Digital Transformation

Tech Talk

Webinar series

Digital Transformation and Delivery Division

Corporate Group | Department of Health

Australian Government
Department of Health

Welcomes

– and housekeeping

Digital Transformation for the Aged Care sector

Agenda
Tech Talk #2

- **Welcome**

- In focus: **Aged Care Market and Workforce** (Eliza Strapp)

- Digital Transformation (DT) **Progress Update** (Fay Flevaras)

- **Working in Partnership** (Paul Creech & Fay Flevaras)

- **Transformation Focus** (Dale Naughton)

- **Q & A Panel** (Fay Flevaras, Paul Creech, Laura Toyne, Dale Naughton, Jason Fraser)

- **Close**

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Aged Care Reform

Eliza Strapp | First Assistant Secretary

Market and Workforce Division
Ageing and Aged Care Group | Department of Health

Reporting to Government

Improving financial transparency & public confidence

*Like all consumers, **Aged Care consumers** **want to** have access to information to help them **make informed decisions about care**, including how their money is being used. From July 2022, a *Quarterly Financial Report (QFR)* will be required, with the intent of increasing transparency around the financial performance of the sector.*

Viability
& prudential compliance

Financial
statements

Care
labour costs & hours

Food
& nutrition tracking

'Choice and control, and involvement in decision-making, promote dignity.'

~ Royal Commission into Aged Care Quality and Safety

Reporting to Government

Improving financial transparency & public confidence

Using the same ways of working, **increased reporting puts additional pressured on aged care providers**, which is why enabling technologies and **digital transformation in the sector is so important**.

' … power, today, comes from sharing information, not withholding it … '

~ Keith Ferrazzi

Financial

Publish through

Annual Governance

Statement & Star Ratings

over time

Care Minutes

Publish through

Star Ratings

from December 2022

Food & Nutrition

Publish through

Annual Governance
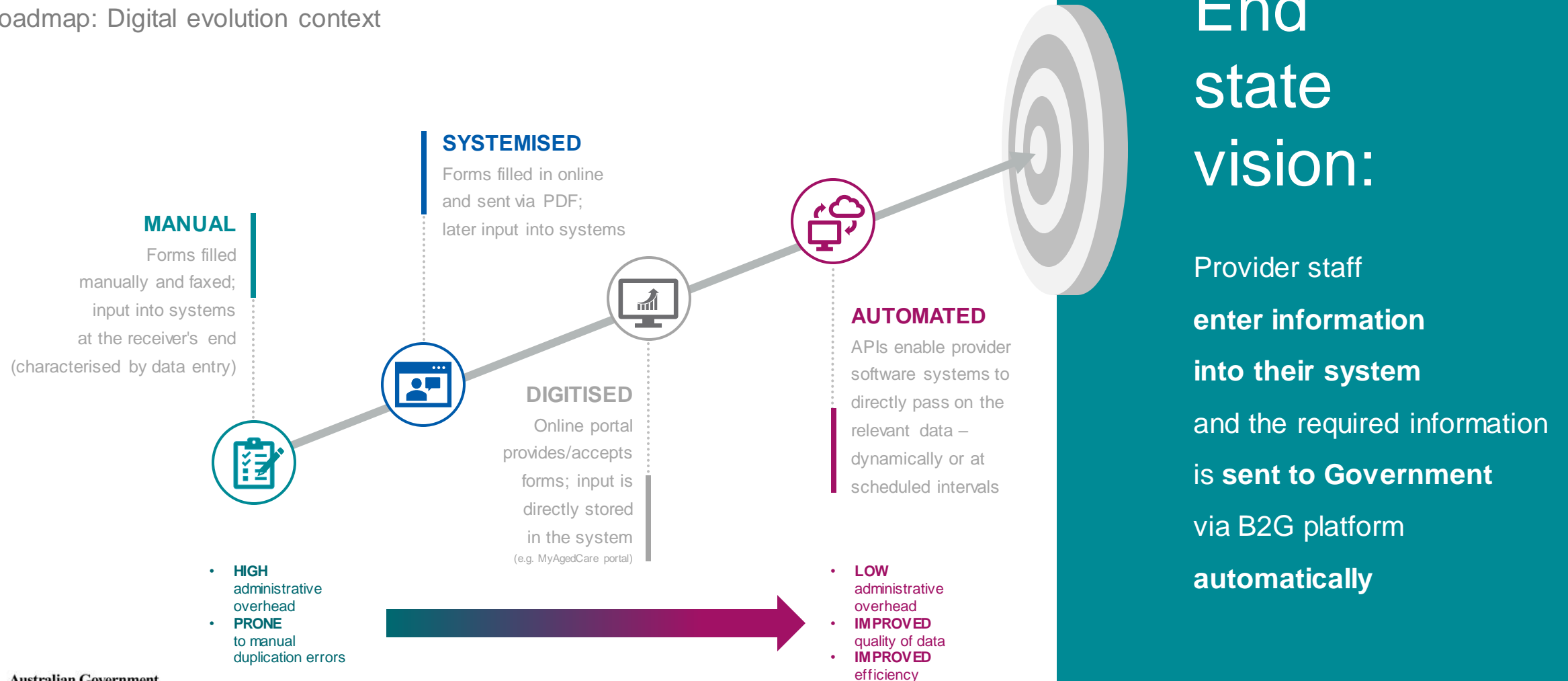
Statement & Star Ratings

