Digital Transformation

Sector Partners

Co-Design Meeting (9)

Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care

Welcome &
Introductions

Fay Flevaras

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

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Agenda

Sector Partners Co-Design Meeting

- 20 mins – **Welcome, Introductions & Highlights** (Fay Flevaras)

- 10 mins – **B2G Overview** (Dale Naughton & Chris Dyne)

- 15 mins – Future Discussion: **An Introduction on Identity & Access Management** (Dale Naughton)

- 5 mins – **Quarterly Financial Reporting (QFR) Update** (Dale Naughton)

- 5 mins – **Close & Next Steps** (Fay Flevaras)

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Important Considerations

Principles underpinning the work of this group

- We **publish the names of participants** in this group 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

- Be aware that this is considered a *public space* forum and **participant IP does not apply**

- Anything that is said in this room is to **inform Health's digital transformation direction** and **our explicit intent is to use your 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**

Working in the Open:

sharing underpins the DTDD approach

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Overview of Co-design Streams

Parallel co-design streams

EXPLORE the problem	Build the RIGHT thing	Build the thing RIGHT
DISCOVERY	BUILD LEAN	BUILD AGILE

Two Immediate Co-design Streams:

DIGITISED focus (UX)

Co-design in this space will work with end users of a system to create a great experience for users; sessions will observe how users interact with the system and will include **UX and UI** review activities
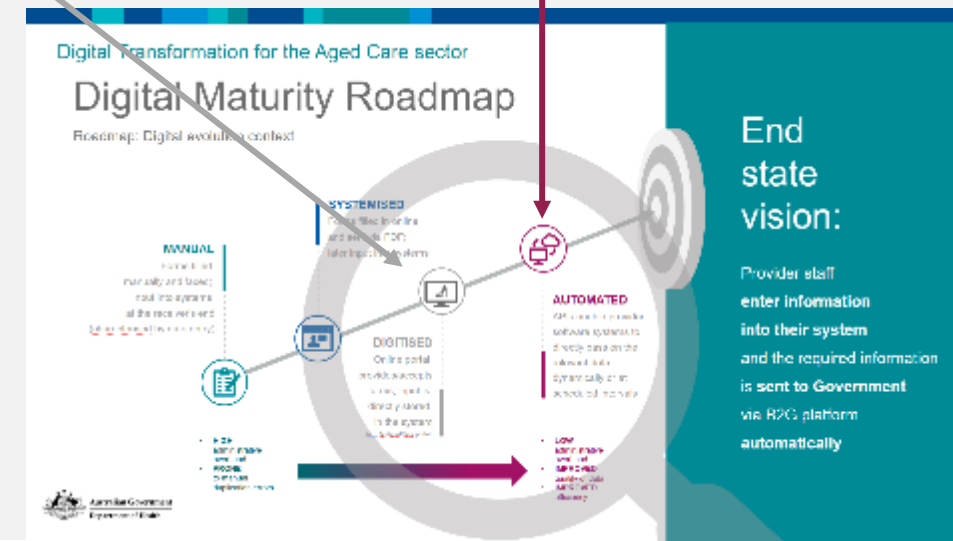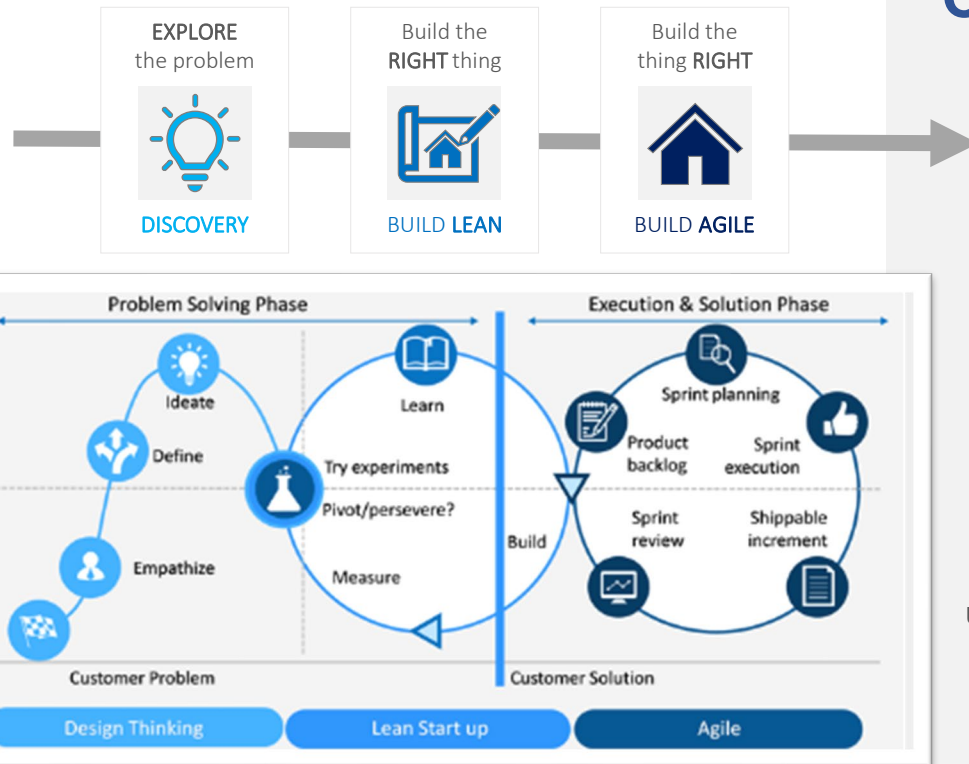
AUTOMATED focus (API)

