

Digital Transformation Tech Talk

Webinar series for the aged care sector



Australian Government
Department of Health and Aged Care



health.gov.au

Tech Talk #20
13 November 2024

Welcome



Connect by phone

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Australian Government
Department of Health and Aged Care



This session is recorded

Tech Talk 20 agenda

**Welcome and
housekeeping**

Janine Bennett

**Digital
Transformation
update**

Fay Flevaras

**GPMS
Manage Your
Organisation
tile**

Amanda Smith

**Monthly Care
Statements
update**

**Katy Roberts &
Steven Marrinan**

**Pulse
Survey**

Stevie George

**2024
Achievements**

**Fay Flevaras &
Janine Bennett**

Q&A

Panellists



Digital Transformation update

Fay Flevaras

Acting Chief Digital Information Officer
Corporate Operations Group
Department of Health and Aged Care



Australian Government
Department of Health and Aged Care



**Book a
guest speaker**



DTDDEngagementOffice@health.gov.au

Digital Transformation Roadmap

Disclaimer

This is a CURRENT STATE view, shared to provide early visibility of the expected work ahead (a 'working timeline').

The timeline is NOT a Government commitment.

Formal decisions – regarding the scope, sequence, and timeframes of the department's portfolio delivery will be determined by the Government – and therefore this timeline is subject to change as policy decisions and planning evolves.

My Aged Care (MAC)

Government Provider Management System (GPMS)

Business to Government (B2G)

Aged Care Data Warehouse (ACDW)

| YEAR | 2024 | | | |
|--------------|--|----------------------------------|---|--|
| MONTH | JAN—MAR ✓ | APR—JUN ✓ | JUL—SEP ✓ | OCT—DEC ✓ |
| TECH UPDATES | 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 | Enhancements for Single Assessment Screening |
| | Residential Care Report Enhancements | | Quality Indicators API Release | My Aged Care Hospital Portal – Extension of Bulk Hospital Creation |
| | Palliative Entry Default Rules | | Enhancements 24/7 Nursing API | My Aged Care and My Health Record Integration |
| | Assigning Permanent Residential Aged Care Places to People | | Enhancements for: <ul style="list-style-type: none">• Provider Operations Form• Quarterly Financial Reporting• 24/7 Registered Nurses• GPMS Reporting• Star Ratings | Enhancements for Provider Refundable Accommodation Deposits and Contributions Reporting |
| | Technical Upgrades | | | Critical Reporting Capabilities of Star Ratings |
| | Stewardship Stakeholder & Emergency Management | | | Maintain Accuracy of Published Star Ratings |
| | GPMS Enhancements | | Manage Your Organisation Tile | Enhancements for ANACC Referral Management and Assessments |
| | Star Ratings Enhancements | | | Enhancements for: <ul style="list-style-type: none">• GPMS Platform• 24/7 Registered Nurses |
| | | | | |