over time

Digital Transformation

Fay Flevaras | First Assistant Secretary

Digital Transformation and Delivery Division
Corporate Group | Department of Health
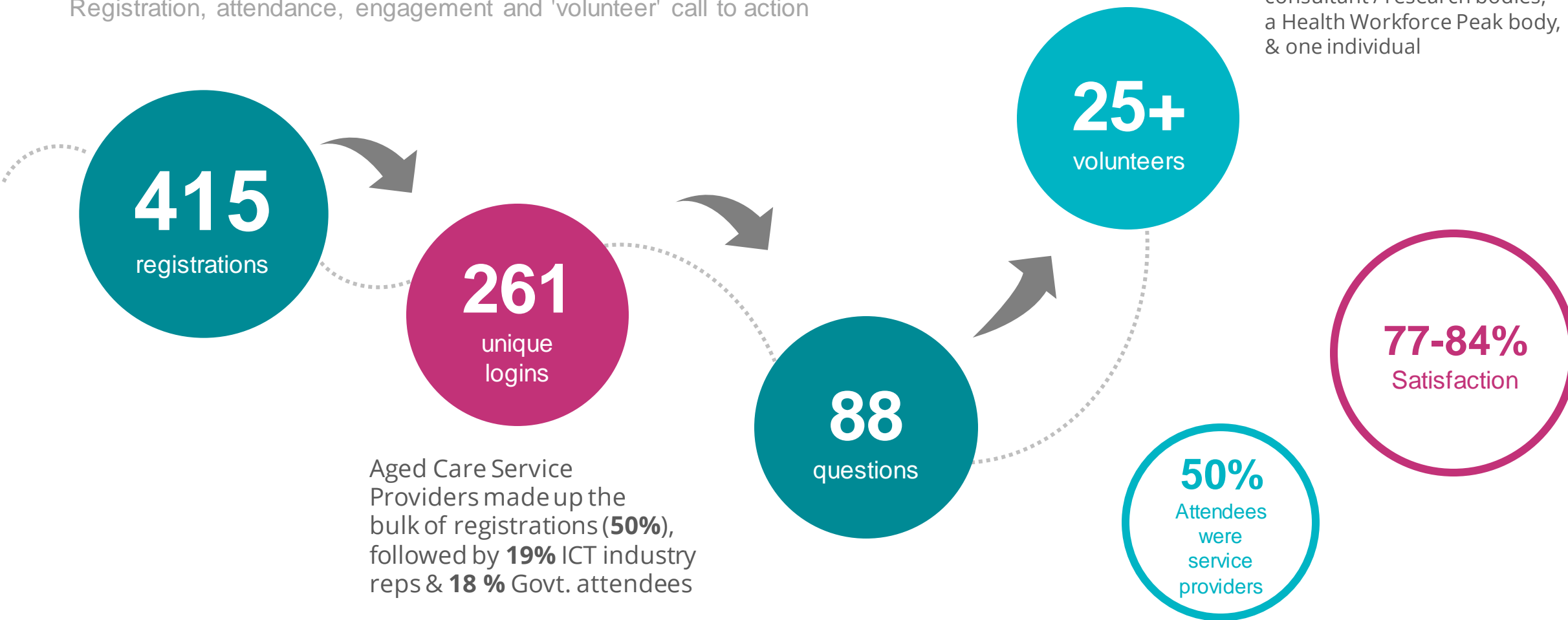
Outcomes Summary

