Digital Transformation

Sector Partners

Digital Transformation and Delivery Division

Corporate Operations Group | Department of Health and Aged Care

www.health.gov.au

Meeting #49

13/09/2024

Australian Government
Department of Health and Aged Care

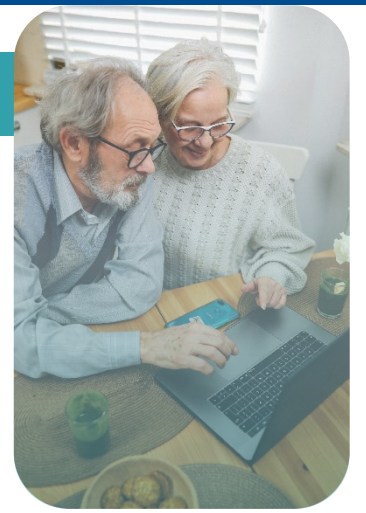
WELCOME

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 #49



Open & Agenda	State of Play	Introduction: DoHAC Aged Care Digital Maturity Strategy	Aged Care Digital Maturity Research	Questions & Close
Fay Flevaras	Fay Flevaras	Janine Bennett	Melinda Leth	Fay Flevaras

State of Play

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

Australian Government
Department of Health and Aged Care

Open co-design activities

Initiative

Foundational

Aged Care Digital Maturity Research

Monthly Care Statements: Digital Solutions Consultation

New Aged Care Act: Aged Care Design Research

EOI: AI, AR & VR in Aged Care Pilot

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)

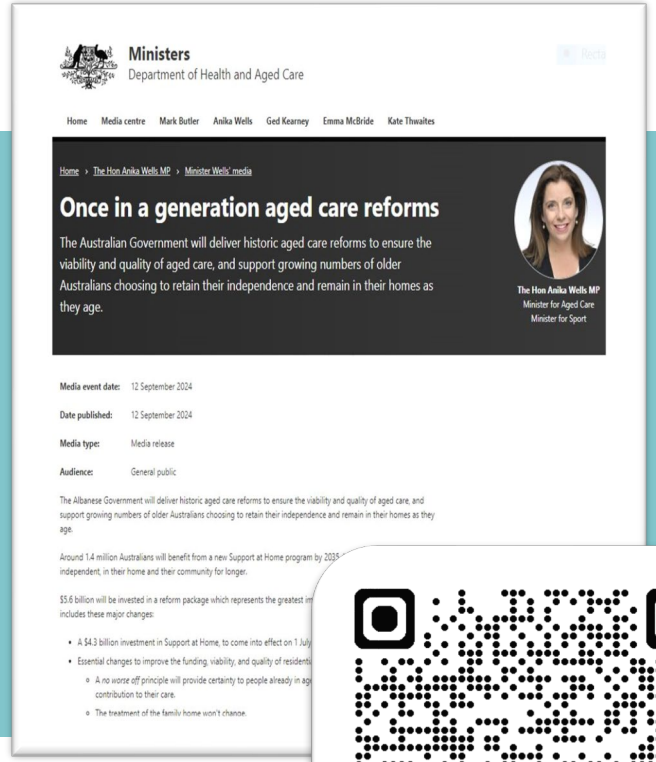
Evergreen

Open

Recently closed

On today's agenda

Aged Care Reform Update


Ministers
Department of Health and Aged Care

Home Media centre Mark Butler Anika Wells Ged Kearney Emma McBride Kate Thwaites

Home › The Hon Anika Wells MP › Minister Wells' media

Once in a generation aged care reforms

The Australian Government will deliver historic aged care reforms to ensure the viability and quality of aged care, and support growing numbers of older Australians choosing to retain their independence and remain in their homes as they age.

The Hon Anika Wells MP
Minister for Aged Care
Minister for Sport

Media event date: 12 September 2024
Date published: 12 September 2024
Media type: Media release
Audience: General public

The Albanese Government will deliver historic aged care reforms to ensure the viability and quality of aged care, and support growing numbers of older Australians choosing to retain their independence and remain in their homes as they age.

Around 1.4 million Australians will benefit from a new Support at Home program by 2025

independent, in their home and their community for longer.