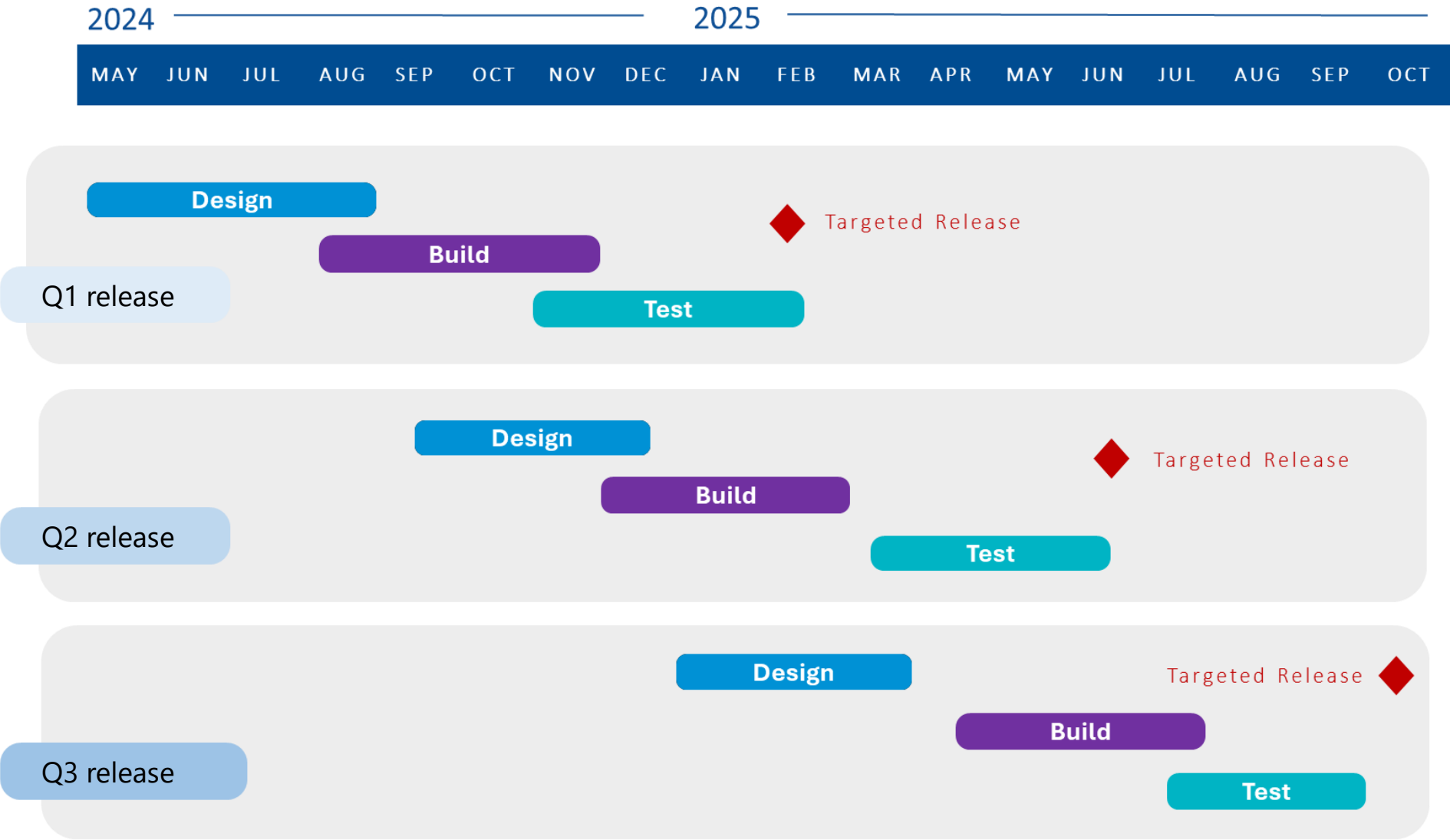
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- My Aged Care (MAC)
- Government Provider Management System (GPMS)
- Business to Government (B2G)
- Support at Home
- Foundational Work – NOT Live in Production

| YEAR | 2025 | |
|--------------|---|--|
| MONTH | JAN—MAR | APR—JUN |
| TECH UPDATES | Identify and record Aged Care exceptional circumstances | Younger Person in Residential Aged Care Supporting Documentation |
| | Nominees Transition | BUILD PHASE: First Nations Assessment Organisations |
| | BUILD PHASE: Enhancements to Single Assessment System: <ul style="list-style-type: none">Introduce Triage RoleUpdates to Delegate Form | |
| | Updates to Quality Indicator API | |
| | Updates to Quality Indicators in GPMS | |
| | New staffing Quality Indicators | |
| | Changes to Care Minutes and Staffing Rating | |
| | Care Service Model – Entities, Relationships and Governance | |
| | Provider Data Model | |
| | Provider Preview | |
| | Provider Deeming and Migration | |
| | | Updated provider payments integration with Services Australia |
| | | Registered Nursing 24x7 Enhancements |
| | | Residential Places to People |
| | | B2G API's refactored for New Aged Care Act |
| | | Alignment of My Aged Care 'Find a Provider' and referral model |
| | | Support at Home Service List |
| | | Transition to the new Supported Decision Making framework |
| | | Support at Home information sharing with partner systems |
| | | Bed Data Management |
| | | Improvements to Eligibility Pathways and end of life assessments |
| | | Provider Management |
| | | Classification Decision Support |
| | | Provider Core and Provider Extension |
| | | Refinements to service recommendations and support plans |
| | | GPMS Integration |
| | | New Aged Care Act Wording updates |
| | | Updated Provider GPMS Reports |
| | | New Prioritisation System for Support at Home |
| | | GPMS Manage Your Organisation Refactoring |
| | | Budget allocation for ongoing Services and short term support |
| | | Star Ratings Enhancements |
| | | Refinements to letters and notices |
| | | GPMS Data Migration to Support New Aged Care Act |
| | | BUILD PHASE: Client Transition |

