

Digital Transformation

Sector Partners

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care



www.health.gov.au

Meeting #41

24/05/2024



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 white hair and wears glasses and a brown sweater. 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

Fay Flevaras

First Assistant Secretary

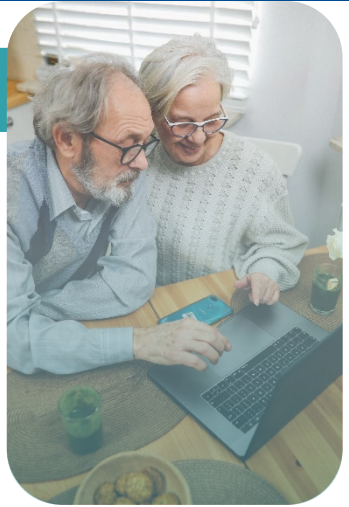
Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care

Digital transformation for the aged care sector

Agenda

Sector Partners #41



**Open
&
Agenda**

Fay Flevaras

**State of Play
Update**

Fay Flevaras

**Hot Topic:
An Introduction
to Palliative
Aged Care
Outcomes
Program**

**Professor
Claire Johnson**

**Sector Partners
Collaboration
Site Update**

Jessica Holmick

**Questions
&
Close**

Fay Flevaras



Australian Government

Department of Health and Aged Care

State of Play Update

Fay Flevaras

First Assistant Secretary

Digital Transformation and Delivery Division

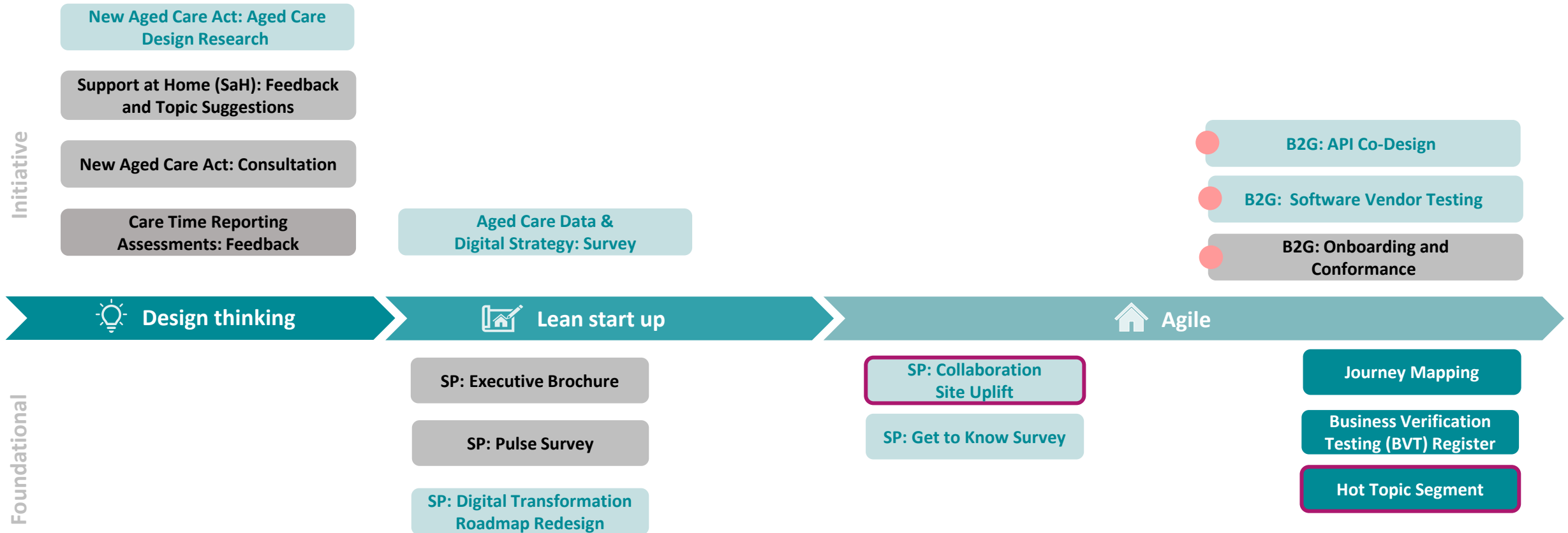
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Australian Government