Registration, attendance, engagement and 'volunteer' call to action

Volunteers include Service Providers, ICT vendors, consultant / research bodies, a Health Workforce Peak body, & one individual

415
registrations

261
unique logins

Aged Care Service Providers made up the bulk of registrations (**50%**), followed by **19%** ICT industry reps & **18 %** Govt. attendees

88
questions

25+
volunteers

50%
Attendees were service providers

77-84%
Satisfaction

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In Demand

What attendees want NEXT

Workforce & Consumers

How digital solutions will enable improvement &
how increased digital literacy will be achieved

Technologies & Roadmap

Roadmap & timeline specifics; architecture, technology, & system
specifics, as well as data standards & integration methods; a map to
achieving interoperability between key systems

Funding & Support

Advice on how organisations will be supported to undertake
these changes; supporting software vendors by undertaking clear
assessment/certification of compliant solutions

Data Considerations

How privacy, consent & data ownership will be
legislated & managed; security & back-up approach

Value Chain visibility

Details of the value chain view
for providers and consumers

Client-Centred & Co-Design

Detail about design approach &
how co-design will be undertaken;
clear pathways to get involved

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Client-Centred
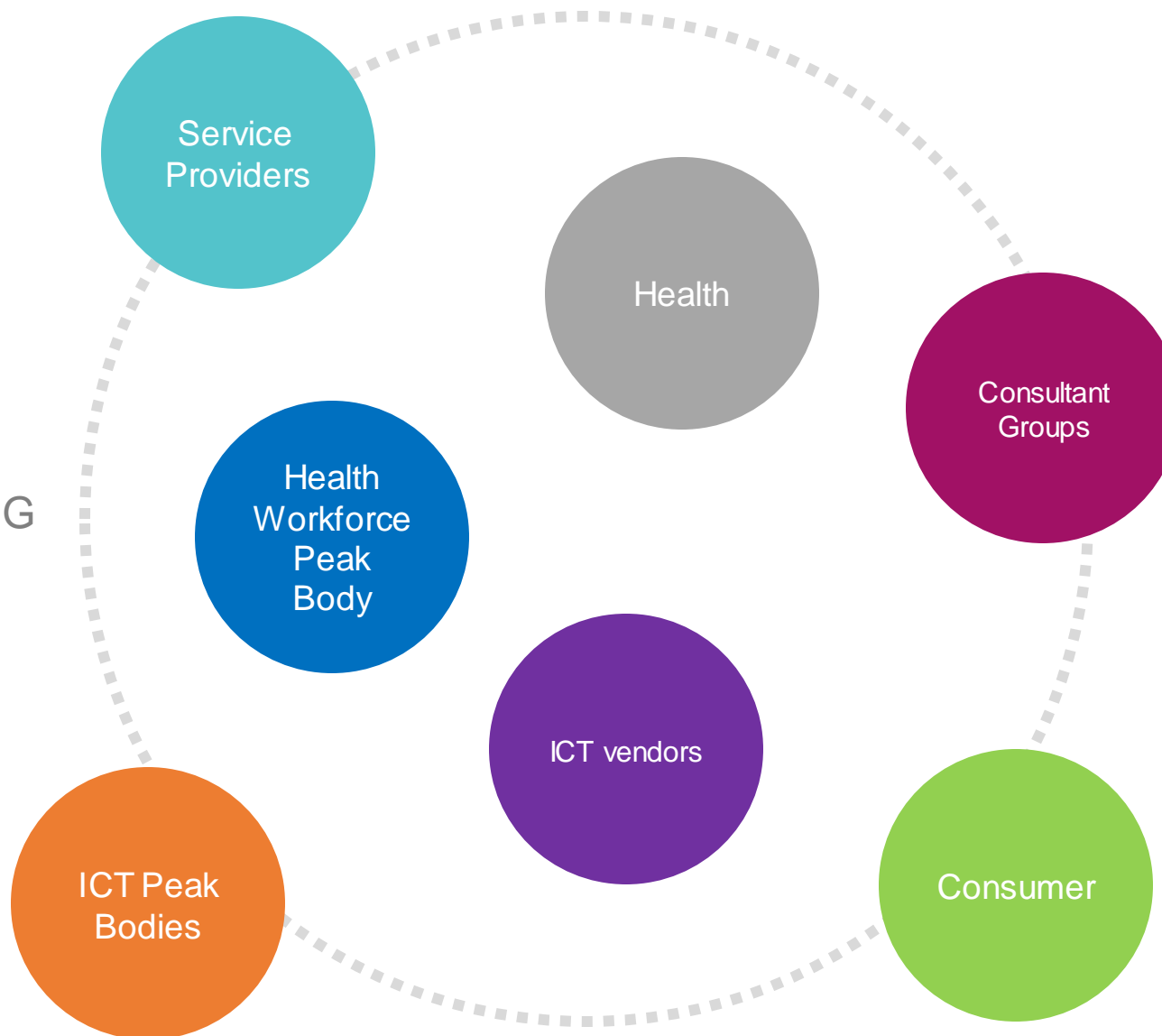**Co-Design**