WORKING DRAFT

Digital Transformation Update

| | |
|--------------------------|--|
| My Aged Care | <ul style="list-style-type: none">• Changes to the My Aged Care Portal to allow care recipients exceptional circumstances (such as Aboriginal and Torres Strait Islander, Homeless or at risk of becoming homeless, Family Connection reasons, Urgent residential respite) to be captured.• Changes to My Aged Care in preparation for the new act, to support the role out of the new supporting decision-making framework |
| Single Assessment System | Enhancements are being made to the Single Assessment System with the introduction of a new triage delegate role and making enhancements to the assessment delegate form to reflect new processes. These changes are being built in a dormant state. |
| Quality Indicators | <ul style="list-style-type: none">• Terminology updates in GPMS and B2G to reflect changes in terminology for Quality Indicators• Three (3) additional new staffing quality indicators will be added to the National Aged Care Mandatory Quality Indication Program with the focus on enrolled nursing, allied health, and lifestyle officers. |
| Star Ratings | Star Rating's staff rating will be updated to reflect the combined care minutes for registered nurses and enrolled nurses. Providers and consumers will be able to view the new combined care minutes in various portals. We are also adding an explanatory note section alongside the staffing rating and overall star rating. |
| Care Service Model (CSM) | <ul style="list-style-type: none">• The Care Services Model (CSM) will provide a basis for other business product owners/project areas to consume and interact with this information. The CSM is defined as:<ul style="list-style-type: none">• A set of reference data that stores the aged care services list and their categorisations according to the new Aged Care Act• A set of attribute reference data that is used to support provider service delivery data, business rules and user experience during business processes such as provider registration, support plans, delivery management, referrals and more.• The relationships these entities have with other business entities to consume the Care Services Data in support of business functions.• As part of the Provider Preview we will email out data to providers so that they can confirm the facilities, services and details have been considered correctly as part of the new legislative structure ahead of the launch on 1 July 2025.• Enabling the submission of supporting documentation to support the Younger Persons in Residential Aged Care delegate to decide eligibility for younger person access for government funded aged care.• Enabling First Nation clients to specify their preference to be assessed by a First Nations Assessment Organisation so that their specific needs can be best addressed |

Project scope

Digital maturity of aged care providers varies significantly. Providers face different challenges in selecting, adopting and implementing new systems to deliver aged care services and manage their corporate functions.

EY has been engaged by the department to assess the current level of the digital maturity of the aged care sector.

Key Questions

- What is the current level of digital maturity for aged care providers?
- What are the key barriers and challenges to aged care providers improving their digital maturity?
- What do aged care providers need to help improve their digital maturity?
- What are the core elements of digital maturity for aged care providers that lead to success?

Key Considerations

- Provider diversity
- Role of organisational capability
- Role of emerging technologies
- Impending reforms and how providers will need to respond
- Current and future financial sustainability
- New innovative models of care

Next steps

Aged care providers will be invited to participate in a short digital assessment survey around the current state of their organisation's digital maturity. For any questions or comments, please contact: agedcaredigitalproject@health.gov.au