$5.6 billion will be invested in a reform package which represents the greatest

includes these major changes:

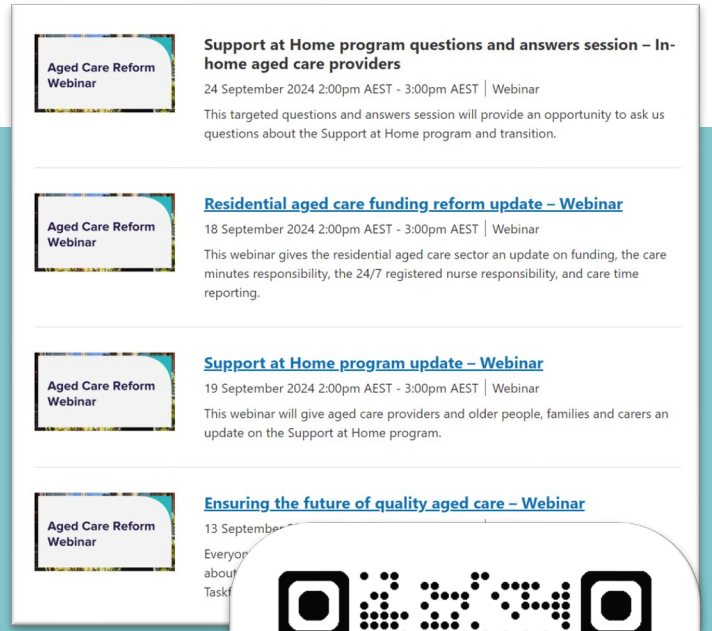
- A $4.3 billion investment in Support at Home, to come into effect on 1 July
- Essential changes to improve the funding, viability, and quality of residenti
  - A *no worse off* principle will provide certainty to people already in ag contribution to their care.
  - The treatment of the family home won't change.

Australian Government

Final report of the Aged Care Taskforce

Final report of the Aged Care Taskforce

Upcoming webinars


Aged Care Reform Webinar

Support at Home program questions and answers session – In-home aged care providers
24 September 2024 2:00pm AEST - 3:00pm AEST | Webinar
This targeted questions and answers session will provide an opportunity to ask us questions about the Support at Home program and transition.

Aged Care Reform Webinar

Residential aged care funding reform update – Webinar
18 September 2024 2:00pm AEST - 3:00pm AEST | Webinar
This webinar gives the residential aged care sector an update on funding, the care minutes responsibility, the 24/7 registered nurse responsibility, and care time reporting.