Call to action

Volunteering to work in partnership with Health

25+

Formal volunteers

Answering the
call-to-action
to join Health
in co-designing

INCLUDING

Service Providers

Health

Consultant Groups

Health Workforce Peak Body

ICT vendors

ICT Peak Bodies

Consumer

Australian Government
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WELCOME MEETING

Agenda

Sector (Industry) Partners Welcome Meeting

held 27 May 2020

Client-Centred

Co-Design

- 10 mins – **Welcome, introductions & Scene Setting** (Fay Flev...)

- 5 mins – **Business Context** (Jason Fraser)

- 15 mins – Group Exercise **Setting Ourselves Up for Success** (Fay Flevaras)

- 10 mins – Digital Transformation **Immediate Priorities** (Dale Naughton)

- 15 mins – **Discussion | Q & A** – Questions from the Group

- 5 mins – **Next steps**

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Important Considerations

Principles underpinning the Sector Partners Group

- We will **publish the names of participants** to the Health website – along with their role and organisation (if relevant)

- An **attendance record, all shared material, and a meeting summary** will be published on the Health website each time we gather

- The meetings are considered *public* forums and **participant IP does not apply**

- Anything that is said will be used to **inform Health's digital transformation direction** and **our explicit intent is to use group input to do just that**

- We will be **sharing the outcomes of this work** across our public channels and with the broader Tech Talk group

This group was formed through an open, equal opportunity, public invite — given that, we don't expect confidentiality or conflicts of interest to be a concern BUT **if you have any questions or issues, please contact us ASAP**

Client-Centred Co-Design

Working in the Open:

sharing underpins the DTDD approach
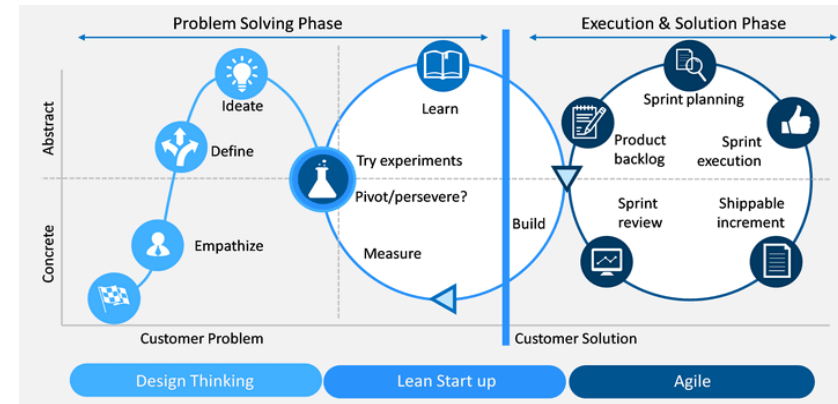
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Human-Centred Co-Design

Consumer at the Centre

Client-Centred

Co-Design

Ongoing engagement
Industry Partner Co-design

27 May
Welcome Meeting

Late May
Close nomination period

8 April

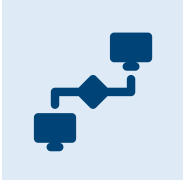**TECH TALK**

Apr – late May
Gather volunteers

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Working in Partnership

Paul Creech & Fay Flevaras

Australian Digital Health Agency & Department of Health

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Australian Digital Health Agency : Outcomes of Aged Care Industry Offer

THE SUCCESSFUL SOFTWARE DEVELOPERS (PRODUCT NAMES IN PARENTHESIS) working with the Agency:

Clinical Information System (CIS)	Electronic Medication Management (EMM)	CIS + EMM
Manad Trust (Manad Plus)	Medi-Map Group (Medi-Map)	Telstra Health (Clinical Manager and Medication Management)
AlayaCare (AlayaCare Residential)	MPS Connect (MPS Medica EMM)	Unleashed Technology (AutumnCare)
Humanetix (Humanetix ACE)	Modeus (DiamondCare)	Open Informatics (MyAxis)
Best Practice Software (Bp Premier)	Compact Systems Australia (emma)	Health Metrics (eCase)
-	-	Leecare (Platinum 5.0)

- **These vendors will be working with the Agency to enhance their products to connect to MHR, in support of Recommendation 68 of the Royal Commission**
  - **Activate MHR upgrades in Residential Aged Care Facilities (RACF)**
  - **Ensure that MHR can be viewed in the RACF**
  - **Have the capability to upload Advanced Care Plans and the Aged Care Transfer summary**

