Digital Transformation

Sector Partners

Co-Design Meeting (7)

Digital Transformation and Delivery Division

Corporate Group | Department of Health and Aged Care



www.health.gov.au

Meeting date: 19 August 2022 Meeting: #7



Welcome & Introductions

Fay Flevaras

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





Sector Partners Engagement Agenda

Sector Partners Co-Design Meeting

- 5 mins Welcome & introductions (Fay Flevaras)
- 5 mins State of Play (Fay Flevaras)
- 10 mins UX Co-design: **Outcomes** (Amanda Smith)
- 15 Min Services Australia Conformance Process (Graham Stephan)
- 15 mins Co-design: B2G Preview of Developer Portal (Janine Bennett & Maria Camacho)
- 5 mins Intro: QFR (Janine Bennett)
- 5 mins Close & Next Steps (Fay Flevaras)





Digital Transformation: State of Play

Fay Flevaras

Digital Transformation and Delivery Division Department of Health and Aged Care





Sector Partners

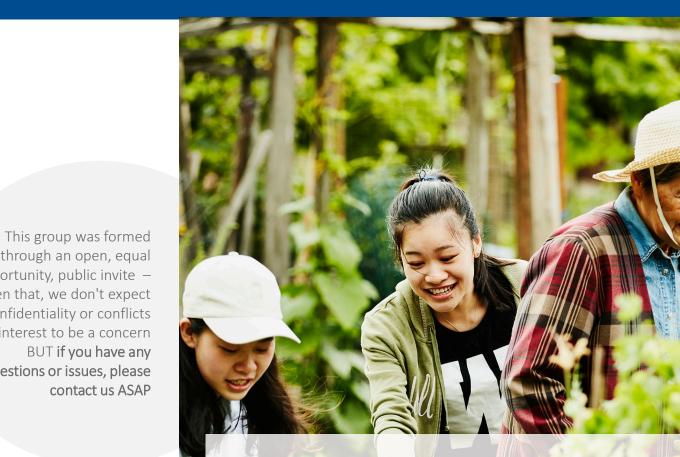
State of Play

Housekeeping & updates

- Sector Partner meetings now being recorded •
 - (for Secretariat purposes only)
- Tech Talk updates •
 - Tech Talk #3 recordings and material now LIVE on the Health website
 - Tech Talk #4 scheduled for Tuesday 6 Sept 2pm

(promotions to commence next week)

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





UX Co-design: Co-design Outcomes

Amanda Smith

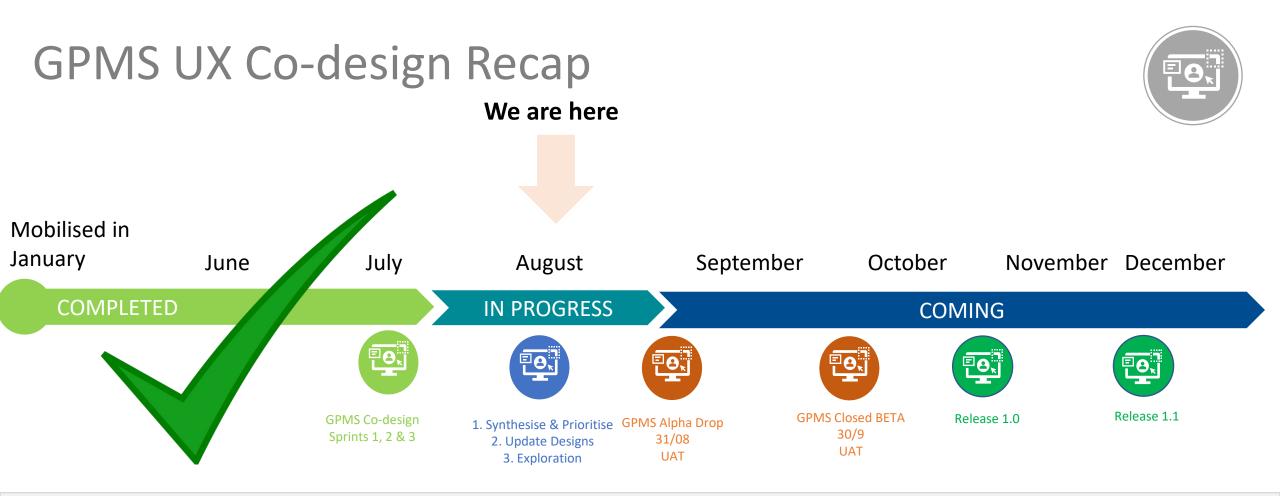
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UX Co-Design