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Open co-design activities



Ongoing BVT Register



Put your virtual hand up to volunteer directly

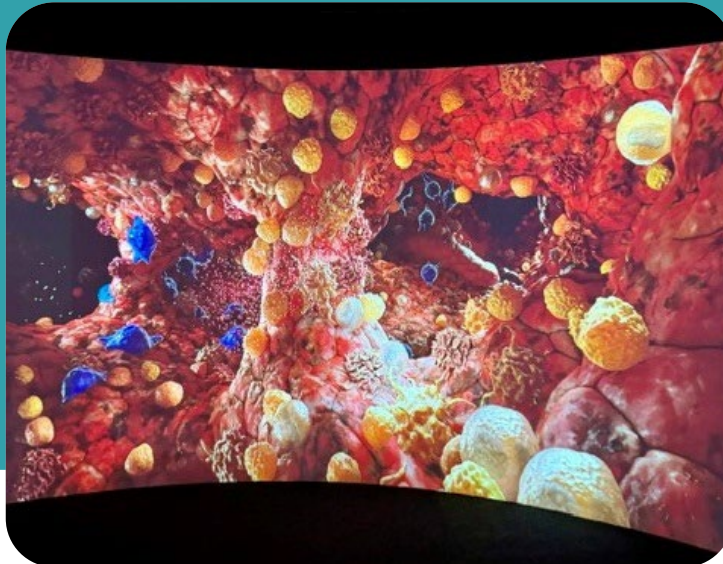
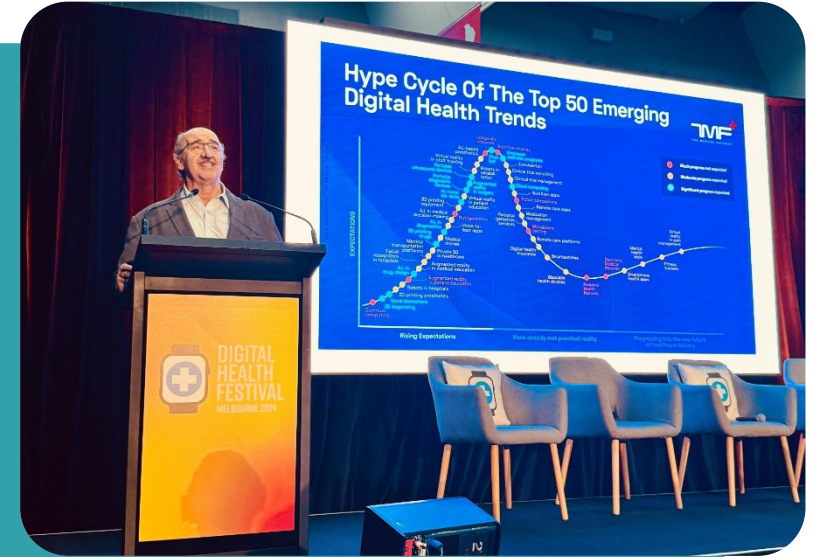


