Digital Transformation

Sector Partners

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care

www.health.gov.au

Meeting #48

30/08/2024

Australian Government

Department of Health and Aged Care

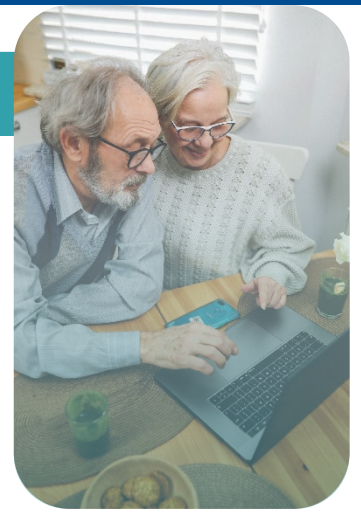
WELCOME

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 #48



Open & Agenda **Fay Flevaras**	**State of Play** **Fay Flevaras**	**Introduction: Development of Digital Solutions for Monthly Care Statements** **Steve Marrinan**	**Piloting artificial intelligence (AI), augmented reality (AR) & virtual reality (VR) in aged care** **Kristy Harper**	**Questions & Close** **Fay Flevaras**

State of Play

Fay Flevaras
First Assistant Secretary
Digital Transformation and Delivery Division
Corporate Operations Group | Department of Health and Aged Care

Open co-design activities

Initiative

Foundational

Monthly Care Statements (MCS): Digital Solutions Consultation

New Aged Care Act: Aged Care Design Research

Aged Care Data & Digital Strategy Action Plan: Feedback

B2G: API Co-Design

B2G: Software Vendor Testing

Design thinking

Lean start up

Agile

SP: Digital Transformation Roadmap Redesign

Business Verification Testing (BVT) Register

Journey Mapping

Hot Topic Segment

DIGITISED focus (UX)

AUTOMATED focus (API)

Evergreen

Open

Recently closed

On today's agenda

Tech Talk

Guest Speaker Series

ACCPA
Aged & Community Care Providers Association

Aged & Community Care Providers Association

accpa.asn.au

Introduction: Monthly Care Statements

Development of Digital Solutions for Monthly Care Statements

Steve Marrinan
Partner
Liquid Interactive *(departmental Project Partner)*

Australian Government
Department of Health and Aged Care

Project overview

- Liquid has been engaged by the Department to facilitate the development of digital solutions to automate the generation of Monthly Care Statements (MCS).
- We are conducting a pilot to support the development of digital solutions that reduce the administrative burden of the Monthly Care Statements.

Background

- The Australian Government has committed to requiring residential aged care providers to issue individualised Monthly Care Statements.
- MCS will detail the care provided to residents over the previous month and any changes in their health status.
- This initiative aims to provide transparency and encourage discussions about care planning.

Key findings and recommendations from previous research

Conducted by Nous in 2023, a pilot focused on assessing the value and feasibility of Monthly Care Statements (MCS) for aged care residents.

- **Tracking Care:** Residents found the statements helpful in keeping track of the care they received.
- **Future Planning:** The statements served as a useful reference point for residents' future care planning.
- **Improved Communication:** Sharing statements with family members improved communication about their care, fostering better understanding and engagement.

Key findings and recommendations from previous research

The recommendations from the Nous report were as follows:

- **Voluntary Adjustment Period**: A voluntary period was recommended to allow aged care providers time to adjust to the new requirements of preparing MCS.

- **Digital Automation**: The pilot strongly recommended the development of a digital solution to automate the generation of these statements, reducing the administrative burden on providers.

Objectives of our project

Pilot Digital Solutions

To pilot digital solutions that reduce the administrative burden of the Monthly Care Statements.

Gather Feedback

To gather feedback from aged care providers, residents, and software vendors on the MCS.

Project Timings and Key Milestones

Recruitment Phase

August – September 2024

Getting started

Recruiting participants, including residential aged care providers and clinical management software vendors.

Co-design Phase

September – November 2024

Understanding your needs

Collaborative co-design of digital solutions involving residents, providers, and vendors to ensure that all stakeholder needs are met.

Development and Preparation

December 2024 – January 2025

Designing the solution

Finalising the digital solutions based on co-design feedback and preparing for the trial phase.

