



Digital Transformation

# Tech Talk

Webinar series

Digital Transformation and Delivery Division

Corporate Group | Department of Health

## Digital Transformation for the Aged Care sector

# Agenda

Tech Talk #1

- **Welcome**
- **Aged Care Business Executive Overview** (Michael Lye)
- **Digital Transformation (DT)** (Fay Flevaras)
  - **Executive Overview**
  - **Vision and Priorities**
  - **ADHA Partners** (with Laura Toyne)
- **Q & A** – Questions from the floor
- **Close**



# Welcomes

– and housekeeping

# Aged Care Reform

Michael Lye | Deputy Secretary

Ageing and Aged Care Group | Department of Health





# Digital Transformation

with **Fay Flevaras**

Digital Transformation and Delivery Division  
Corporate Group | Department of Health

## Digital Transformation for the Aged Care sector

# Executive Summary

Aged Care Reform agenda

The *Department of Health* is leading a digital transformation initiative to **improve the Aged Care customer experience and provider efficiency**, playing a vital role to support **once-in-a-generation reform for the sector** – delivering to **SIX strategic outcomes**.

1

**Respect, Care, Dignity**  
Consistent & seamless access to services

2

**Real Choice & Control**  
Self-managed care & real options

3

**Safe & High Quality**  
High quality & safe care

4

**Prioritised Independence**  
Support at home that increases independence & quality of life

5

**Easy, Consistent, Equitable**  
Care that is available to all, when it is needed

6

**Skilled Care**  
Appropriately skilled workforce meeting care & support needs; families supported & informed

"Australia's aged care sector will experience a once-in-a-generation reform."

~ Department of Health

## Digital Transformation for the Aged Care sector

# Digital Transformation

### Intent

Digital transformation is focused on delivering **improved consumer experience and provider efficiency**, by delivering enabling solutions that **connect, automate, and modernise** the Aged Care eco-system.

1

#### Seamless User Experience

Users & authorised entities get info easily (particularly clinical info)

2

#### Simplified, One Touch Capability

Users access information simply, on a single platform

3

#### Transparency through Consumer-Available Data

Improved service visibility & transparency; providing real time quality & safety indicators

4

#### Safety via Up-to-Date Data & Information

Providers can dynamically update their info to Govt. especially in crisis e.g., bushfires.

5

#### Streamlined, Interoperable Experience

Providers can self-serve on a simplified, integrated, single platform

"...universal adoption by the aged care sector of digital technology..."

~ Australian Government response to the report of the Royal Commission into Aged Care Quality & Safety



## Digital Transformation for the Aged Care sector

# Our Hypothesis

Industry Engagement intent

To facilitate digital transformation Health must connect across Government and work in-step with Aged Care providers and IT vendors – **having conversations, gathering insights, informing decisions, and understanding touchpoints.**



### Major Leap Forward

*A significantly complex challenge lies ahead to realise the benefits of this reform agenda*



### Working in Partnership

*Embracing principles of transparency, partnership, and keeping the conversations going as the work evolves*



### Customer at the Centre

*More than tech – digital transformation relies on the people, processes, & tools that underpin the customer experience*

**‘... power, today, comes from sharing information, not withholding it...’**

*~ Keith Ferrazzi*



# Challenges and Opportunities

Current State

### Manual Uploads

Over 40% of clinical providers manually upload data to Govt. Portals\*

### Low System Integration

Over 41% of clinical provider IT Systems don't integrate

### Low Utility across Govt.

Need for a common platform that reduces waste and disparity across Govt.

### Out-dated Infrastructure

Need for a streamlined and sustainable technology platform that supports growth, re-use, and responsive delivery

### Increased Data Demand

An anticipated 75% increase in reporting demand (6 million + data points) for providers

### Low IT Strategic Investment

Over a third of providers don't have an IT Investment Strategy.\*

### Sector is not 'one-size fits all'

The sector is large, complex, and varied; facing many concurrent challenges

### IT Solution Diversity

287 different IT vendors identified during one clinical systems study \*



# Business Context

Vision: Data connected Aged Care eco-system



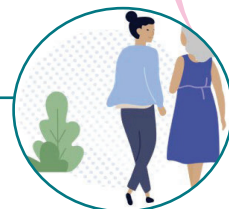
### CONSUMERS

- ✓ **Access to up-to-date information** to make **better informed and safer choice** about their care and other service needs
- ✓ **Up-to-date information about providers and their services** in their areas to get access to services they need at the time they need them
- ✓ **Feel better supported** to stay in their own home