Scan the QR code



Use the Webex chat space



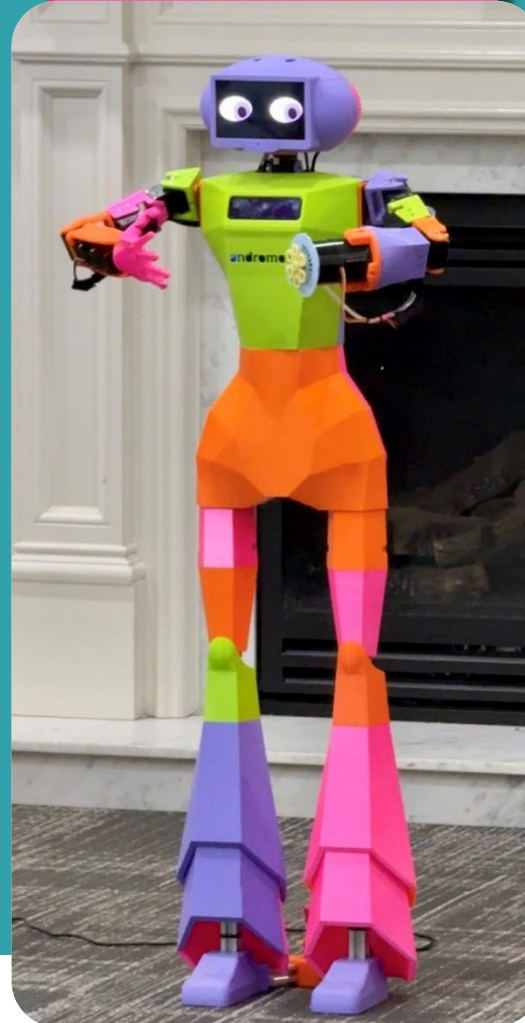


State of Play



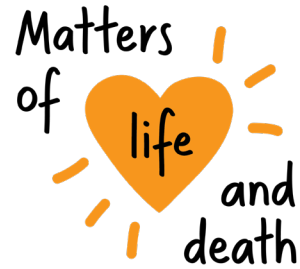
Grand Cedar Visit

Meet Abi



Hot Topic

**National
Palliative Care**
Week 19–25 May



An Introduction to the Palliative Aged Care Outcomes Program

Professor Claire Johnson

Director | Palliative Aged Care Outcomes Program (PACOP)
Faculty of Science, Medicine and Health
University of Wollongong



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Why are we here today?

- ▶ Provide an introduction to the Palliative Aged Care Outcomes Program (PACOP)
- ▶ Using clinical data to inform quality improvement for palliative and end of life care
- ▶ Invitation to IT Vendors to incorporate the PACOP tools into aged care management systems
- ▶ Seeking potential input from interested IT vendors and ACH providers during our development of a cloud-based platform



Background: Why PACOP?

Aged care home beds (ACHs)	221,440 [¥]
Aged care homes	2,639
Deaths/yr in ACHs & MPSs	≈65,000 [*]
Deaths within 90 days of admission	11,426 (18%)
Deaths within 12 months of admission	23,365 (36%)
Mean (Median) length of stay in ACH prior to death	32.6 (22.6) mths

All deaths in
Australia
(2023)
≈182,000[^]

^{*} <https://www.gen-agedcaredata.gov.au/Resources/Access-data/2022/July/GEN-data-People-leaving-aged-care>

[^] <https://www.abs.gov.au/statistics/health/causes-death/provisional-mortality-statistics/jan-dec-2023>

PACOP background & establishment



National model of care to standardise & improve palliative care in aged care



Addresses key findings from the Royal Commission



Based on evidence-based assessment tools & protocol for care



Worked with aged care homes through a three-year pilot



Funded by the Department of Health & Aged Care



Voluntary program, **free to all aged care homes**

The PACOP model of care:

1 model – 2 parts

PROFILE

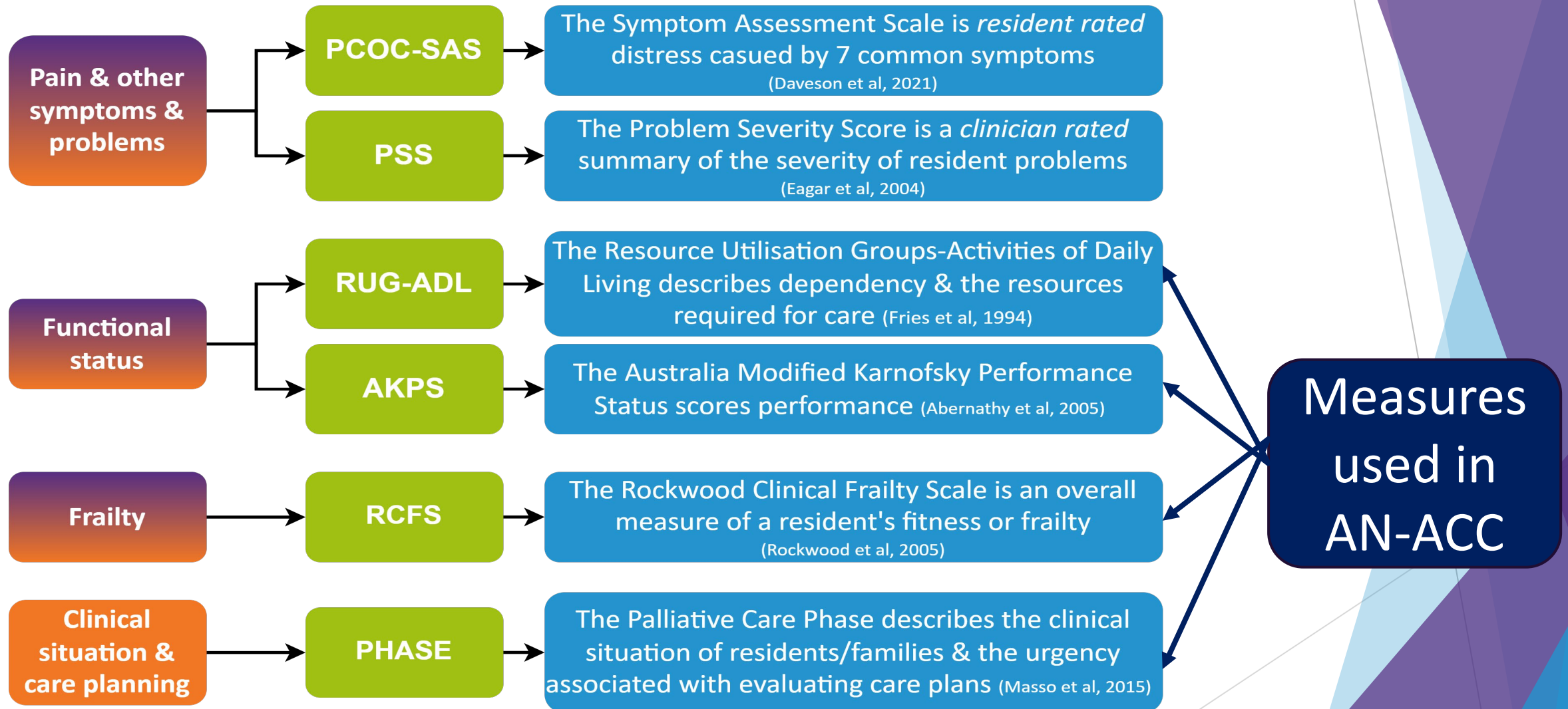
Routine assessment screening for early identification of increasing palliative care needs.



OUTCOMES

Comprehensive & focused model for palliative and end of life care delivery.