Register your interest



GPMS Manage Your Organisation tile

Amanda Smith

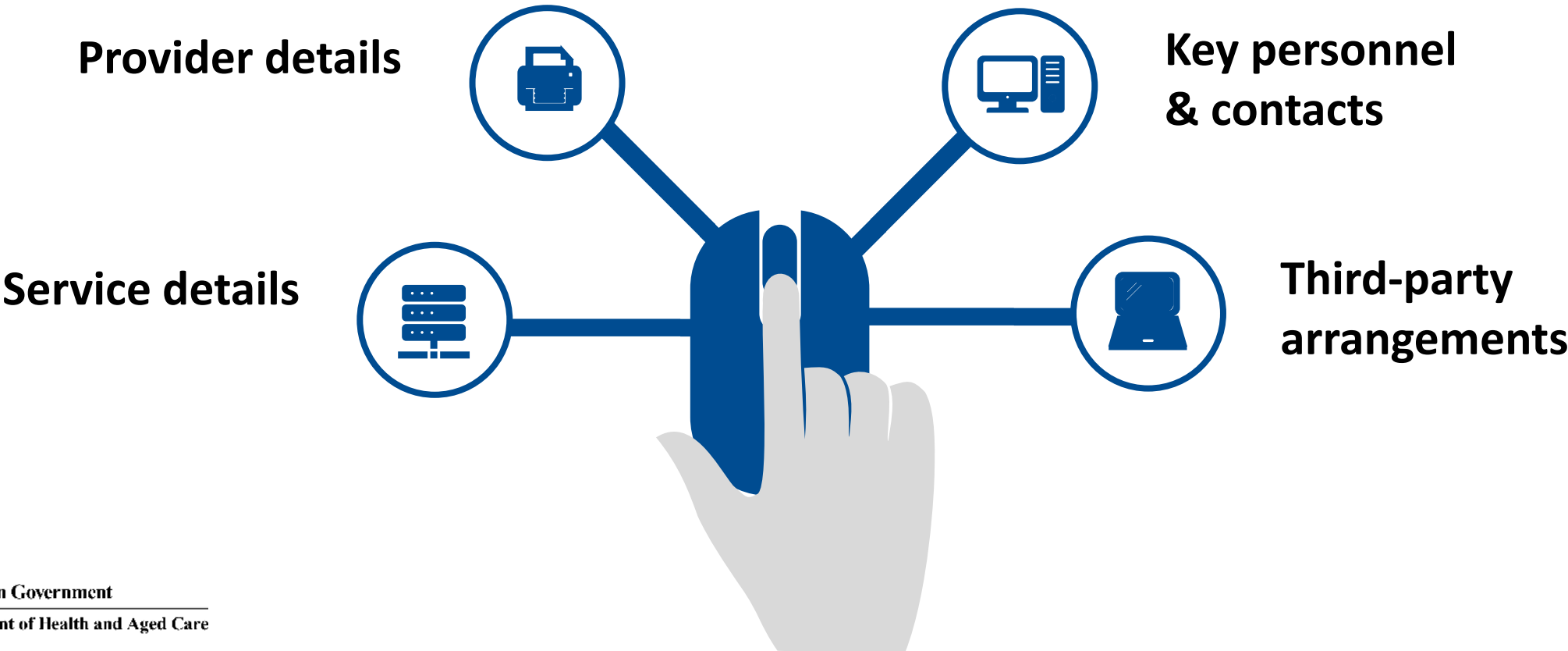
Assistant Secretary
Aged Care Transformation and Quality Branch
Department of Health and Aged Care