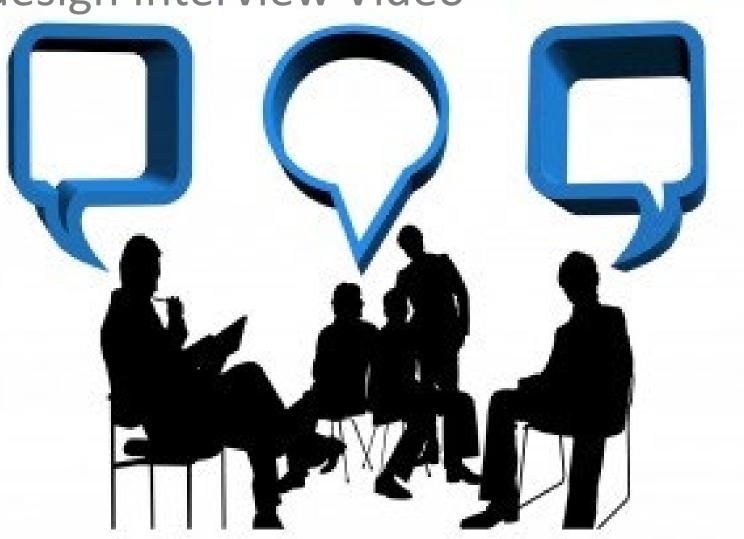
What's next for GPMS Co-design



- 1. Synthesise findings & prioritise proposed changes
- 2. Update designs with immediately actionable items
- 3. Consider how larger items might be explored and potentially implemented
- 4. Re-engage co-design partners for further feedback on updated designs and/or functional demos

GPMS: UX Co-design Interview Video

Working with our Co-design Partners





GPMS UX Co-design Findings Summary



- Value robust, integrated quality assurance application process
- Fine grained task-based navigation options on the home page
- Viewing their details to ensure they're correct and up to date

Simple & easy online editing of
 organisation details and key personnel
 details

 Editing & submitting separate sections as needed to change details (as opposed to a combined form flow) Form requirements up-front Clear outline of documents and information needed at the start, allowing users to collect what they need and/or collaborate with others, before tackling the form

Integrated guidance in plain and simple language embedded in the digital forms

Co-designers liked...

GPMS UX Co-design Findings Summary cont:

- Form variations for different audiences (e.g. provider sizes / scales / services) with appropriate governance, policy & procedure requirements
- Consider allowing providers to **upload more comprehensive documents** (that cover text fields / sections of the application form, with clear document content requirements, etc.)
- Instructional text language that caters for diverse audiences (e.g., small providers, culturally and linguistically diverse applicants, etc.)
- Clarify what's needed for the Other Changes section of a Material Change Form
- Merging organisation details & provider details

- API integration to streamline data handling (reduce copy & paste between systems)
- Surfacing the roles & permissions people in their organisation have, to be clear on who can do what
- Digital workflows to allow delegate/s to complete the form, PLUS easy multi-person reviews, BEFORE formal submission





Services Australia: Certification (NOC & NOI)