PACOP model – clinical assessment tools





Profile Collection

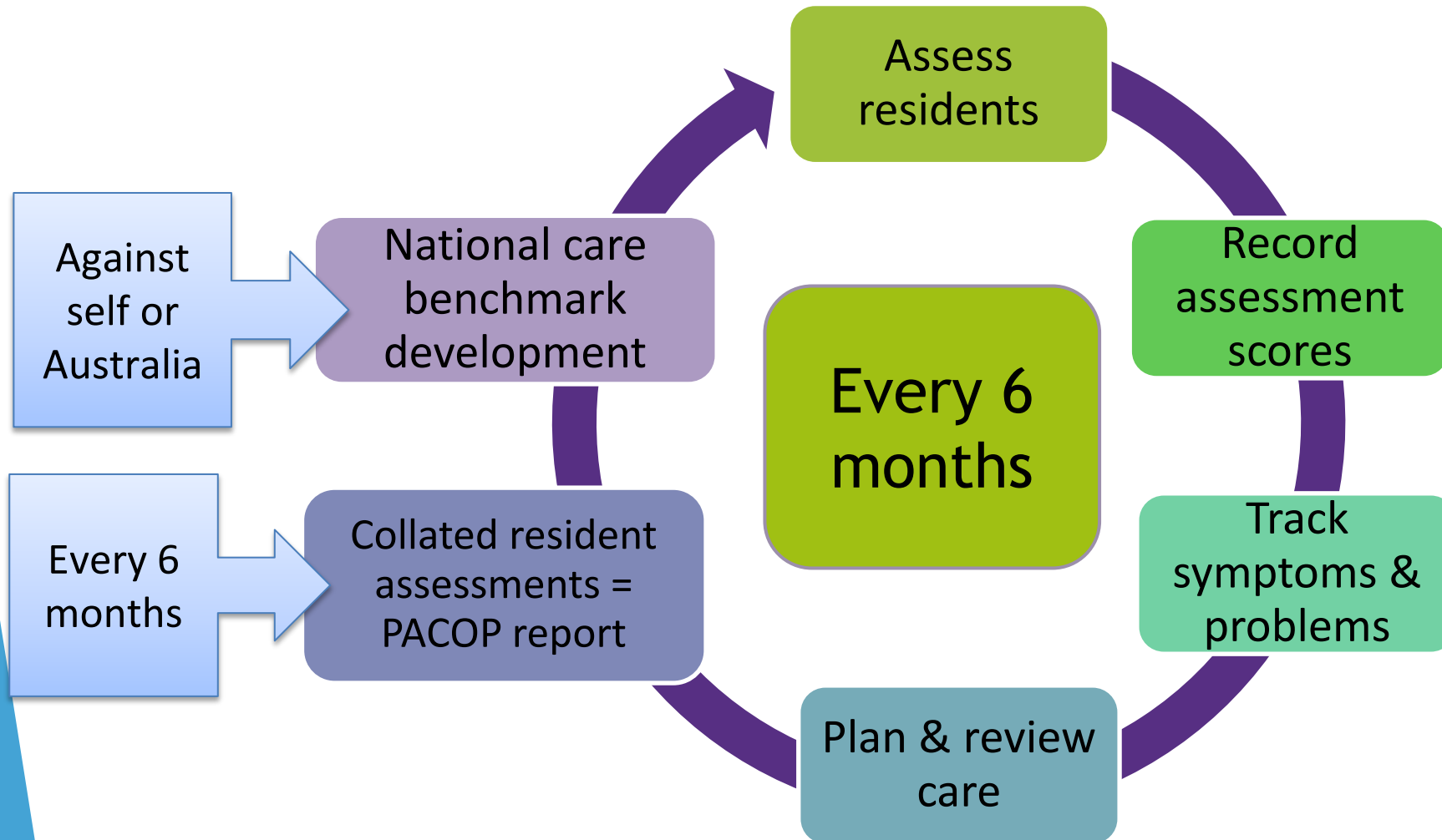
- ▶ For ***all*** residents in ***all*** ACHs
 - Assessments completed every three months (in line with routine holistic review)
- ▶ Introduces ***validated tools, standardised processes*** and a ***consistent language***
- ▶ Profile's a resident's symptom distress/severity, functional status/performance & frailty
- ▶ ***Provides an understanding of the palliative care needs in ACHs***
- ▶ ***Screens for escalating symptoms & needs (i.e. helps identify residents who need palliative care/PACOP Outcomes Collection)***
- Supports clinical decision making and informed care planning
- The Action Plan may lead to the transitioning of a resident from the PACOP Profile Collection to the ***PACOP Outcomes Collection***
- ▶ ***Deteriorating Resident tool*** to identify changes & support early identification of palliative care needs



Fully integrating PACOP clinically

- ▶ ***Embeds point-of-care assessments*** (outcome measures) into daily practice
- ▶ ***Standardised assessment tools & processes*** inform a responsive, considered and planned care
- ▶ ***Assess, Plan and Respond protocol*** guides appropriate & timely clinical responses based on assessed needs
- ▶ Aligns with Revised Aged Care Quality Standards
 - Provides evidence of responsive needs-based care at End of Life
 - Provides underlying framework to support sustainable ***quality improvement***
 - Provides evidence of quality improvement in palliative care delivery & resident outcomes

“You can’t improve what you don’t know”...