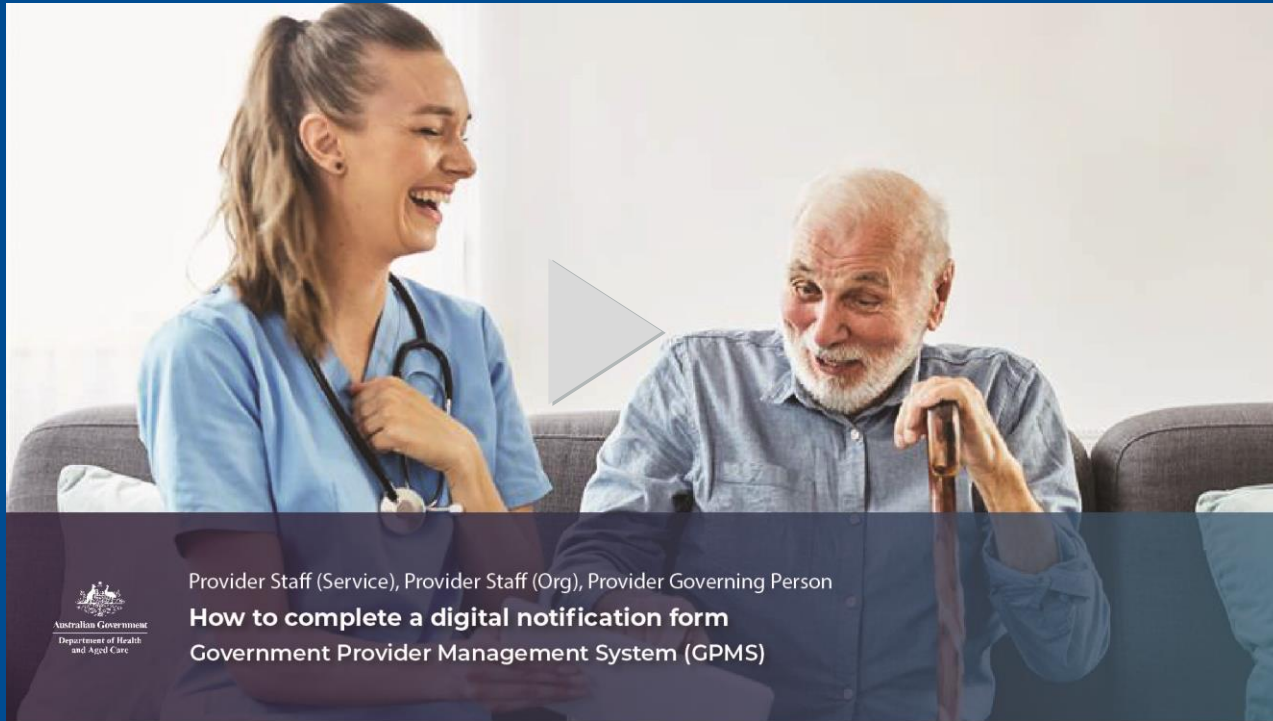


Australian Government
Department of Health and Aged Care

Call to Action

Check and update your details
prior to the implementation of the new Act:



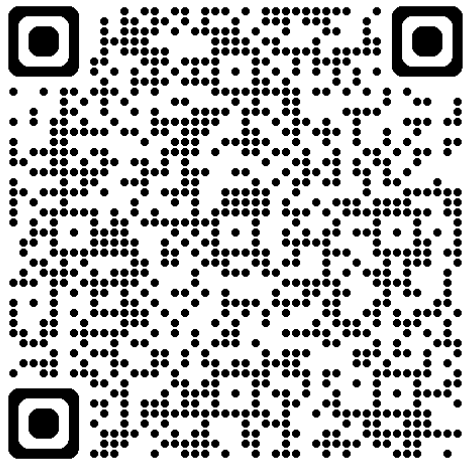


GPMS:How to complete and submit a digital notification form

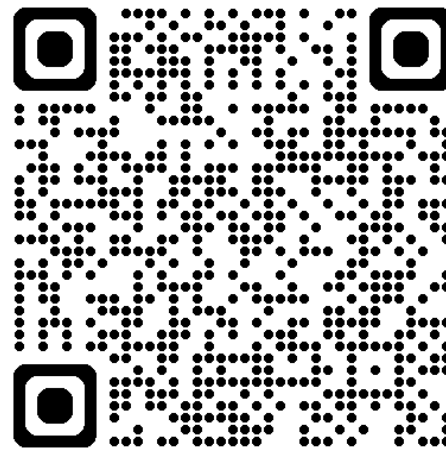
Manage Your Organisation tile is now available in the Government Provider Management System (GPMS)

Find out more

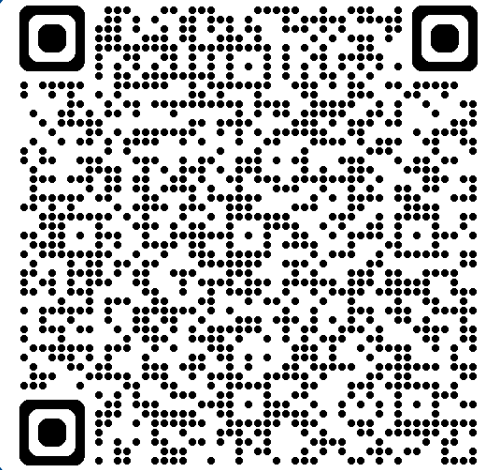
GPMS Resources



10 July 2024 Tech Talk



Watch the video again



Monthly Care Statements update

Katy Roberts

Director, Resident Experience and Food Policy
Choice and Transparency Branch
Department of Health and Aged Care

Steven Marrinan

Senior Partner
Liquid Interactive



What are Monthly Care Statements?



A way to improve communication between aged care providers and residents and their representatives.



Overview of wellbeing, nutrition, weight, medication, including changes since the previous statement.

A monthly snapshot that covers:

- wellbeing activities
- nutrition and weight
- medication
- appointments

When relevant:

- summary information (diagnoses)
- wound management
- mobility
- falls



Features

- Main audience is the resident
- Exempt – residents receiving respite care and palliative care
- Residents can opt out
- A monthly cadence (can be rolling dates or based on residents/rooms)
- Care Minutes - clinical review (RN/EN) to count towards care minutes



Benefits for residents

- Visibility of care and confidence in the provider.
- One easy-to-read snapshot of wellbeing activities, nutrition, weight and medication changes.
- Prompts further conversations about care needs.



