



Digital Transformation

Sector Partners

Co-Design Meeting (5)

Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care



Australian Government

Department of Health and Aged Care

www.health.gov.au

Meeting date: 2022-07-22

Meeting: #5

Welcome & Intros

Fay Flevaras

Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care



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Sector Partners Engagement

Agenda

Sector Partners Co-Design Meeting

- 5 mins – **Welcome & introductions** (Fay Flevaras)
- 10 mins – **State of Play** (Fay Flevaras)
- 10 mins – Co-design recap: **GPMS update & findings** (Garth McDonald)
- 10 mins – B2G: **Research Questionnaire results** (Dale Naughton)
- 10 mins – B2G: **Demo – How we build an API** (Andrew Sheldon / Video)



State of Play

Fay Flevaras

Digital Transformation and Delivery Division
Corporate Group | Department of Health and Aged Care

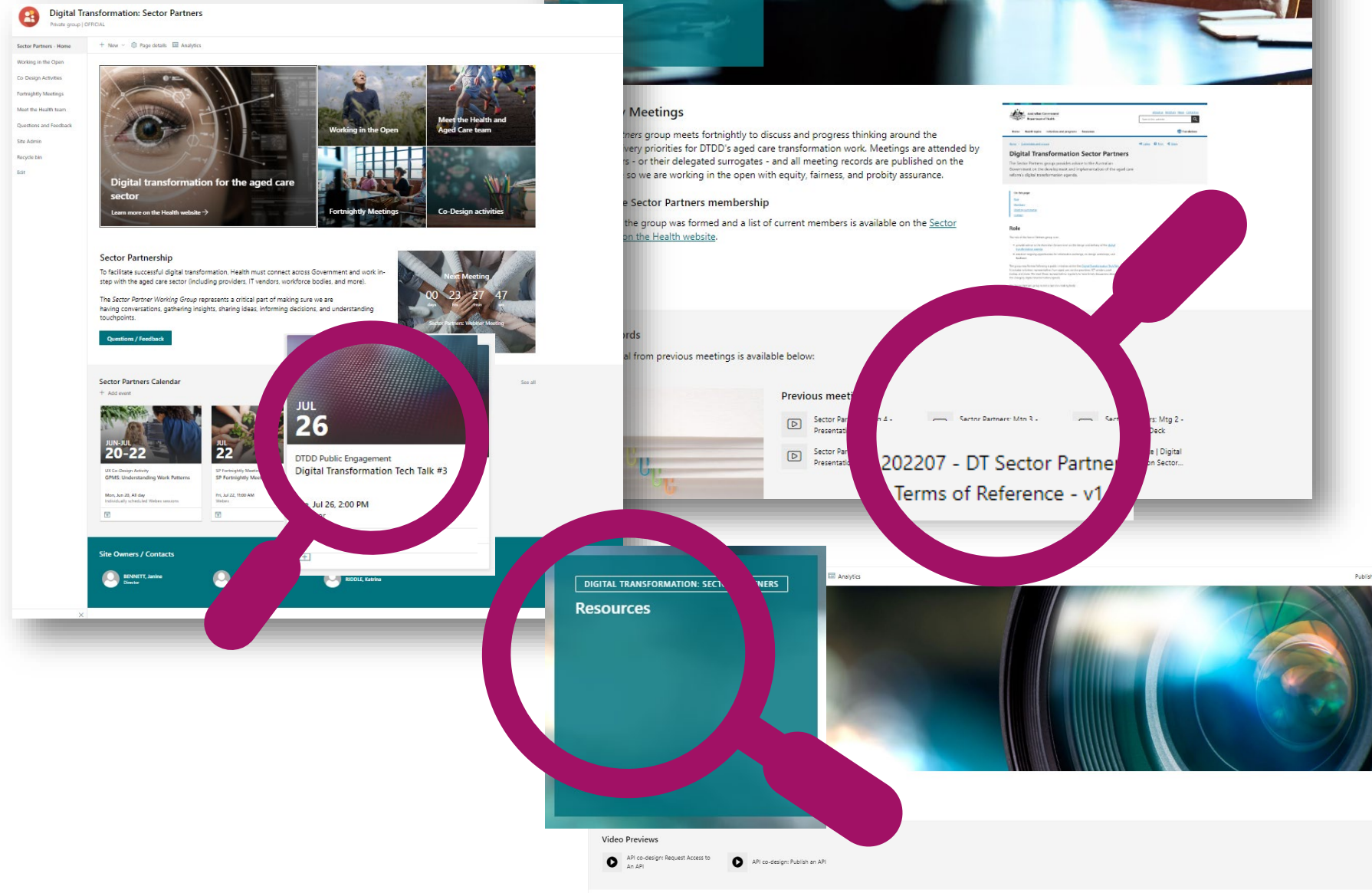


Sector Partners Engagement State of Play

Latest news

Sector Partners site
updates

- *Terms of Reference v1* published
- *Tech Talk* registration
- API co-design
B2G Preview videos

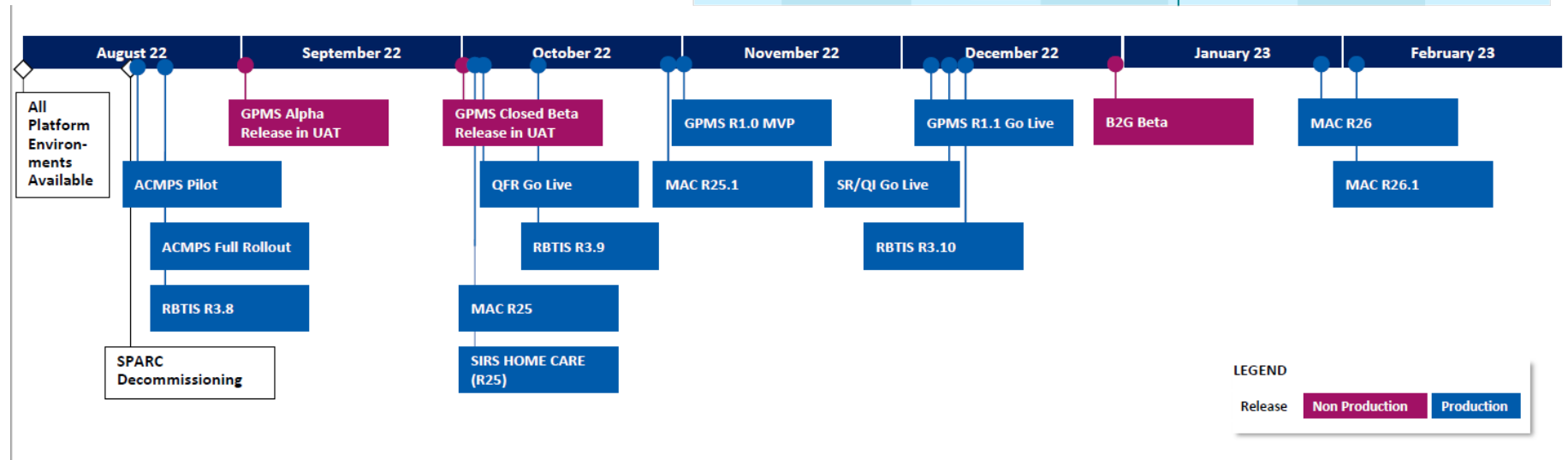
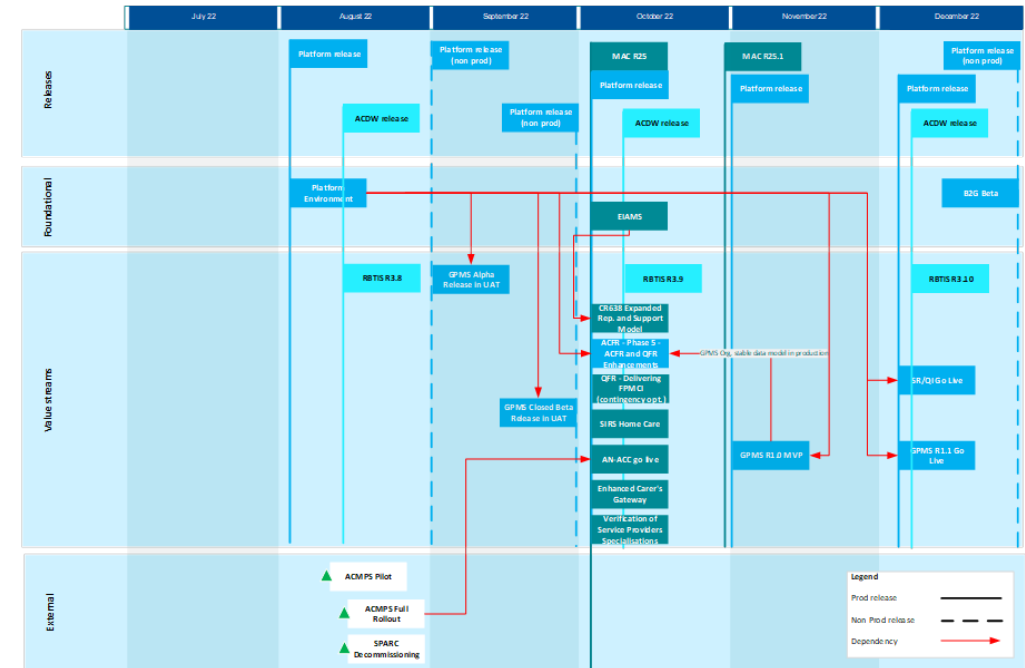