Graham Stephan

Services Australia





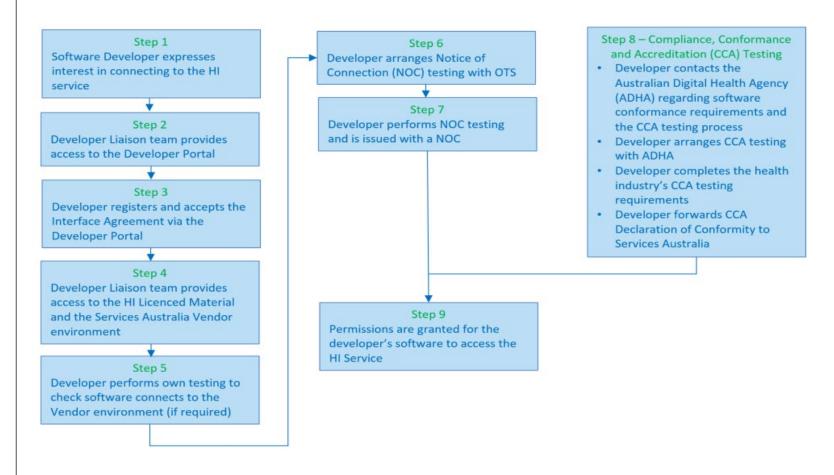


Certification Notice of Connection (NOC) Notice of Integration (NOI)



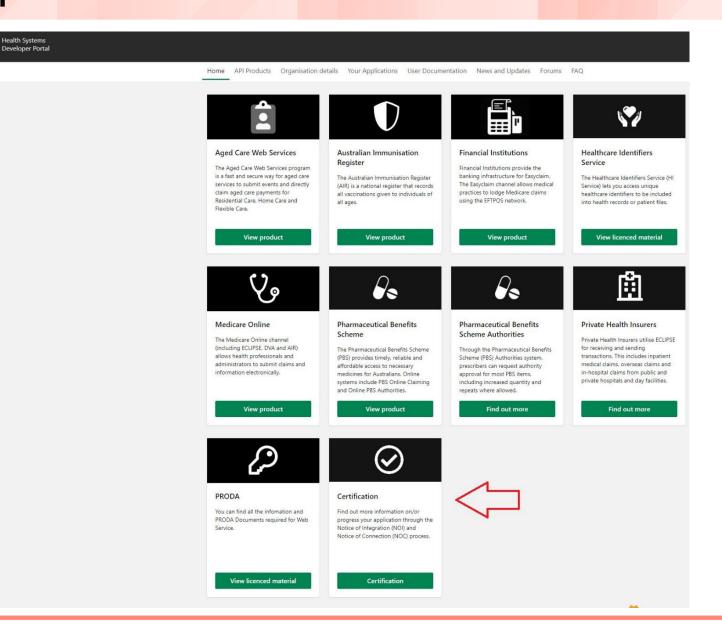
Notice of Connection Developer journey

- From expressing interest in connecting to the HI Service, to Compliance, Conformance Testing with ADHA.
- Today we will focus on Step 7 Developer preforms NOC testing and is issued with NOC.



NOC Purpose and test plan

- **Purpose of the NOC** To confirm the application (product) under test can connect successfully with the HI Service.
- NOC testing requires evidence the Software Developer's product can send a request to the HI Service and successfully receive the response.
- The HI NOC test plan is customised based on the Software Developers testing requirements, the test plan includes the tests for the supported Web Service/s.
- NOC testing, test plans and communication is through the Certification tile in the Software Developers Portal.



NOC testing

- Software Developers send transmissions to Services Australia. The transmissions contain the Web Service request matching the related test case within the HI NOC test plan.
- The Developer will provide details of each test transmission, most importantly the test and transmission message Id's.
- The number of test cases per Web Service varies from a minimum of 1 to a maximum of 9.
- Once testing is complete the Connection Testing Results (CTR) is issued to the Developer.
- The HI Vendor Management Operations Team grant Production access once NOC and Conformance testing is compete.
- Average NOC takes between 1-3 days.

Notification of Successful NOC Testing - DAVE M BVT HI 2.0

Dear Dave M

We are pleased to announce that OTS Product Integration Team () has successfully passed Notice of Connection (NOC) Testing for DAVE M BVT HI 2.0.