Benefits for providers

- Opportunity to review and adjust care plans.
- Improved communication with aged care residents about their care needs.
- Address ongoing concerns or feedback on time.



Voluntary period

- Flexible delivery from 1 October 2024
 - Verbal or written statements
 - Less frequent statements
 - Subset of residents
- Guidance and template available on our website

How to complete Monthly Care Statements

Monthly Care Statements give an overview of wellbeing activities, nutrition and weight, medication changes and appointments. Read about how to complete each section of the Monthly Care Statements template. You do not need to provide these 2 pages to residents.

Information for all residents receiving Monthly Care Statements

The sections below should be included on every Monthly Care Statement you provide.

Name/initials and birth year

To protect the resident's privacy, identify the resident without including all their details. For example, you might use a combination of their birth year and initials to create a unique ID (JS45 for John Smith born in 1945). This can also make filling out the statement faster. You can choose what identifiers you use.

Wellbeing activities

Include activities from the five recreation domains (physical, social, emotional, cognitive and spiritual). The table below provides some examples. You can add any activity.

Table 1: examples of wellbeing activities and frequencies

| Activity | Frequency |
|-----------------|--------------------------------|
| Arts and crafts | Every available day |
| Excursions | Most days since last statement |
| Games | Twice/week |
| Movement | Weekly |
| Music | Fortnightly |
| Social events | Once since last statement |
| Other | Other |

1

Monthly Care Statement

Resident information

This statement may cover one calendar month (e.g. 1 May to 31 May) or overlapping calendar months (e.g. 20 April to 19 May).

Resident's name/initials:

Resident's birth year:

Resident's gender:

Reporting period starts:

Reporting period ends:

Wellbeing activities

Physical, social, emotional, cognitive and spiritual activities you did since your last statement, and how often.

| | |
|-------------|------------|
| Activity 1: | Frequency: |
| Activity 2: | Frequency: |
| Activity 3: | Frequency: |
| Activity 4: | Frequency: |
| Activity 5: | Frequency: |
| Activity 6: | Frequency: |

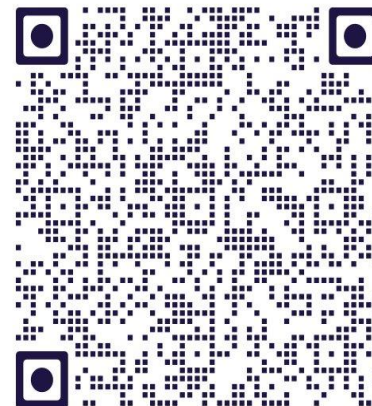
Additional information about wellbeing activities:

2

**Sign up for voluntary
Monthly Care
Statements**



**Sign up to the
software pilot**



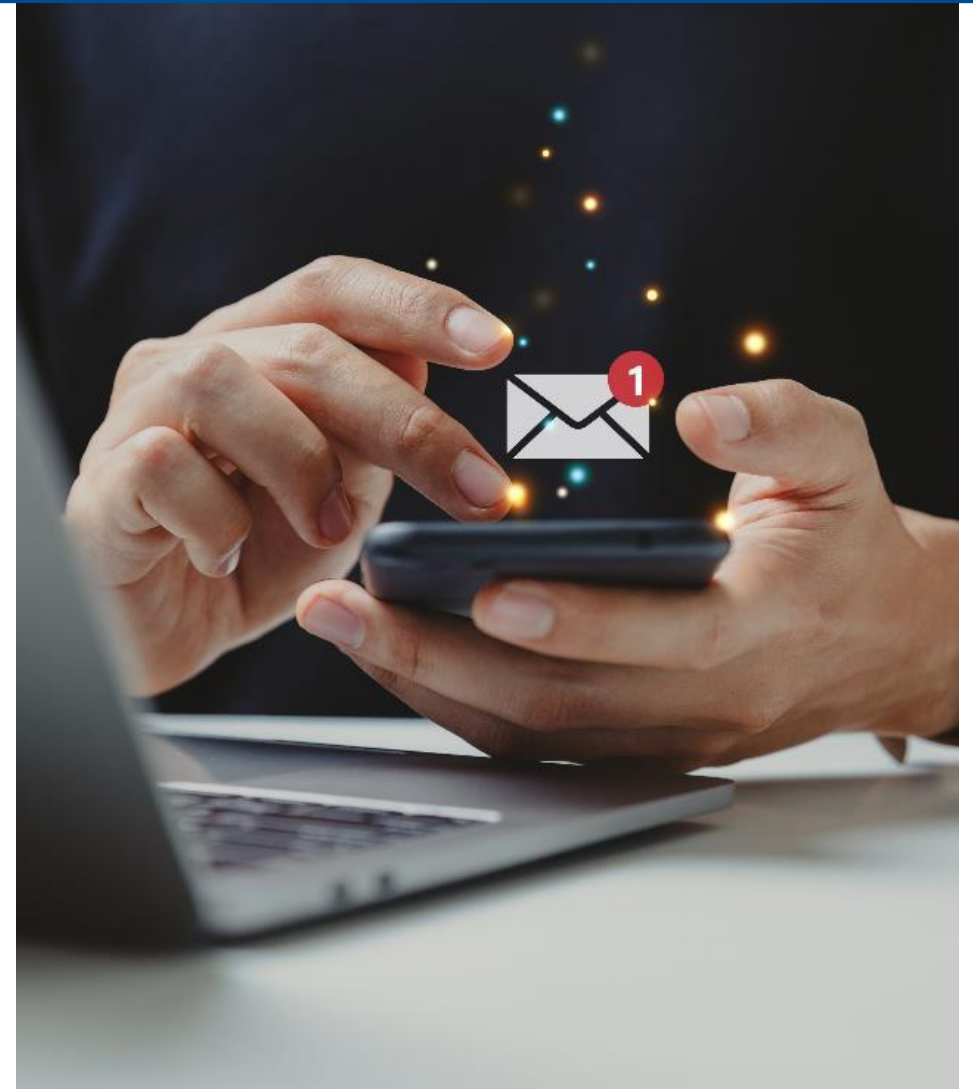
Development of Digital Solutions for Monthly Care Statements

Liquid Interactive and
Department of Health and Aged Care

Steven Marrinan
Partner, Liquid

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.



Key findings and recommendations from previous research

- **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.

Progress update

Project Timings and Key Milestones



What we've heard so far

- **Software vendors** are seeking more clarification around the audit and record keeping requirements that will be implemented when the statements become mandatory.
- **Aged care providers** are looking for more options to deliver this information, as they are often delivering this information verbally and continuously.

Get involved: Participate in the program

Join this pilot

- If you're a software vendor and you want more clarification, please participate.
- If you are an aged care provider and you want to shape how monthly care statements are delivered, please participate.
- Residents will have a voice in the design process, ensuring the solutions meet their needs.

How to participate

1

Complete the EOI Form

Scan the QR code to complete a short EOI form

2

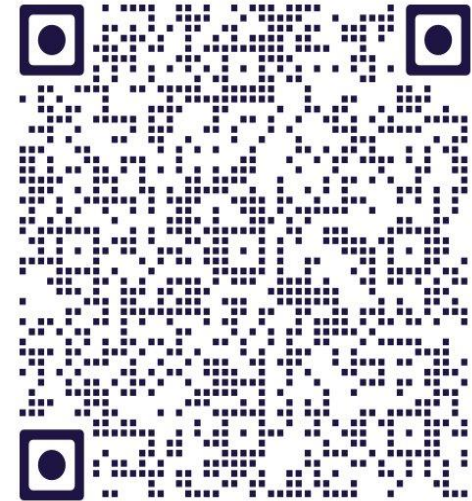
Co-design the solution

Contribute to the co-design process from Sep to Nov 2024

3

Trial the solution

Engage in the trial reporting phase between Jan and April 2025



Or email us at: mcs@liquidinteractive.com.au

Pulse Survey

survey



Stevie George

Director
People Communication and Parliamentary Division
Department of Health and Aged Care



Australian Government
Department of Health and Aged Care

The **Aged Care Reforms Sector Pulse Survey** is your opportunity to:

- tell the department how things are going with our program of aged care reforms and
- what support you need from us to help you transition.



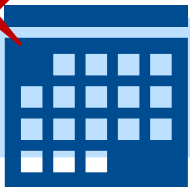
Engagement Hub Get Involved website



We want to hear from:

aged care providers, workers and stakeholders

including those who provide data, digital and technological services to the aged care sector.