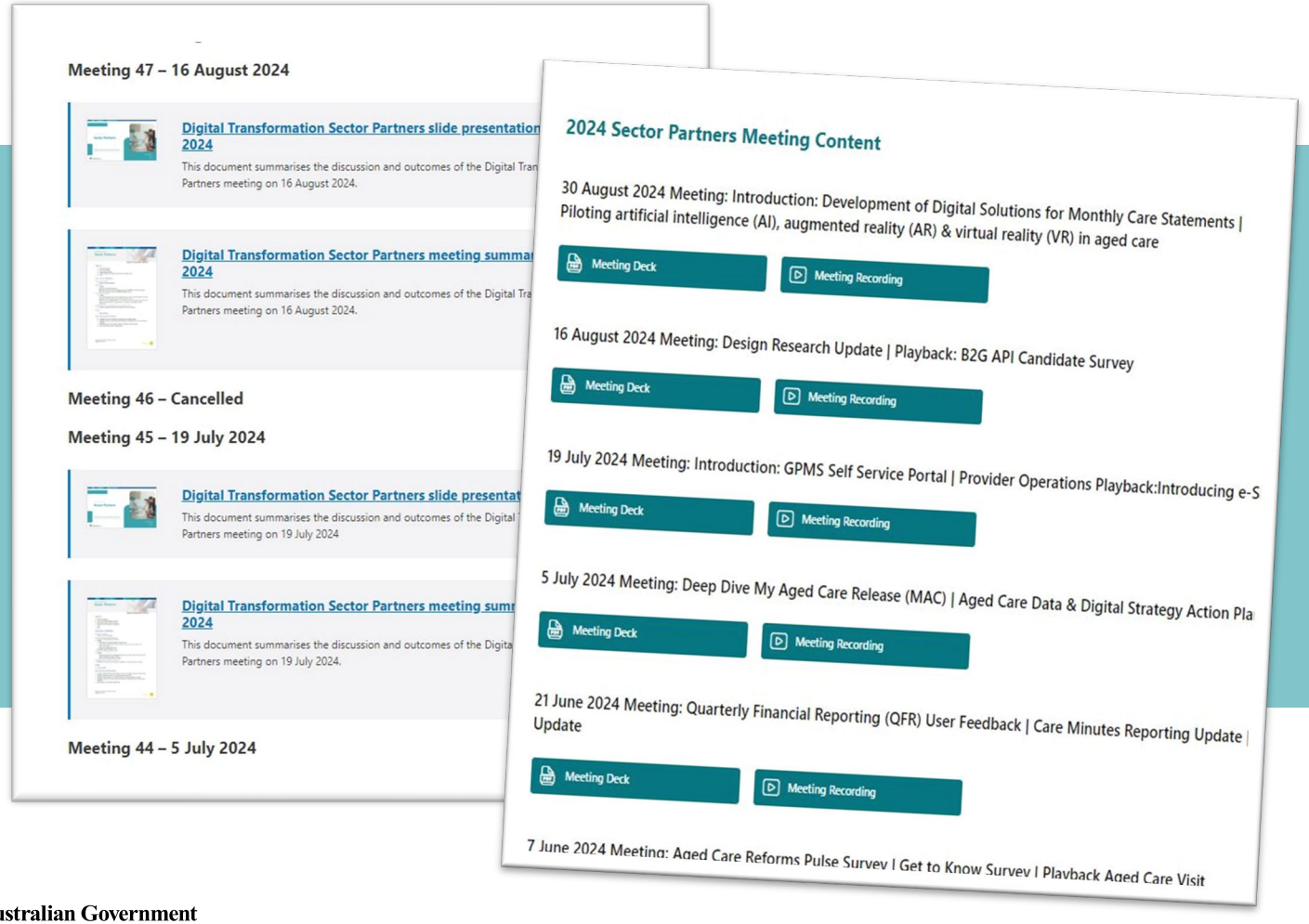
Aged Care Reform Webinar

Support at Home program update – Webinar
19 September 2024 2:00pm AEST - 3:00pm AEST | Webinar
This webinar will give aged care providers and older people, families and carers an update on the Support at Home program.

Aged Care Reform Webinar

Ensuring the future of quality aged care – Webinar
13 Septembe
Everyon
about
Taskf

Our meeting summaries



Introduction: Digital Maturity Strategy

DoHAC Aged Care Digital Maturity Strategy

Janine Bennett
Assistant Secretary (a/g)
Digital Business and Sector Engagement Branch
Digital Transformation and Delivery Division
Corporate Operations Group | Department of Health and Aged Care