Co-design in this space will focus on bringing developers into conversations about data models and approaches; session will involve discussion and collaboration on API design & development

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PROGRESS

**Welcome Meeting
&
Close nomination period**

May

Today

Approach

Practice: Sector Personas
Approach: Focus

Practice: Terms of Reference
Approach: Focus

UX Co-Design

GPMS: Understanding Work
Patterns

API Co-Design

B2G: Quality Indicators

B2G: Developer Journey

B2G: Research
Questionnaire

QFR Interface Playback

B2G: Pain Points & API
Priorities

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API Co-Design

API Co-design:
B2G API Overview

Dale Naughton

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Quality Indicators Co-design Activity 1: The Present

API Co-Design

Goal:
Understand how staff in aged care providers collect and submit QI program data to the government and what their preferences are for the future.

Findings:

- Many providers have more advanced clinical management systems than expected, with many collecting information with tablets.

- Providers use diverse methods of varying technological maturity to capture routine care and QI program information

- Confirmed buy-in for B2G API with vendors: vendors highly likely to make changes to enable this to work

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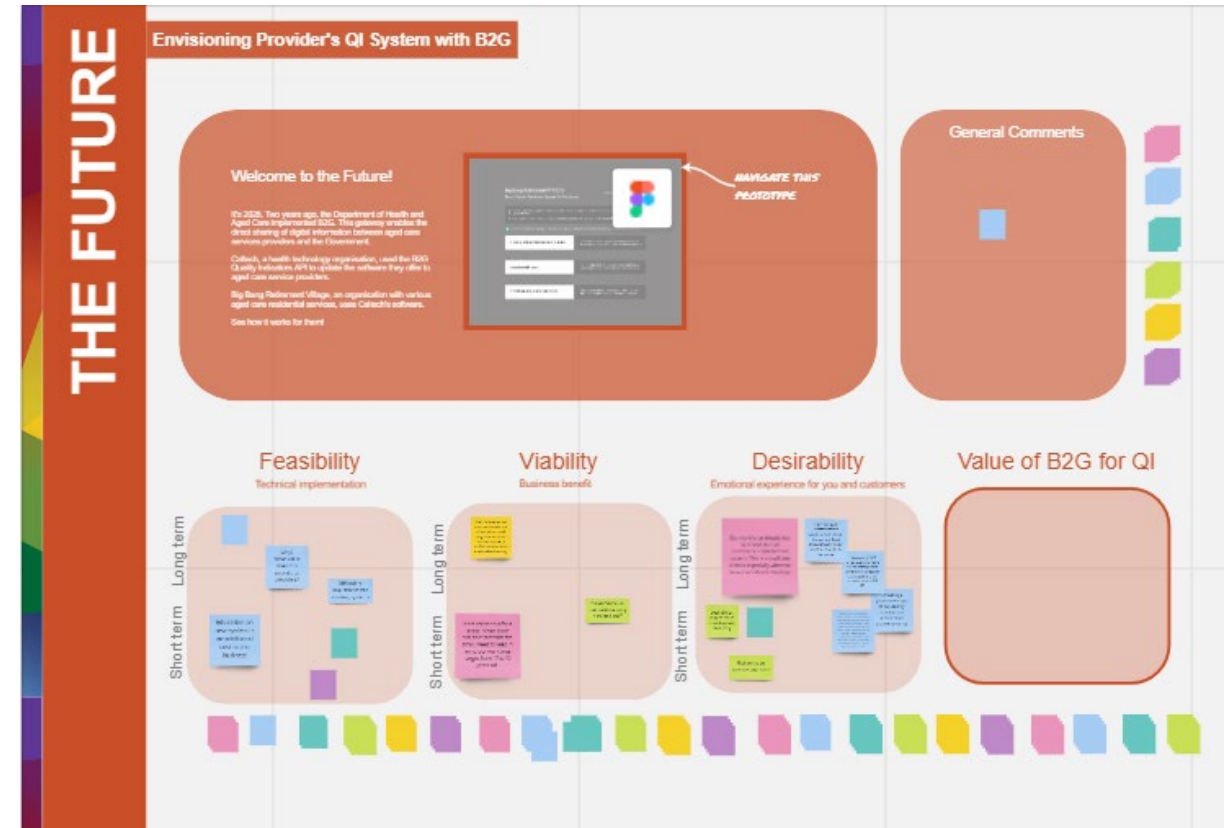
Quality Indicators Co-design Activity 2: The Future

API Co-Design

Goal:
Understand the value of B2G for vendors and providers and their inclination towards making changes to adopt it.

Findings:

- There is opportunity to develop further examples of how providers' QI processes can be streamlined in the future with B2G in place

- Software vendors have a high disposition towards evolving their software to enable visionary possibilities brought by the QI API.