### PROVIDERS

- ✓ **Assessors, physios and other providers can use e-referrals** with patient notes without transcription errors
- ✓ **Administrative burden is reduced** due to automation e.g. single sign-on, which means, carers can spend more time with their clients
- ✓ Staff at residential care facilities have a **better view of care requirements for each resident** to provide better quality of care



### GOVERNMENT

- ✓ With better data, **can take fast action to keep consumers safe** and manage serious incidents
- ✓ **Identify issues early and look to support aged care facilities early** before it goes out of business, keeping its residents in the community
- ✓ Emergency services and community organisations **have an up-to-date profile of each facility**

**All stakeholders will benefit from streamlined data sharing**

## Reform Outcomes for Users:

### Seamless User Experience

Users and authorised entities can obtain info easily, particularly clinical info

### Simplified, One-Touch Capability

Access information simply, without needing to access multiple platforms, utilising existing Whole of Government authentication

### Improved Data for Consumers

Improved visibility and transparency of the quality of Aged Care Services; systems provide real time quality & safety info

### Improved Safety with Current Data & Info

Dynamically change the info Govt. holds, especially during times of crisis

### Streamlined, Interoperable Experience

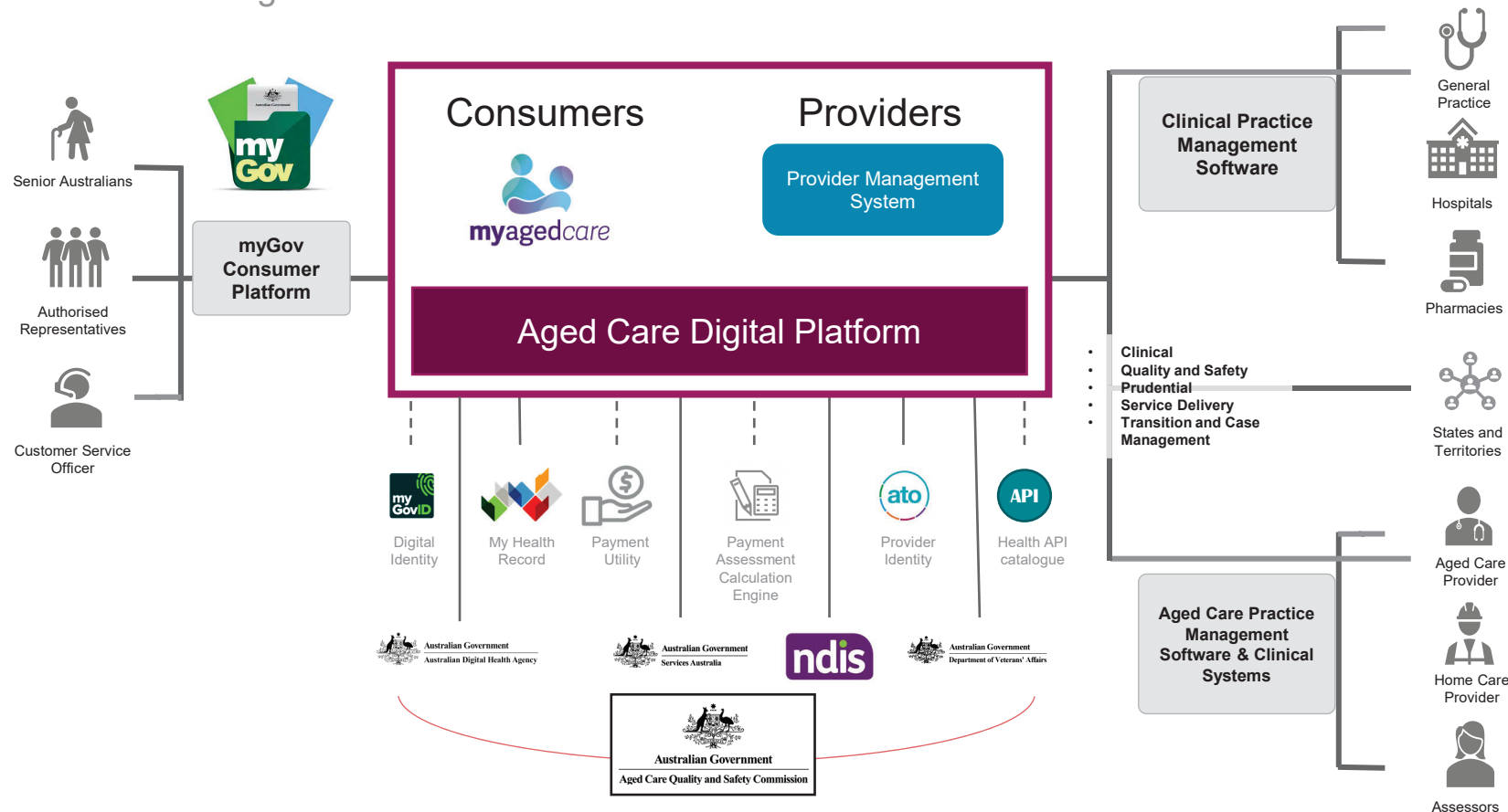
Enable providers to self-serve the services they provide to consumers via a simplified, integrated platform without needing to access multiple platforms across government