Australian Government
Department of Health and Aged Care

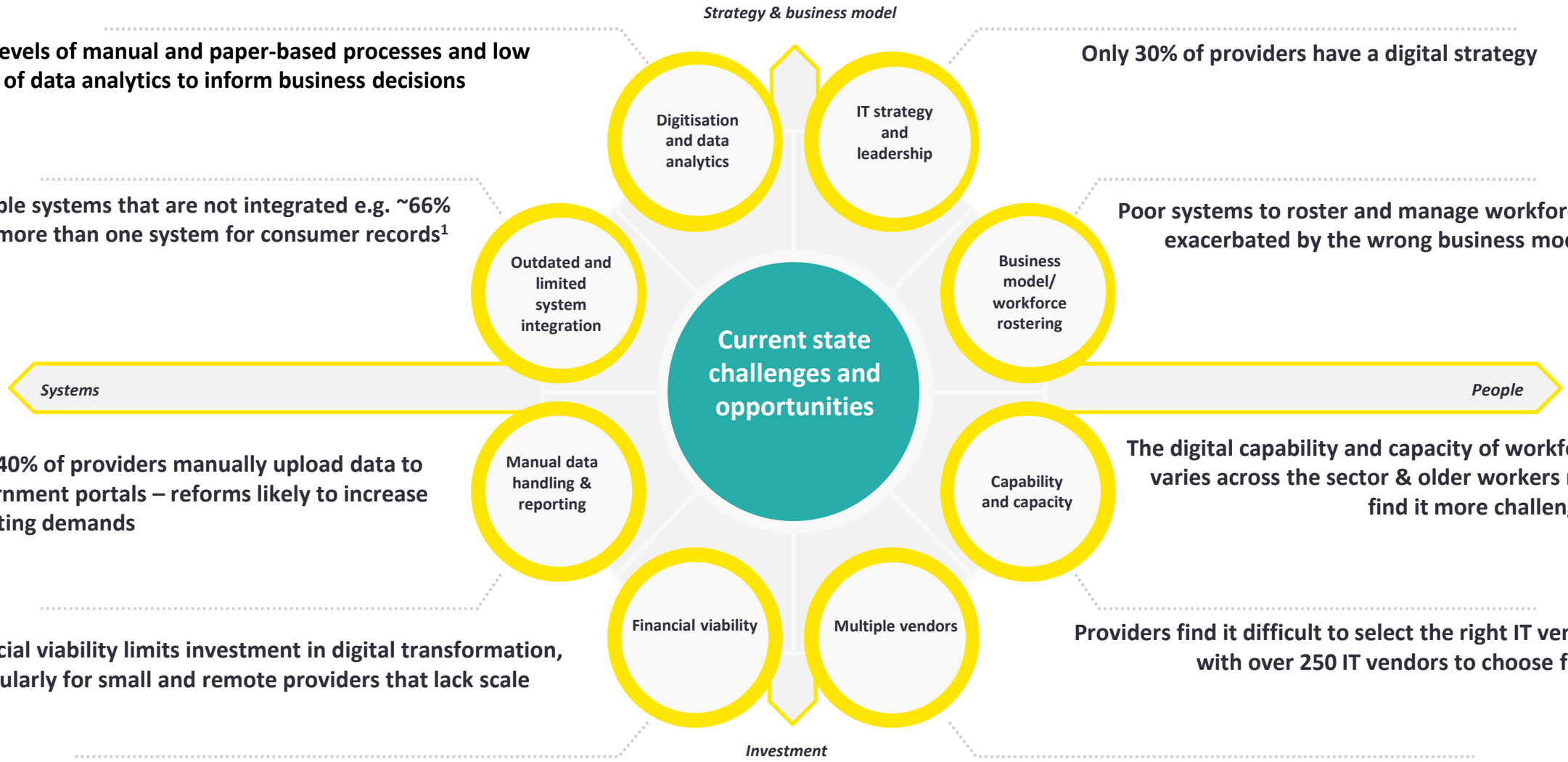
Introduction: Digital Maturity Strategy

Aged Care Digital Maturity Research Project: Overview of the Project

Melinda Leth
Partner
Ernest & Young *(departmental Project Partner)*

Australian Government
Department of Health and Aged Care

Digital maturity varies substantially across the aged care sector with several known challenges



High levels of manual and paper-based processes and low levels of data analytics to inform business decisions

Only 30% of providers have a digital strategy

Multiple systems that are not integrated e.g. ~66% have more than one system for consumer records[1]

Poor systems to roster and manage workforce, exacerbated by the wrong business model

Over 40% of providers manually upload data to Government portals – reforms likely to increase reporting demands

The digital capability and capacity of workforce varies across the sector & older workers may find it more challenging

Financial viability limits investment in digital transformation, particularly for small and remote providers that lack scale

Providers find it difficult to select the right IT vendor with over 250 IT vendors to choose from

Question....

1

What are the key challenges your business experiences in improving your digital maturity?

EY has been engaged to better understand the current digital maturity of the aged care sector and how it differs across different types of providers

Key questions

The project seeks to answer four key questions:

1. What is the current level of digital maturity for aged care providers?
2. What are the key barriers and challenges inhibiting aged care providers from improving their digital maturity?
3. What are the types of support and enablers providers need to help improve their digital maturity?
4. What are the core elements of digital maturity for aged care providers that lead to success?

Key considerations

The project will consider:

1. Diversity of aged care providers
2. Role of soft skills such as leadership, culture and management, capability and capacity
3. Role of emerging technologies such as artificial intelligence (AI) and machine learning (ML)
4. Impending reforms and how providers will need to respond
5. Current and future financial sustainability
6. New innovative models of care.