Trial Reporting

February – April 2025

Evaluating impact

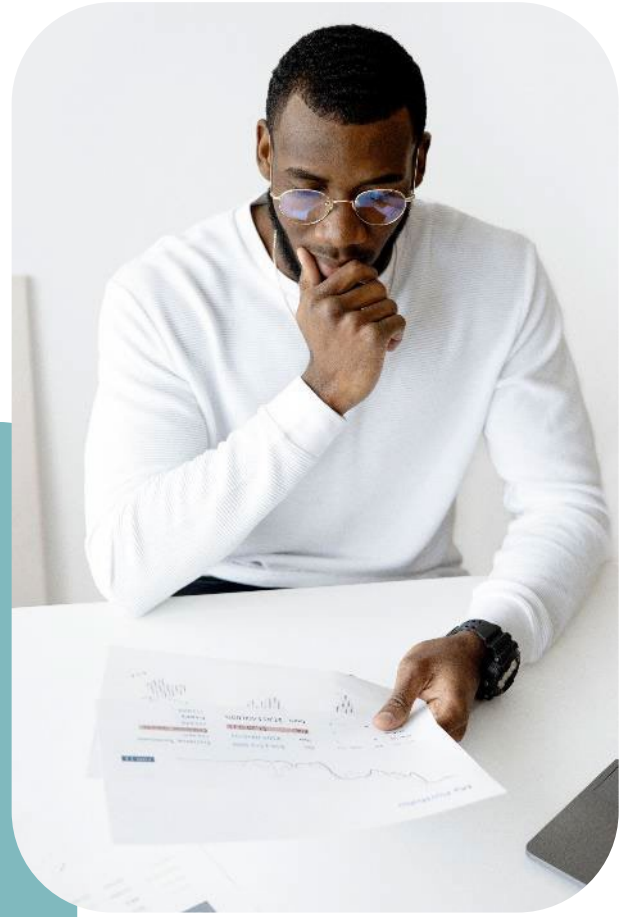
Conducting the trial reporting using the developed solutions and gathering data to assess effectiveness, readiness for broader implementation and opportunities for capability uplift.

Get involved

Participate in the pilot program

Why Participate?

- Providers will help shape the future functionality of digital MCS solutions.
- Residents will have a voice in the design process, ensuring the solutions meet their needs.
- Software vendors will have an opportunity to get in early to develop functionality that can automate care statements



How to participate

1

Complete the EOI Form

Scan the QR code to complete a short EOI form.

2

Co-design the solution

Contribute to the co-design process from September to November 2024.

3

Trial the solution

Engage in the trial reporting phase between January and April 2025.

Or email us at:

mcs@liquidinteractive.com.au

Update: Digital and Data Strategy

Piloting Artificial Intelligence (AI), Augmented Reality (AR) & Virtual Reality (VR) in Aged Care

Kristy Harper
Growth & Innovation Manager
ILA *(departmental Project Partner)*

Australian Government
Department of Health and Aged Care

iLA

Ageing Well Through Digital Innovation

Action Plan

Kristy Harper, Growth and Innovation Manager at iLA.

Our initiatives

- AT Chat for people with disability
- KeepAble for home care providers
- Village Hubs to alleviate loneliness & social isolation
- Regional Assessment Services
- LiveUp for older people

Our impact

- People have access to information to maintain or increase their independence
- People have increased agency over their day-to-day life choices
- People can build meaningful connections

iLA
Rethink Ageing

iLA is a delivery partner in the implementation of the **Aged Care Data and Digital Strategy (2024 – 2029),** delivering:

1. Healthy ageing support tool – LiveUp™
2. Wellness and reablement tool – KeepAble™
3. AI technology pilots in aged care
4. Virtual reality trials in aged care

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Rethink Ageing

OUTCOME 4

P7 P8

Artificial intelligence technology pilots in aged care

Multiple pilots would explore the potential of an AI-supported process to streamline data capture and look at ways to harness AI in aged care.

What we're going to do:

Develop a number of pilots, including one that will:

- design a technology application and process
- pilot with up to 20 health professionals
- report on the system metrics and responses highlighting any improvements and opportunities, including the possibility of a larger scale trial with aged care workers.

Why we're doing this:

To explore the potential of AI in providing better information and improve aged care services.

Who will lead it:

The Department of Health and Aged Care

Who we'll partner with:

- **Independent Living Assessment**
- **Health professionals**
- **Technology vendors**
- **Service providers**

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Project Milestones

1. Project Preparation
   - Desktop research ✓
   - Content development ✓
   - Vendor selection ✓

2. Phase 1
   - Testing 1
   - Testing 2
   - Pilot
   - Pilot review

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OUTCOME 4

P7 P8

Virtual reality trials in aged care

Multiple trials would explore the potential of virtual reality to improve aged care service delivery.

What we're going to do:

Develop a number of pilots, including one that will:

- design an educational platform for assisted technology
- engage 20 occupational therapists to trial virtual reality
- evaluate the trial and report on findings and recommendations to use virtual reality for other purposes across aged care.

Why we're doing this:

The trials aim to improve understanding of the practical application and effectiveness of virtual reality in aged care.

Who will lead it:

The Department of Health and Aged Care

Who we'll partner with:

Independent Living Assessment
Occupational therapists
Service providers
Technology vendors

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Project Milestones

1. Project Preparation
   - Desktop research ✓
   - Content development ✓
   - Vendor selection ✓
2. Augmented reality
   - Development, testing, pilot, pilot evaluation
3. Virtual reality
   - Development, testing, pilot, pilot evaluation

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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 chat space.

THANK YOU

NEXT MEETING:

11:30am, Friday 13 September DTSectorPartners.health.gov.au