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Draft for discussion Roadmap

- What information do you want to see for release schedules?
- What information do we need from you?
- What information do you want from us?
- This is the beginning of our planning. All dates are tentative.
- These are living documents so the dates will move.
- Any committed dates would come through formal channels from government.

Aged Care IT Portfolio – High level release and project view



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State of Play

Checking in with the Group

QUICK
PULSE-CHECK
POLL

USE the link in the chat

OR – the QR Code below:



Passcode: lokcdr



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UX Co-Design

UX Co-design: Update & Findings

Garth McDonald

Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care



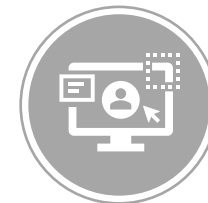
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GPMS UX Co-design Recap

UX Co-design: DIGITISED stream

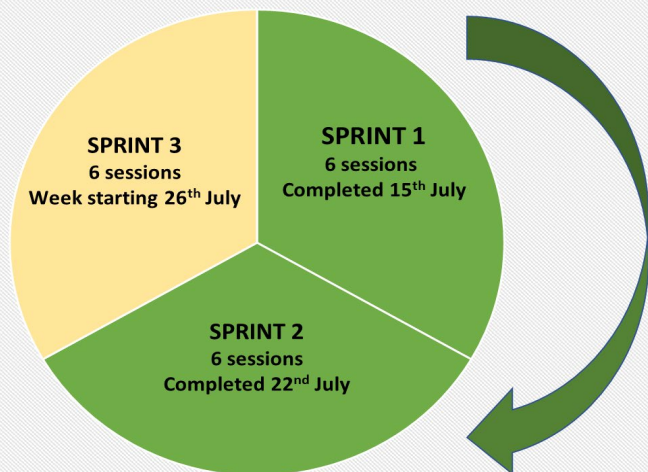


UX Co-Design

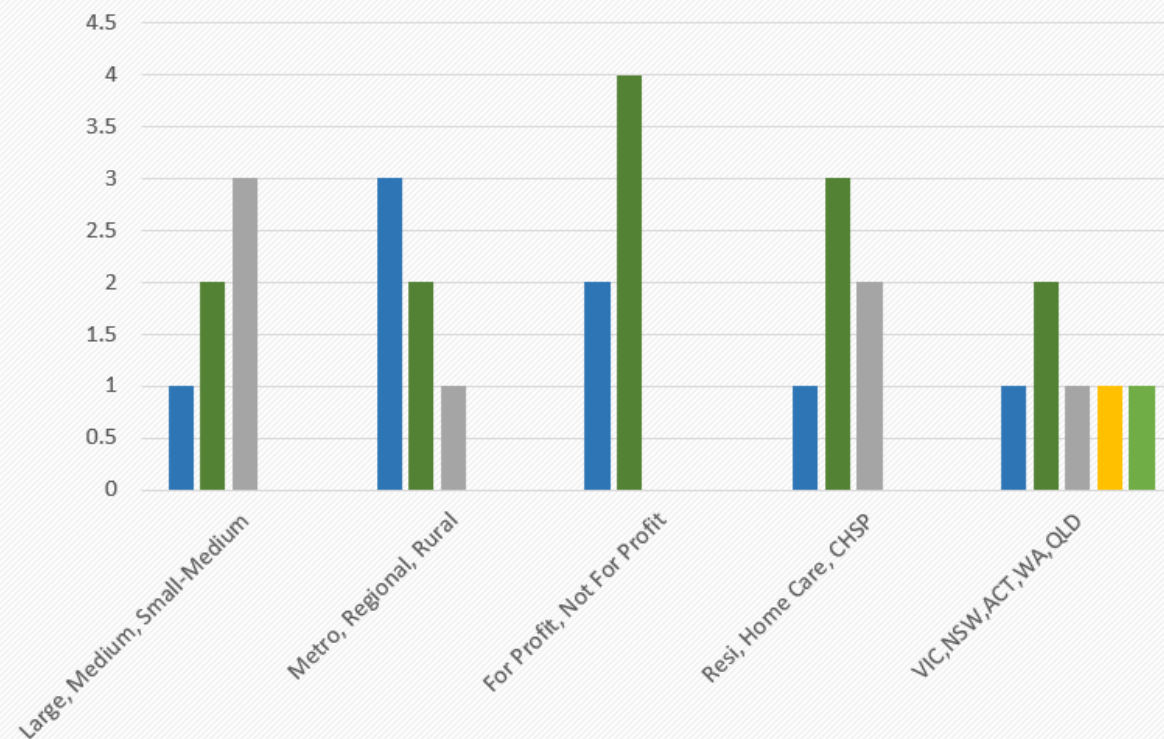
2 / 3 Sprints

to be completed by July 22nd

Co-design Round 1



Sprint 1 Range of Co-design Partners

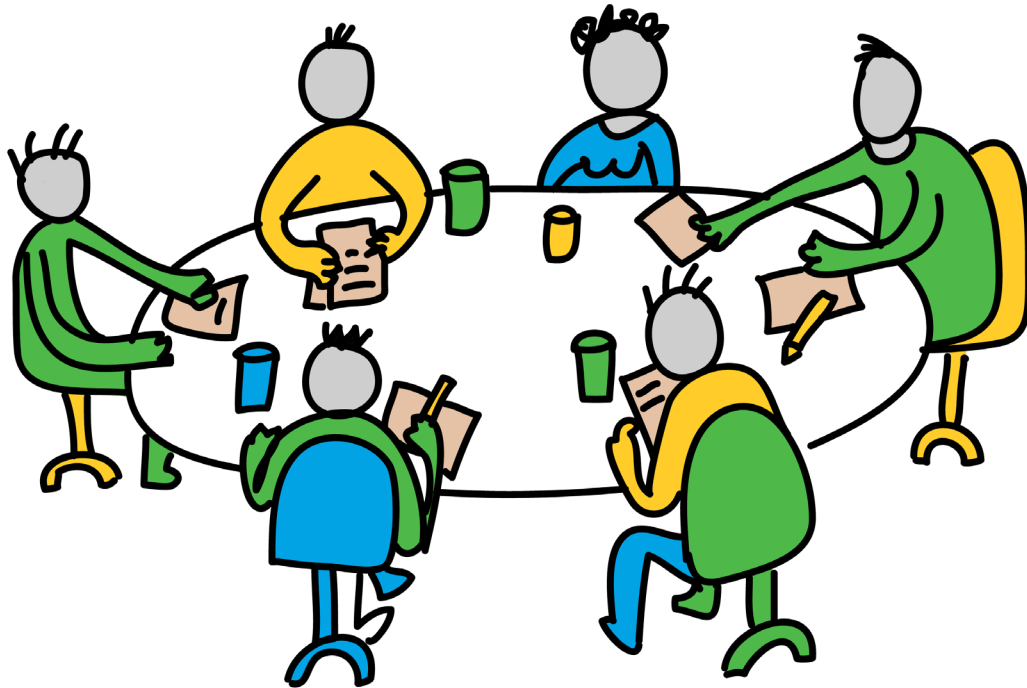


GPMS: Collaboration Highlights

UX Co-design: DIGITISED stream



UX Co-Design



Ask once, **USE many**

Leveraging each co-design session for maximum value

- Co-designing for *Digital Transformation*; not single projects

(e.g. GPMS co-design is incorporating questions for quality and financial reporting, Star Ratings, & broader UX issues)

- Incorporating -
 - general *provider experience* questions to better understand how Aged Care online systems work for the user
 - *navigation questions* to expose MAC portal opportunities

Sector Partners Engagement GPMS: Findings

UX Co-design: DIGITISED stream



UX Co-Design

Co-designers liked the...