Improving the digital maturity of the sector may help to…

Consumers:

- Improve older persons' engagement, choice and control over when, what and how services are delivered
- Improve quality of care

Providers:

- Reduce administrative and reporting burden
- Improve workforce engagement & retention
- Improve efficiency & reduce ongoing costs
- Improve data quality and timeliness to inform business decisions

Government:

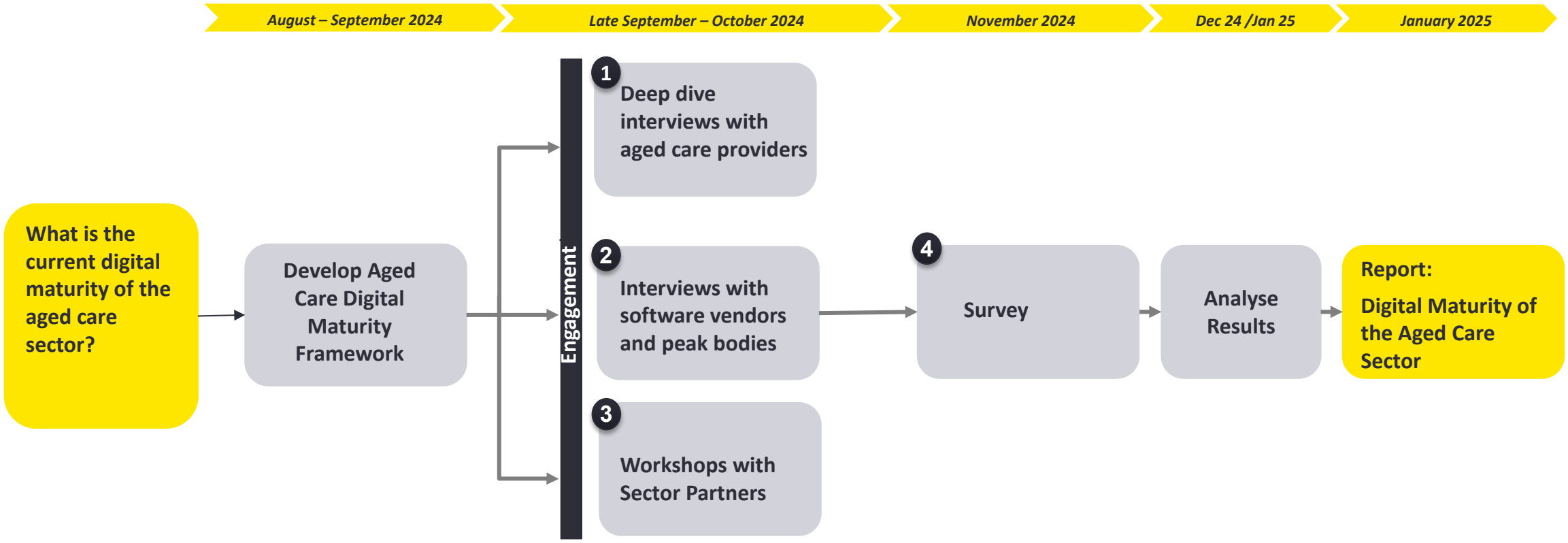
- Improve quality and timeliness of data to inform decision making
- Improve transparency & accountability
- Reduce administrative burden & cost

Question....