Survey opens **25 November 2024**



2024 achievements




Fay Flevaras

Acting Chief Digital Information Officer
Corporate Operations Group
Department of Health and Aged Care

Janine Bennett

Assistant Secretary
Digital Business and Sector Engagement
Department of Health and Aged Care

Digital Transformation for aged care

-  Tech Talk
-  Sector Partners
-  Guest Speaker

2023

Government Provider Management System
(**GPMS**)

Single Assessment Workforce

Star Ratings

Business to Government (**B2G**)

Nurses 24/7

Care Minutes

Quality Indicators

Quarterly Financial Reporting

2024

B2G API release

Single Assessment Workforce

Integrated Assessment Tool

My Aged Care and My Health Record Integration

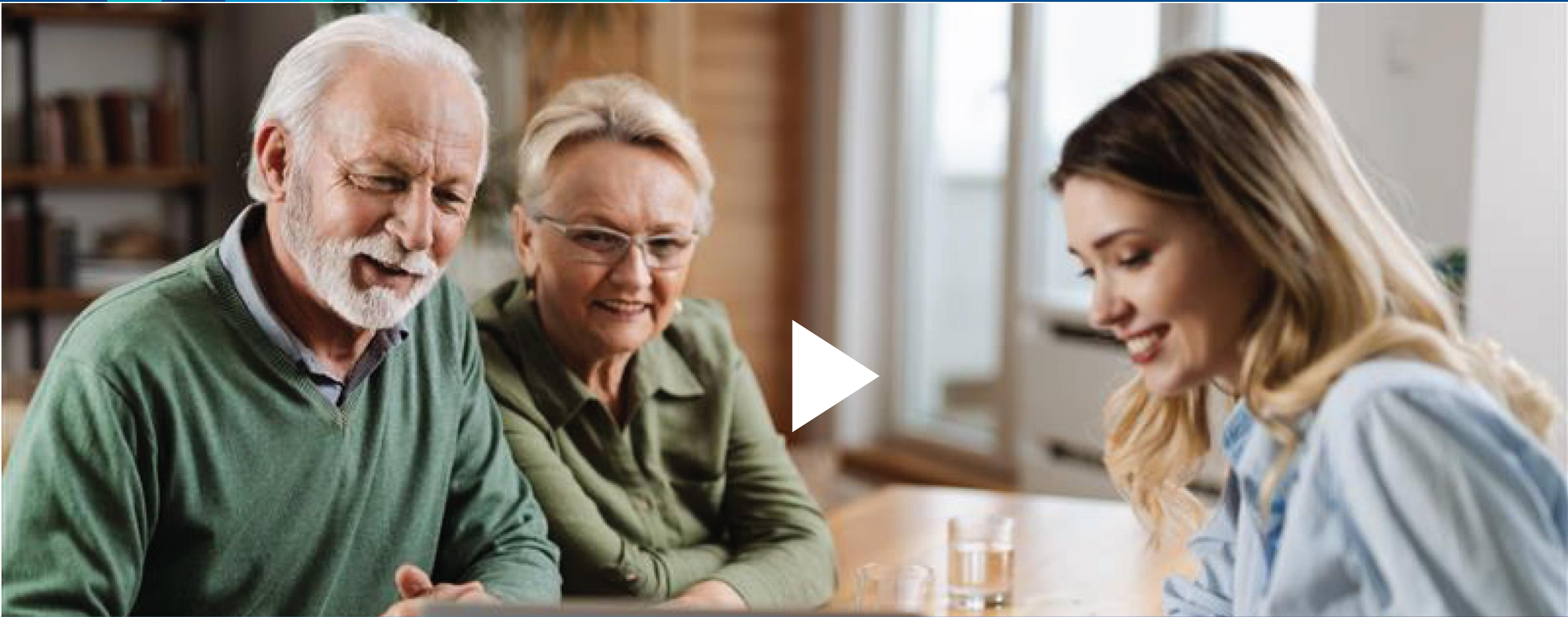
GPMS Manage Your Organisation Tile

Places to People

National Approved Provider System (NAPS)
decommissioning

2025





Australian Government
Department of Health
and Aged Care

Digital Transformation for Aged Care: 2024 Achievements

Digital Transformation and Delivery Division

Q&A



Ask your questions on Teams using the **Q&A** tab.



If you see a question you like, **vote it up!**

Happy to ask your question directly to the panel?

Include your name when posting your question to join us on our 'virtual' stage.



Thankyou!



health.gov.au/tech-talk-webinars



Tech Talk post-event survey



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Department of Health and Aged Care

✉ DTDDEngagementOffice@health.gov.au