Quality

The robust, integrated
quality assurance
application process

Integrated Guidance

Integrated guidance
in plain and simple language
embedded into the
digital form

Document-Requirements Up-Front

Clear outline of documents provided up-front,
allowing users to collect what they need and/or
collaborate with others, before tackling the form
(Suggest expanding this to also include the type of
information they will need to enter throughout the
form)



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ON THE RIGHT TRACK

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GPMS UX Co-design Findings

UX Co-design: DIGITISED stream



UX Co-Design

Co-designers suggested...

Flexible Multi-Person Workflow

Digital workflows to allow delegate/s to complete the form, PLUS easy multi-person reviews, BEFORE formal submission

Accessible & Easy-to- Understand Instructional Text

Instructional text language that caters for diverse audiences (e.g., small providers, culturally and linguistically diverse applicants, etc.)

Support Reuse

Consider allowing providers to upload more comprehensive documents (that cover text fields / sections of the application form), with clear document content requirements, etc.

Variations of the Form

Form variations for different audiences (e.g. Provider sizes / scales / services) with appropriate governance, policy & procedure requirements



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MORE INVESTIGATION REQUIRED





API Co-Design

API Co-design: Questionnaire Overview

Dale Naughton & Andrew Sheldon

Digital Transformation and Delivery Division
Corporate Group | Department of Health and Aged Care



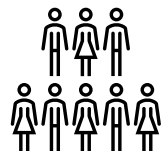
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B2G Research Questionnaire Overview



Goal to assess suitability for each co-design session

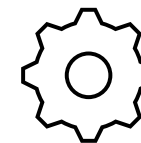


14 participants across ICT vendors and providers



Working across quality reports:

- QI
- SIRS
- Care Minutes
- ACFR



API Endpoints currently working with:

- B2B
- B2G
- ATO ABN
- MyHR HIPS

When asked about the current painpoints with transfer processes for quality reporting data between providers and government, the following 3 themes were identified:



Lack of data integration

There is currently limited access to government APIs for Aged Care.

Once data is entered into the portal, and then once submitted, it can not be updated.

In the example of reporting incidents, this impacts the ability to update incident reports with additional information, or to receive information back.



Duplication of data entry

There is currently double-handling on behalf of aged care providers that use vendor systems for care management system.

Work is often duplicated across multiple systems and/or portals.



Improved data integrity and security

B2G in Aged Care can be expanded across new use cases in future.

This use of government dedicated cloud technology can improve data integrity and security.

Use of B2G across relevant care, finance, risk, etc. systems and use of government dedicated cloud technology can improve data integrity and security





API Co-Design

API Co-design: B2G Preview

Andrew Sheldon

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Demonstration: Request to access an API

API Co-design: AUTOMATED stream



API Co-Design

Following on from our review of the developer journey, we thought we would take you through how a developer accesses a new API in the developer portal.

This is a proof of concept that our developers have created to test technologies, this will be covered in more detail in our collaboration design workshop.

We'll use this feedback from our collaboration workshop will be used to further refine the design of the developer portal.