## Digital Transformation for the Aged Care sector

# User Experience View

Vision: Future of Aged Care



Fit-for-purpose

Integrated workflows

Connected data

Single User views

Streamlined experience

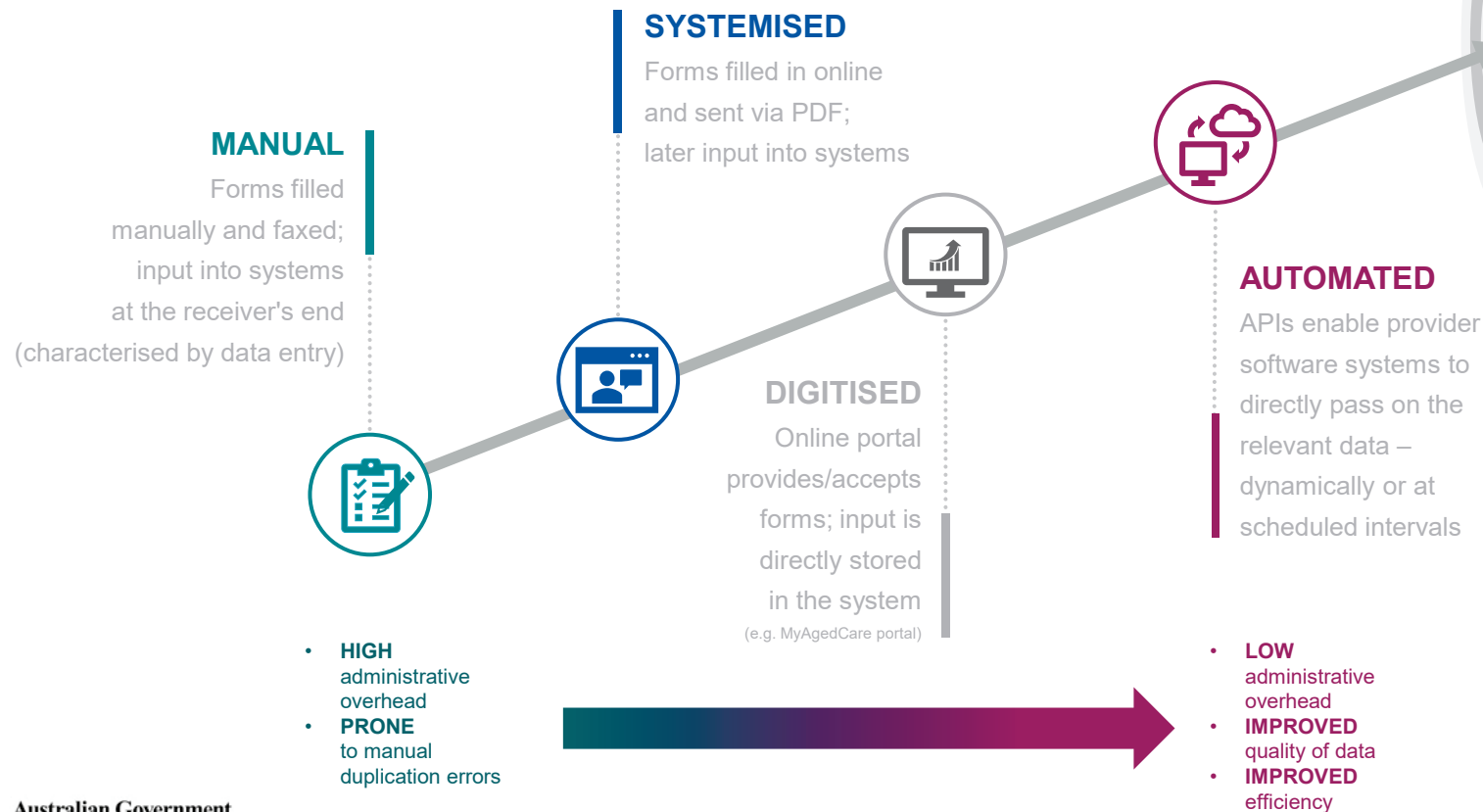


Australian Government  
Department of Health



# Digital Maturity Roadmap

Roadmap: Digital evolution context



## End state vision:

Provider staff  
**enter information into their system**  
and the required information  
is **sent to Government**  
via B2G platform  
**automatically**