Clinical data is a *bi-product* of embedding PACOP point-of-care assessments into daily clinical practice ACHs.

PACOP: aspiring to improve national outcomes



The PACOP IT Strategy

Dual strategy for PACOP integration into ACH IT infrastructure.



palCentre

- ▶ **Option 1** PACOP palCentre software downloaded onto computer/laptop to embed PACOP assessments for use at point of care .

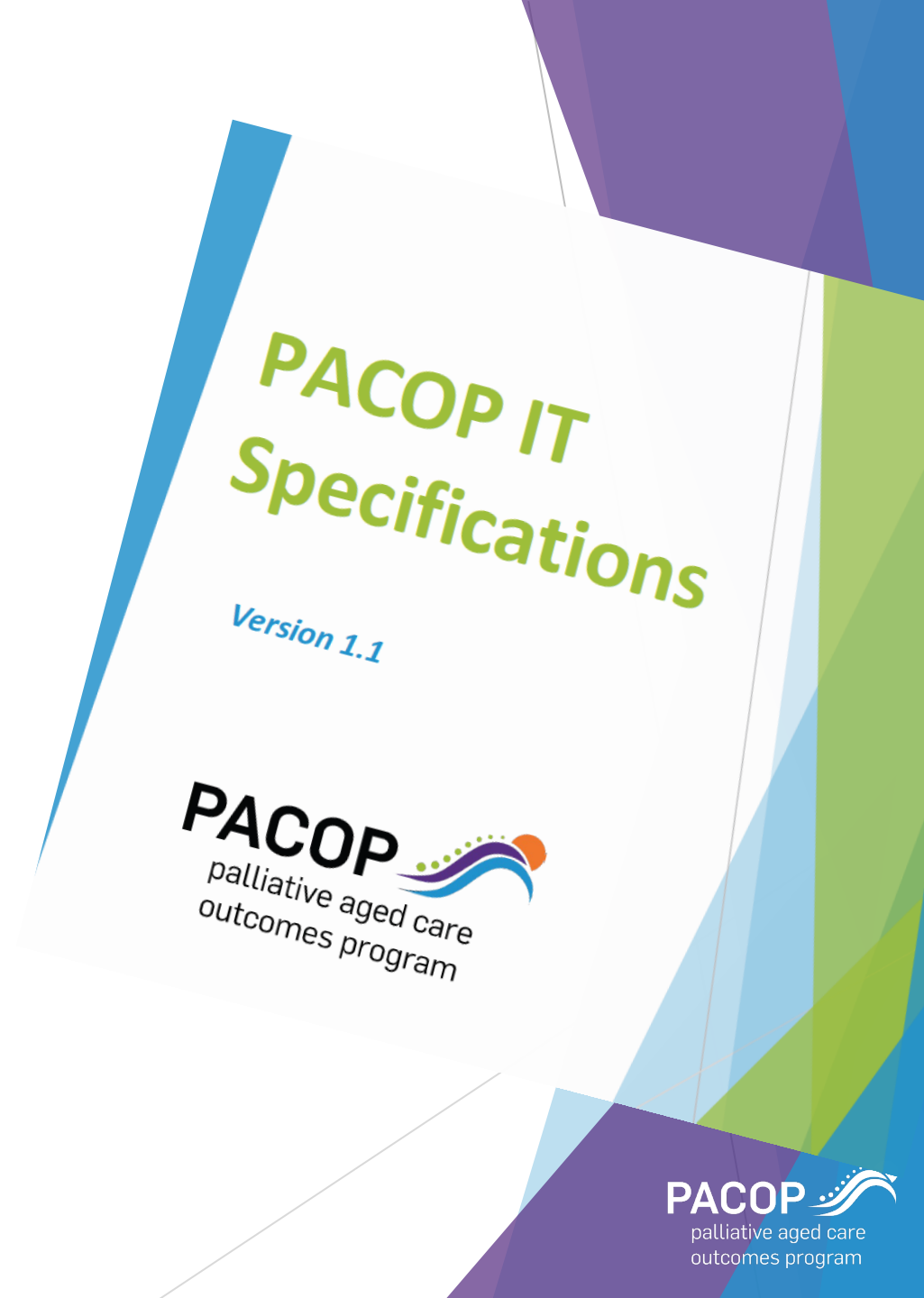


IT specifications

- ▶ **Option 2** PACOP IT specifications are available to leading clinical software vendors to embed PACOP assessments for use at point of care.

