	My Aged Care Hospital Portal – Extension of Bulk Hospital Creation
Residential Care Report Enhancements		Quality Indicators API Release	Online Account Representative Privacy Breach
Palliative Entry Default Rules		Enhancements 24/7 Nursing API	Enhancements for Single Assessment Screening
Assigning Permanent Residential Aged Care Places to People		Enhancements for: • Provider Operations Form • Quarterly Financial Reporting • 24/7 Registered Nurses • GPMS Reporting • Star Ratings	Decommission of Temporary PDQs
Technical Upgrades			My Aged Care and My Health Record Integration
Stewardship Stakeholder & Emergency Management		GPMS Self-Service Portal	Enhancements for ANACC Referral Management and Assessments
GPMS Enhancements			Critical Reporting Capabilities of Star Ratings
Star Ratings Enhancements			Maintain Accuracy of Published Star Ratings
			Enhancements for: • Self Service Portal • GPMS • 24/7 Registered Nurses

TECH UPDATES

Q&A

Have a question?

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

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THANK YOU

NEXT MEETING:
11am, Friday 5 July

✉ DTSectorPartners.health.gov.au