2

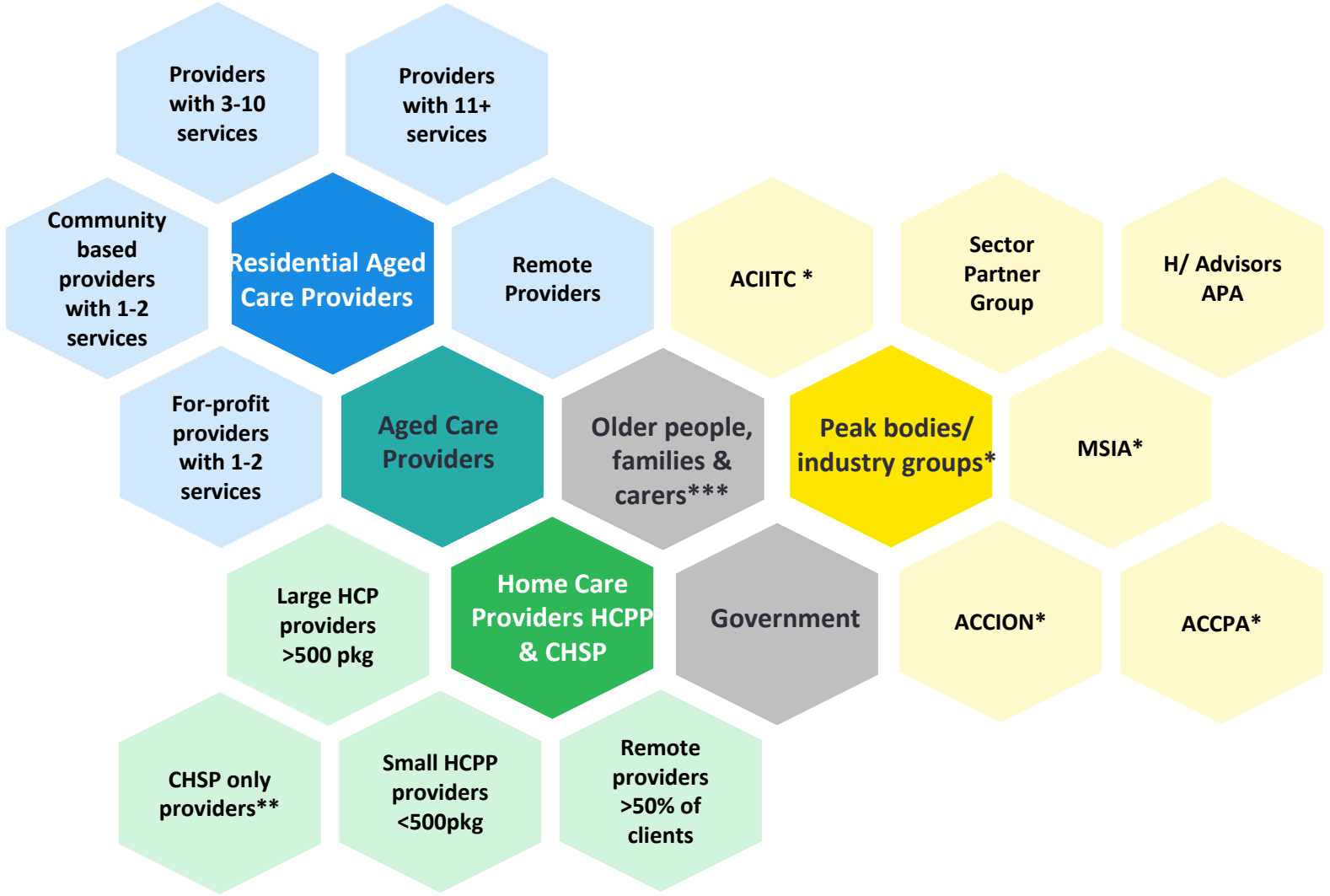
What are the biggest benefits of improving digital maturity?

To answer the research questions, we will be engaging with the sector in four key ways



** These are the main channels for stakeholder engagement. EY and DoHAC will consult with stakeholders throughout the project lifecycle to ensure that the Aged Care Digital Maturity Framework is fit for purpose and incorporates sector perspectives.*

We will segment aged care providers into nine key groups to ensure we engage with the whole sector and understand the diversity of digital maturity across the sector



* Aged Care CIO Network (ACCION), Aged Care Industry Information Technology Council (ACIITC), Medical Software Industry Association (MSIA) and Aged and Community Care Providers Association (ACCPA).

** Commonwealth Home Support Package only Providers (CHSP)

*** While acknowledging the importance of older people, families and carers, we will not be conducting direct consultation with older people (or their families/carers) as part of this Project.

Question....

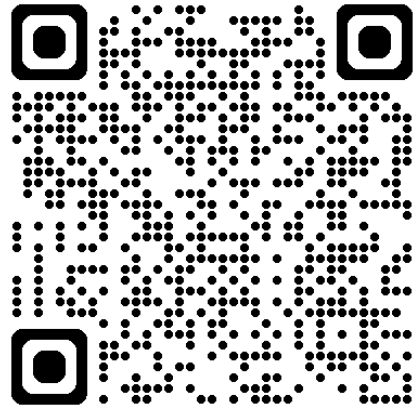
3

Where are the biggest opportunities for improvement?

Next steps and how to get involved

The Department extends an invitation to service providers, vendors, and interested parties to engage in the Aged Care Digital Maturity Project through the following avenues.

1. **Register your interest to participate in one of the deep dive interviews (max of 20 providers)**
2. **Spread the word about the project amongst other aged care providers, software vendors and interested parties**
3. **Complete the Aged Care Digital Maturity Survey in November**



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 27 September

DTSectorPartners.health.gov.au