## Digital Transformation for the Aged Care sector

# 2022 Priority Roadmap

Roadmap: Royal Commission context

### MyAgedCare improvements

- Enhancement to MyAgedCare website
  - Consolidated entry channels
  - Enabling star ratings for consumers and their families

### AN-ACC Assessment

- New AN-ACC assessment framework
- (then) consolidate workforce, and online & mobile assessment tools

### Support at Home

- New Support at Home Program, including online assessment tool

Star Ratings:  
Performance info for  
people seeking care

Rec.  
24

More accessible &  
usable information  
on aged care

Rec.  
27

A single comprehensive  
assessment process

Rec.  
28

Care at home category

Rec.  
35

Rec.  
22

Quality Indicators

Rec.  
23

Using Quality Indicators  
for continuous improvement

Rec.  
100

Serious Incident Reporting

Rec.  
109

ICT architecture and  
investment in technology  
& infrastructure

### Business-to-Government

B2G connectivity for automated data provisioning, covering:

- Quality Indicators
- Care Minutes
- Financial Reporting
- Serious Incident Reporting Scheme

### ICT Strategy & solutions

- Deliver an ICT Strategy
- Deliver a state-of-the-art customer relationship management platform, including case management and enhanced system interoperability



## Digital Transformation for the Aged Care sector

# Engagement initiatives

### Our intent

To facilitate departmentally-driven **information and collaboration activities** that provide advice and support for our digital transformation agenda, with a specific focus on **having conversations, gathering insights, and understanding touchpoints with the sector.**



#### Public

Public webinars, Speaker series, & Health website information releases



#### Cross-Govt.

Industry Engagement Advisory Group; Exec Collaboration



#### Operational/Delivery

Targeted working groups (e.g., Health & ADHA Interoperability workshop)

‘... power, today, comes from sharing information, not withholding it...’

~ Keith Ferrazzi



Digital Transformation for the Aged Care sector

# Collaborating across Govt.

ADHA partner

**Laura Toyne**  
Australian Digital Health Agency

Acting Branch Manager  
Program and Project Delivery  
Digital Programs and Engagement Division



Australian Government  
Department of Health

The screenshot shows the digitalhealth.gov.au website. The header includes the logo and navigation links: COVID-19 support, Initiatives and programs, Newsroom, Support, About us, and a search icon. Below the header is a sub-navigation bar with links: For everyone, For healthcare providers, Careers, Contact, My Health Record (myGov), and Language. The main content area features a large image of a doctor and a patient. To the right of the image is the heading "Connecting Australia to a healthier future" followed by two paragraphs of text and a button that says "Progress has been made - learn more". Below this is a section titled "Affected by the floods?" with a heart icon, a paragraph of text, a link to "My Health Record", and a button that says "Sign in to myGov". At the bottom of the page is a section titled "Are you a healthcare provider?" with a button that says "Visit our dedicated portal".

digitalhealth.gov.au

COVID-19 support Initiatives and programs Newsroom Support About us

For everyone For healthcare providers Careers Contact My Health Record (myGov) Language

**Connecting Australia to a healthier future**

The need for a connected healthcare system is greater than ever - one that's accessible, progressive and secure.

Better use of data and technology is helping people live healthier lives, with greater control and better access to important health information.

► Progress has been made - learn more

**Affected by the floods?**

If you've been affected by the recent floods and need to access your medicine information, go to [My Health Record](#). Your pharmacist can use the information to help you get what you need.

If you can't access your record, ask any pharmacy to check My Health Record to see your prescription details. You'll need to provide your Medicare number.

**Are you a healthcare provider?**

Visit our dedicated portal



# Public Engagement Considerations

Principles underpinning public engagement

### Message alignment

- Aged Care business and IT deliver consistent narratives, aligning messages and, where appropriate, events

### Probity

- Probity principles and protections underpin public engagements
- Probity Officer approvals in place

### Govt. driven

- Govt. drives the transformation, while having cross-sector conversations that encourage best-of-breed, no-regrets decisions
- Govt. commitments and transformation objectives stay front-of-focus

### Shifting sands

- Clarity is provided about the known versus the somewhat known versus the unknown, understanding that dynamic multi-stream delivery agendas have many moving parts and are subject to change
  - Caveat information accordingly; 'as we know it now'





**Question  
Time**

# In Closing

Visit the **Digital Transformation** page  
on the Health website

Email us at **DTDOffice@health.gov.au**

Take the **Event Survey**