What do ACHs want?

- ▶ PACOP integrated into their care management systems
- ▶ To enter data once through one IT system
- ▶ Potential for automated and ACH-generated reports
- ▶ Dashboard to be able to query and manipulate information

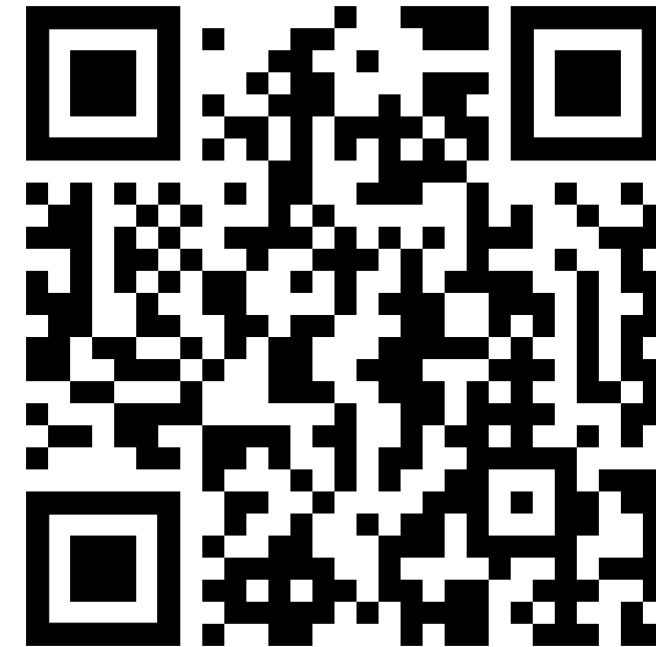
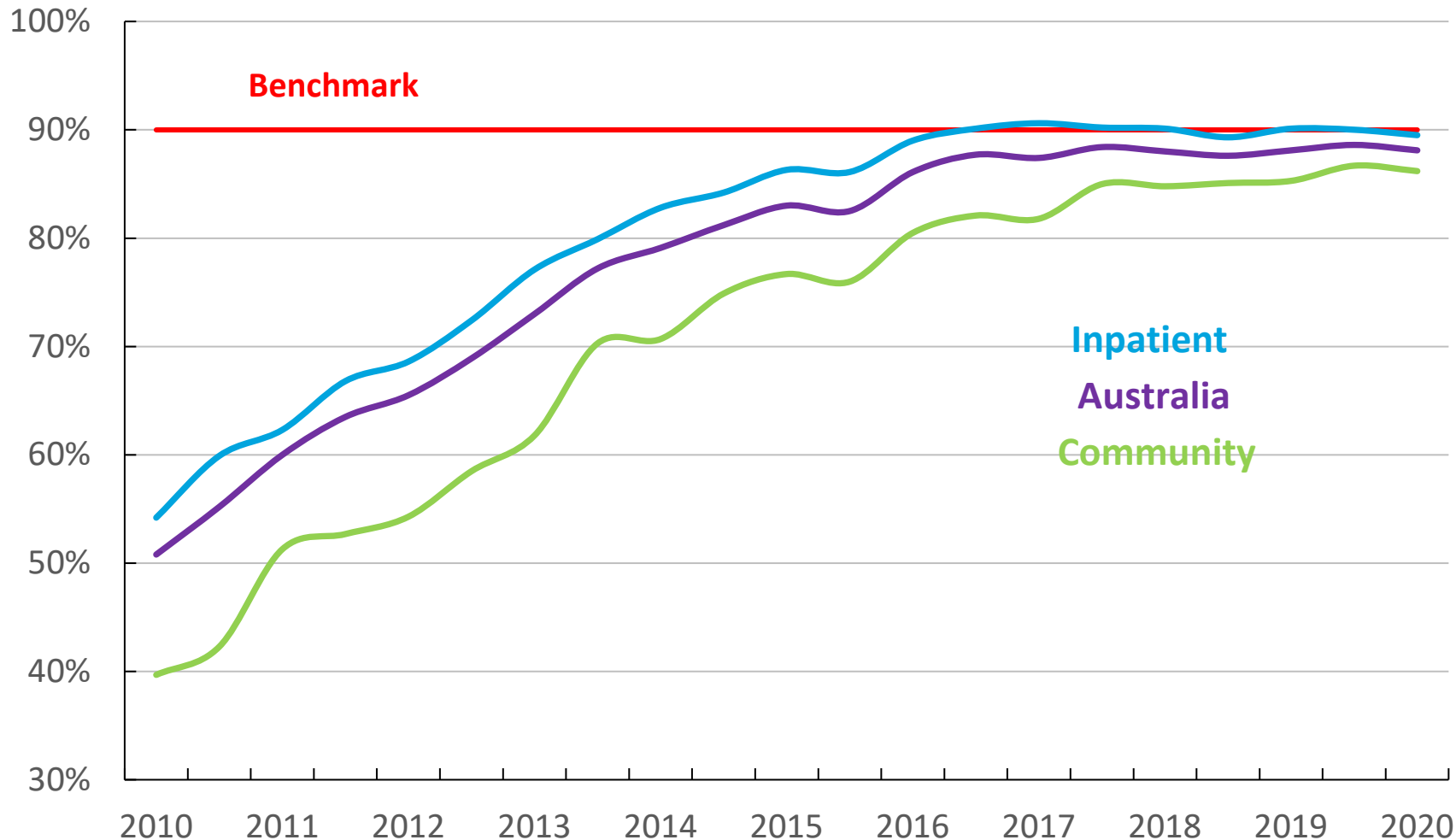