Working in Partnership

Paul Creech & Fay Flevaras

Australian Digital Health Agency & Department of Health
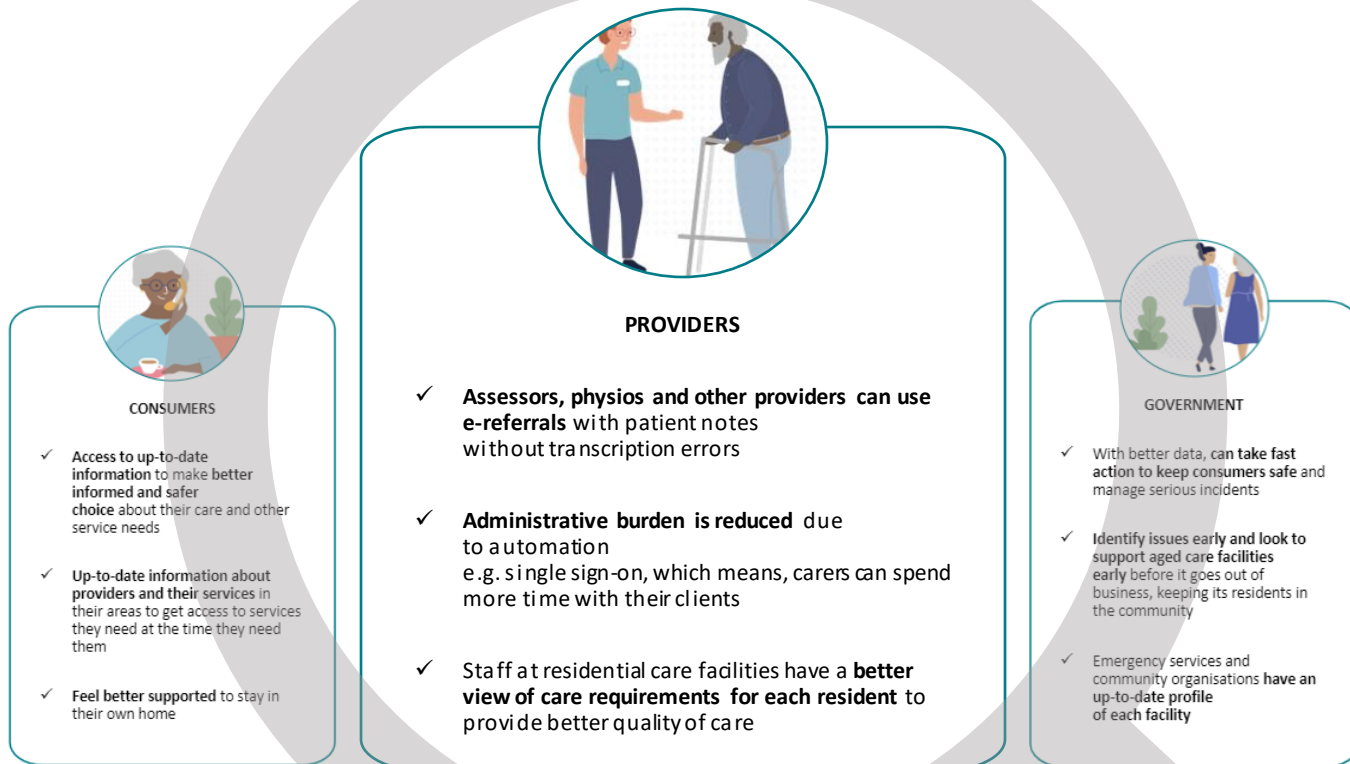
Digital Transformation

Dale Naughton | Assistant Secretary

Aged Care Services & Sustainability Branch
Digital Transformation and Delivery Division |
Corporate Group | Department of Health

Business Context

Vision: Data connected Aged Care eco-system

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

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

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 information 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 information

Improved Safety with Current Data & Information
Dynamically change the information 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

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Platform Implementation – Initial Phases

Utilise a collaborative (co-create, co-design, co-develop) model
to ensure successful execution

The focus is on:

- Establishing the Platform (inc. API Gateway)
- Establishing platform governance
- Enabling interactions with the platform (B2G)
  (via Alpha and Beta releases)
- Agreeing rollout strategy
- Extending functionality (on-going)

2023

Extend & Rollout Phase

- Continue rollout with agreed care providers

Beta Phase

- Begin Co-design and Co-development for Beta release (where appropriate) with care providers

Release Delivery Phase

- Co-design Beta Implementation Strategy
- Agile Delivery Increments begin
- Engagement journey defined
- Agree engagement strategy with Stakeholder
- Begin Co-design and Co-development for Prototype / Alpha release (where appropriate) with care providers

Project Initiation Phase

- Health teams established
- Resource identification and assignment
- Commenced Industry Partners Engagement

Feedback – Common Themes

Communication

- **Manageable Timeframes** for completing activities
- Provide **pre-thinking time** before activities
- **Early and frequent engagement** (both formal and informal)
- **Regular workshops** and lessons learned sessions (fortnightly)

Engagement & Strategy

- Iterative Co-design that is **truly collaborative**
- **Feedback** provided from all sessions
- Workshops with **smaller working groups** for improved collaboration
- Use **collaboration tools**
- Proposed **innovation labs** look exciting

Collaboration

- **Scope** for activities **clearly defined** and **managed**
- **Executive support** for initiatives
- Identify **quick wins** and celebrate there completion

Solution Development

- Provide **options** for groups that require **simple solutions**
- Demonstrate a **clear plan** for addressing **pain points**
- Have a **clear strategy** for what's required from engagement initiatives

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Question
Time

In Closing

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

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

Next **Tech Talk**

Connecting data
across the sector

Take the **Event Survey**