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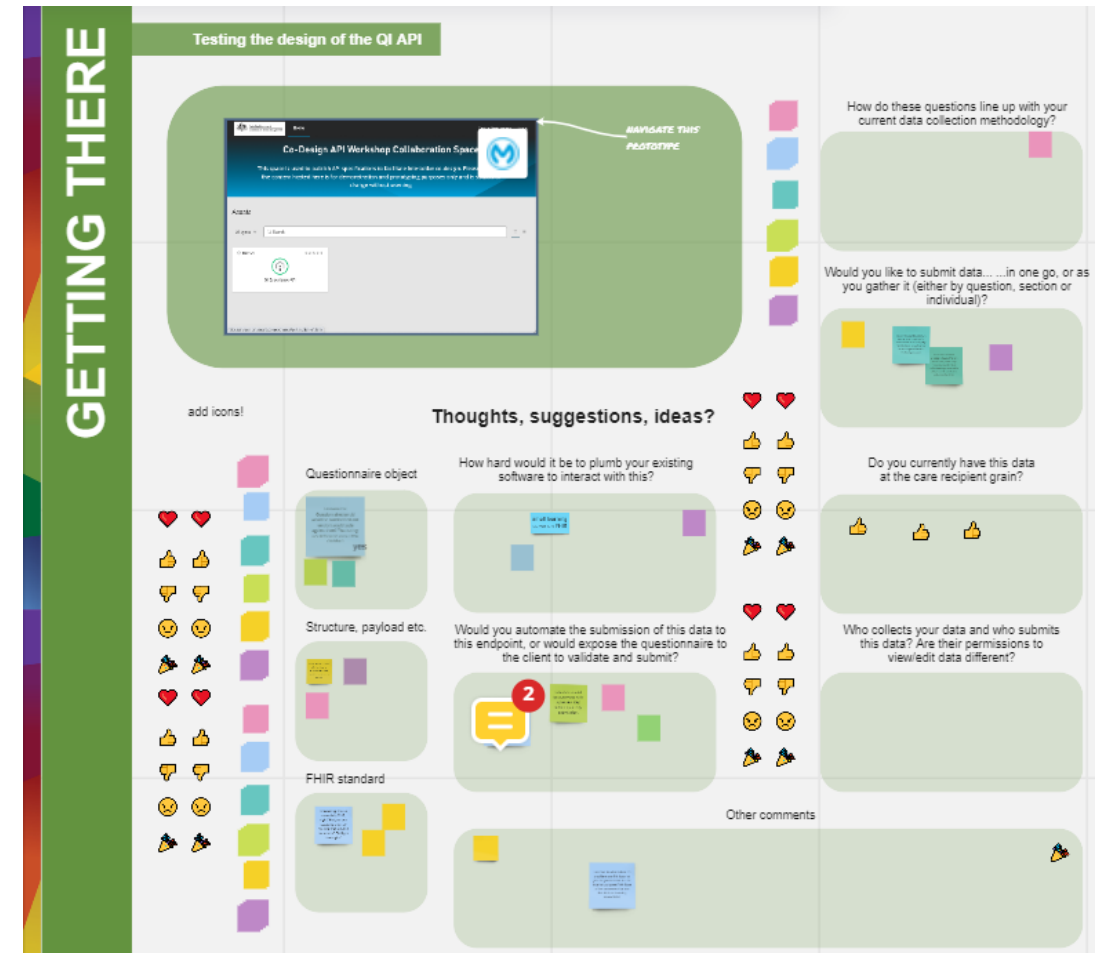# Quality Indicators Co-design Activity 3: Testing the design of the QI API

API Co-Design

Goal:
Obtain feedback on the desirability, feasibility and viability of the new QI API design.

Findings:

• Need to define who is considered 'author' of submitted data, role types and permissions

• Need to delineate release types in terms of changing questions to minimise impact to vendors' software

• Need to build in different QI API data draft and submission scenarios

• Plumbing existing software to interact with the QI API seems feasible.

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Workshop reflection and feedback

What we've learned:

- Have more workshops of a shorter duration.

- For some activities, provide separate sessions for providers and vendors.

- Offer specific workshops for providers and vendors to further interact with each other.

- More providers needed in workshops.

- Come up with creative ways to encourage higher participation during sessions.

Information model overview

- Early step to becoming a whole of government information model.

- This model allows us to design the resources that will go into our API service catalogue.

Preview provided to the group of 'Work in Progress' information model)

Reusable service catalogue

- This is the beginning of our reusable service catalogues

- These are all reusable, which allows us and you to be faster in development.

- This will be continuously built upon as new APIS are created.