The following functions were tested between 18/06/2022 and 18/06/2022:

Clinical Information System (CIS) software

- TECH.SIS.HI.03 Update Provisional IHI via B2B v3.0
- TECH.SIS.HI.05 Update IHI via B2B v3.2.0
- TECH.SIS.HI.06 IHI Inquiry Search via B2B v3.0
- TECH.SIS.HI.08 Resolve Provisional IHI-Merge record via B2B v3.0
- TECH.SIS.HI.09 Resolve Provisional IHI Create Unverified IHI via B2B v3.0.2
- TECH.SIS.HI.10 Create Provisional IHI via B2B v3.0
- TECH.SIS.HI.11 Create Unverified IHI via B2B v3.0.2
- TECH.SIS.HI.12 Consumer Search IHI Batch Synchronous v3.0
- TECH.SIS.HI.13 Manage Provider or Administrative Individual Details v3.2.0
- TECH.SIS.HI.14 Manage Provider Organisation Details v3.2.0
- TECH.SIS.HI.15 Read Provider or Administrative Individual Details v3.2.0
- TECH.SIS.HI.16 Read Provider Organisation Details v3.2.0
- TECH.SIS.HI.17 Healthcare Provider Directory Search for Individual Provider Directory Entry - v3.2.0
- TECH.SIS.HI.18 Healthcare Provider Directory Search for Organisation Provider Directory Entry - v3.2.0
- TECH.SIS.HI.19 Healthcare Provider Directory Manage Provider Directory Entry v3.2.0
- TECH.SIS.HI.22 Read Reference Data v3.2.0
- TECH.SIS.HI.24 Notify of Duplicate IHI via B2B v3.2.0
- TECH.SIS.HI.25 Notify of Replica IHI via B2B v3.2.0
- TECH.SIS.HI.26 Create Verified IHI for Newborns v4.0
- TECH.SIS.HI.30 Consumer Search IHI Batch Asynchronous v3.0
- TECH.SIS.HI.31 Search for Provider Individual Details v5.0.0
- TECH.SIS.HI.32 Search for Provider Organisation Details v5.0.0
- TECH.SIS.HI.33 Search for Provider Individual Batch Async v5.1.0
- TECH.SIS.HI.34 Search for Provider Organisation Batch Async v5.1.0

Contracted Service Provider (CSP) software

N/A

If you have any questions about the NOC Testing Results please do not hesitate to contact the Product Integration team.

We have notified the Developer Support team of your successful testing, who will shortly issue your NOC certificate.

Kind Regards, OTS Product Integration Team Common Medicare Claims Processing

NOI testing

- Services Australia support B2G claiming for a variety of Health Programmes including, but not limited to:
- Pharmaceutical Benefits Scheme (PBS)
- Aged Care
- Medicare Online
- Department of Veterans Affairs (DVA)
- Australian Immunisation Register (AIR)
- Electronic Claim Lodgement and Information Processing Service Environment (ECLIPSE)
- Certification of applications for these Programmes is conducted under Notice of Integration (NOI).
- The purpose of the NOI is to confirm the application (product) can successfully integrate with Services Australia.
- Note: NOI is more extensive then NOC as Software Developers need to demonstrate successful integration, this includes testing of all data elements within a function and selected validations within these elements.

Notification of Successful NOI Testing - ECLIPSE BVT 2

Dear David Young

We are pleased to announce that Channel Transformation Strategy () has successfully passed Notice of Integration (NOI) Testing for ECLIPSE BVT 2 .

The following functions were tested between 05/01/2021 and 05/01/2021:

- mcp.in.patient.medical.claim.mb.general 1.0.0
- mcp.in.patient.medical.claim.mb.specialist 1.0.0

The following service types were included:

- · General (Non Referred General Practice Items)
- Specialist (Referred Specialist Services)

If you have any questions about the NOI Testing Results please do not hesitate to contact the Product Integration team.

We have notified the Developer Support team of your successful testing, who will shortly issue your NOI certificate.