Future proofing

- ▶ IT and data collection and reporting is key to using assessment data for improving PACOP outcomes in ACHs
- ▶ Cloud based data system
- ▶ API capabilities to push or pull data
- ▶ Potential for automated and ACH generated reports
- ▶ Consultation with aged care organisations

Why PACOP & why data?

Improving national outcomes in palliative and end of life care for residents and carers!



pacop@uow.edu.au

PLAYBACK



Sector Partners Collaboration Site Update

Jessica Holmick

Director

Digital Business and Sector Engagement Branch
Digital Transformation and Delivery Division



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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

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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 next to her has glasses and a beard, wearing a blue shirt. The woman on the far left has long blonde hair and is wearing a light-colored top. The woman on the far right is partially visible, also laughing. The background is softly blurred, showing more people and bright light from a window.

THANK YOU

NEXT MEETING:

11am, Friday 7 June

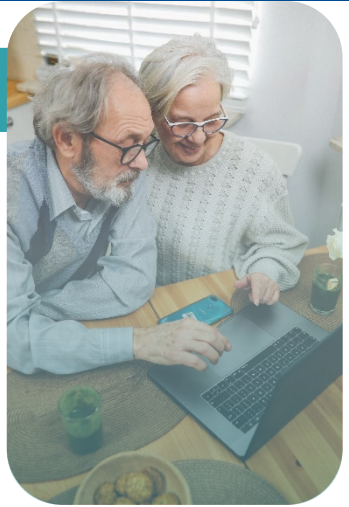


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5 Min

Welcome
&
Agenda

Fay Flevaras

5 Min

State of Play

Fay Flevaras

25 Min

Hot Topic:
Palliative
Aged Care
Outcomes
Program

Professor
Claire Johnson

10 Min

Sector Partners
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Jessica Holmick

15Min

Questions
&
Close

Fay Flevaras



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