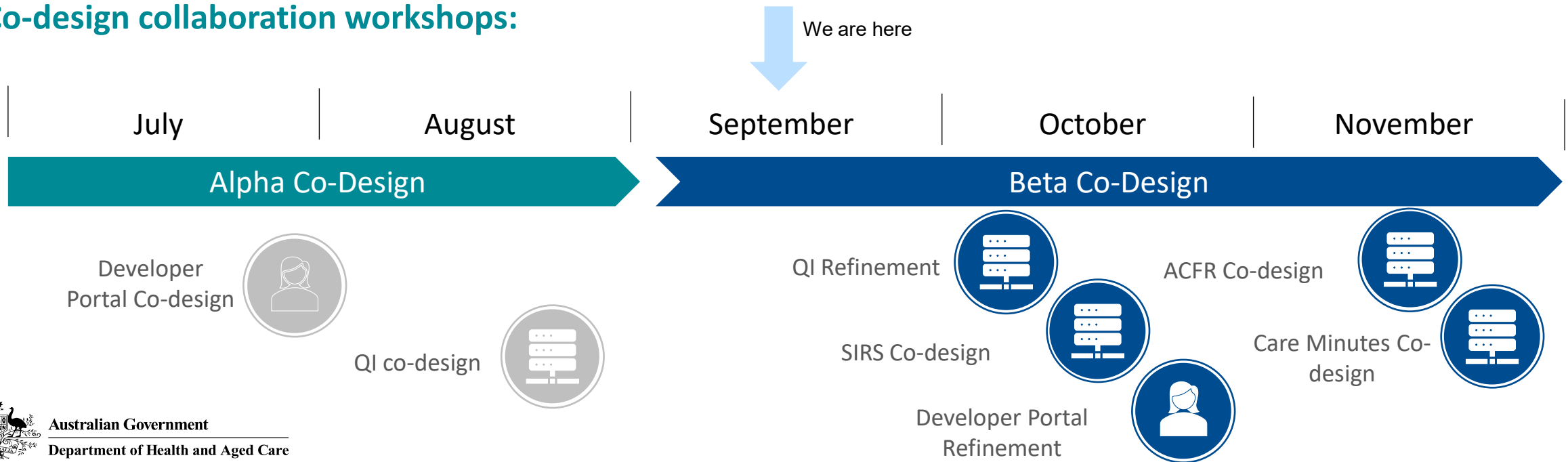Preview provided to the group of 'Work in Progress' catalogue model)

Wrapping up for B2G

API Co-Design

- Finalise Questionnaire API build

- Support SIRS Implementation (Discovery and Design).

- Start ACFR Discovery.

- Finalise post QI Co-Design workshop tasks.

Co-design collaboration workshops:

We are here

July	August	September	October	November

Alpha Co-Design

Beta Co-Design

Developer Portal Co-design

QI co-design

QI Refinement

SIRS Co-design

Developer Portal Refinement

ACFR Co-design

Care Minutes Co-design

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API Co-design:
Discussion topics

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Introducing new topic: Identity & Access Management

We're spending time exploring this topic with a risk discovery workshop.

We're thinking about:
- The risk profile
- Legal input
- Mitigation of issues on our side and yours.

Questions to think about:

1 What are your experiences with the following:
- Authenticating as an individual
- Identification the person submitting the reporting data
- Authorisation of the data before it is submitted
- Authenticating as a device within an organisation
- Level of identify proofing
- One credential for all, or multiple credentials?

2 What are you thoughts on the following types of authentication services?
- PRODA
- My Gov Id/ Vanguard
- NASH
- ATO – M2M (Machine Credentials)
- Other?

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Discussion from last week

Questions

1. What are your current data sharing and reporting painpoints?

2. What you consider to be high-priority goals for API development?

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Quarterly Financial Reporting Co-design:
Interface Playback

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REFRESH: Quarterly Financial Reporting (QFR)

UX Co-Design

Quarterly Financial Reporting (QFR) is closely linked to the *Aged Care Financial Reporting (ACFR)* initiative

- *What* Streamlining the **sharing of essential financial reporting & data** between providers & Govt. – providing online, digital solutions that will minimise manual administration

- *Why* Govt. is seeking to **strengthen the standards & guarantees** for older Australians, by ensuring greater transparency around financial viability & performance

- *How* Digital solution will be built in **Salesforce**

- *When* High-level implementation approach –

  - **Phase 1 –** build on existing ACFR platform (short term solution)

  - **Phase 2 –** build on GPMS Salesforce platform (long term solution)

  - Use a **delivery approach** that –
    - Ensures quality through thorough testing
    - Includes providers in co-designing
    - Supports change management

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Next Steps

Industry Partners Welcome Meeting

Reminder

– Open co-design activities for QFR and B2G – visit the SP site for more details

– Encourage our new members to get familiar with the SP site

Upcoming:

– Post-meeting wrap-up email before Friday next week

– Next meeting: **30 September 11am AEST**

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