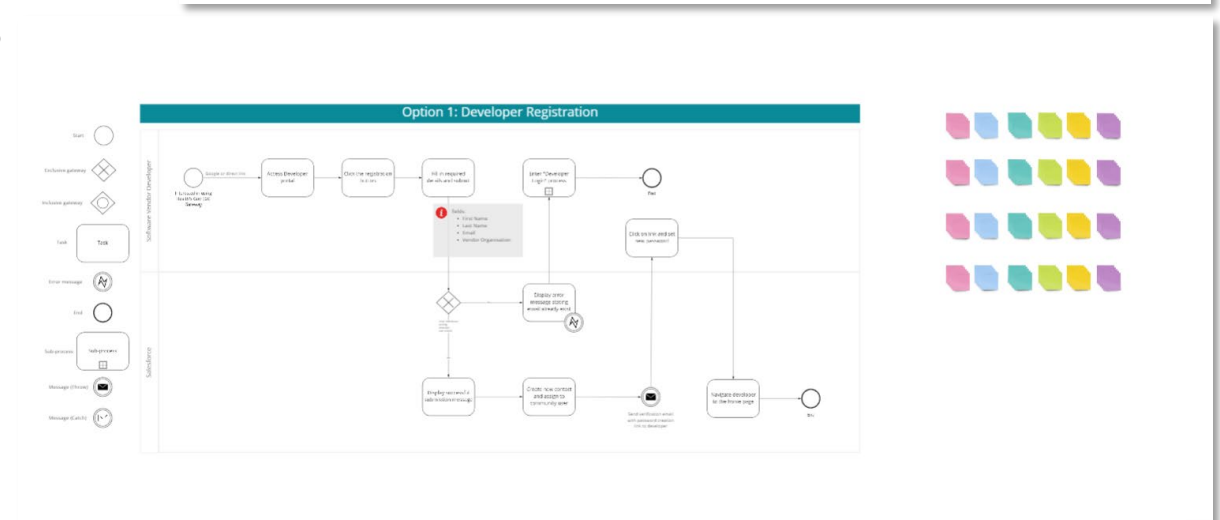
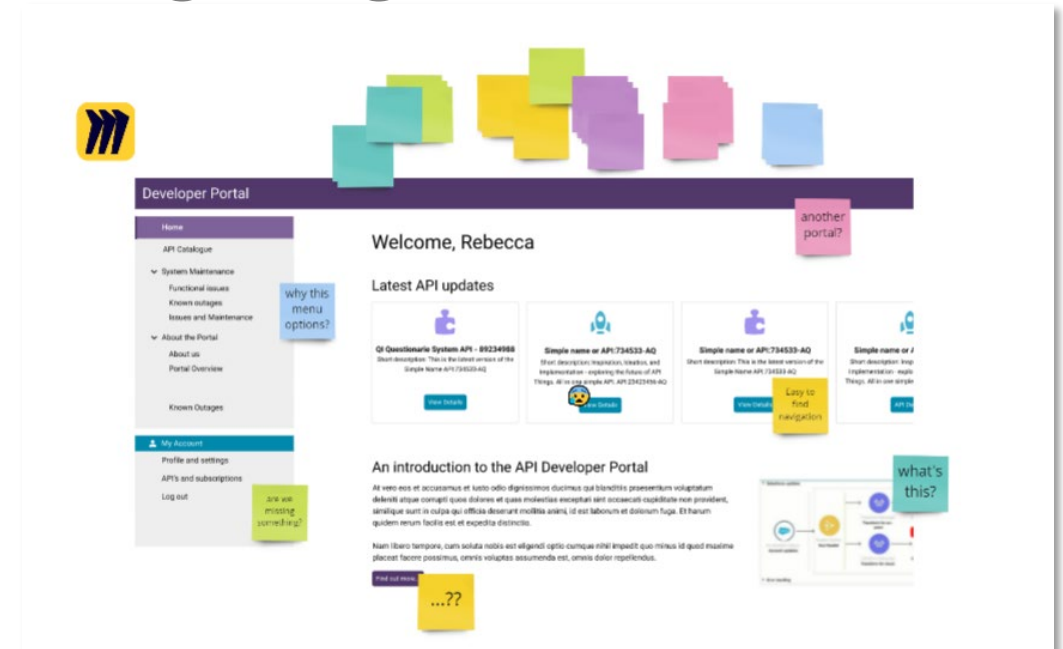
Next steps: Collaboratively designing the B2Gs Developer's Portal

Upcoming collaboration design workshop for B2G will cover a number of topics including:

- B2G and co-design overview (B2G)
- B2G Developers Portal prototype testing
- Testing vendor vs. Developer registration process options

Invites will be sent to B2G co-design volunteers after this meeting, but it's not too late to be involved.

Message in the chat, or email us at Dtsectorpartners@health.gov.au



Sector Partners Engagement

Next Steps

Industry Partners Welcome Meeting

Reminders:

- *Digital Transformation Tech Talk* – 26 July 2pm AEST
- Co-design activities (ongoing)
- *Conformance Preview* available online

Upcoming:

- Post-meeting wrap-up email before Friday next week
- Next meeting: **4 August 11am AEST**