Kind Regards, OTS Product Integration Team

Contacts and Questions

- OTS Helpdesk helps Software Developers with diagnosing and resolving technical issues during both the development and production stages. E-mail <u>HI.OTSHelpdesk@servicesaustralia.gov.au</u>
- OTS Product Integration assists Software Developers to test their Product to achieve a HI NOC. E-mail <u>HI.ITest@servicesaustralia.gov.au</u>
- The HI Vendor Management Operations Team are responsible for enabling access to the HI Service once a Software Developer has completed both the NOC and Conformance testing. Email: <u>HI.Vendor.Operations@ServicesAustralia.go</u> <u>v.au</u>



API Co-design: B2G Previe

Janine Bennett

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





API lifecycle

Topic 1: API versioning

- Follow Mulesoft API versioning best practice recommendations
- Manage changes through a comprehensive versioning strategy. Including a multiple month deprecation schedule and documentation
- Introduce a major version change for:
 - Quality of Service (QoS)
 - Output message domain value changes

For major upgrades to the API these are some considerations:

- How long do versions will stay available?
- How will we decommission older versions?
- Communications around version changes?

Major version

When introducing a change in the structure of the API that requires the user of the API to adapt the interface on the consumer side, such as a new required operation argument

When we'll change version numbers using semantic versioning

Patches

When introducing a backward compatible bug fix or documentation update

Minor version

When introducing a backward compatible change to the API that does not require an API user to change, such as a new optional element



Developer portal prototype after co-design

- We had the 1st B2G Co-Design Workshop on Developer Portal on July 28th
- Participants tested an interactive prototype.
- We've made changes to the design of the Developer Portal according to feedback.
- Let's take a look!

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Coming up for B2G co-design

Please join us for the next co-design workshop with a focus on QI:

- 1. Report from the 1st B2G Co-Design Workshop (Developer Portal)
- 2. Today's QI information collection and submission process
- 3. Envisioning QI information collection and submission process with B2G

August

QI co-design

We are here

••••

4. Testing B2G's QI API

July

Developer

Portal Co-design

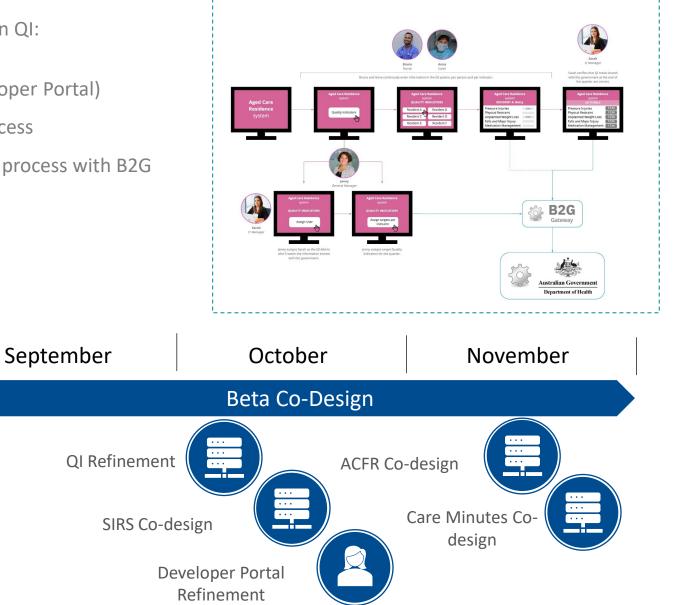
ustralian Government

Department of Health and Aged Care

Co-design collaboration workshops:

Alpha Co-Design





Intro: QFR Preview

Janine Bennett

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





Quarterly Financial Reporting (QFR)

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

1,000

- Includes providers in co-designing
- Supports change management



Sector Partners Engagement

Next Steps Industry Partners Welcome Meeting

Reminder

- Upcoming B2G (API Co-design) Workshop this month
- Register for next Tech Talk
- Conformance Preview available online

Upcoming:

- Post-meeting wrap-up email before Friday next week
- Next meeting: 2 September 11am AEST



