



Digital Transformation

Tech Talk

Webinar series

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

Tech Talk #5

20221025



Welcomes

– and housekeeping

Digital Transformation for the Aged Care sector

Agenda

Tech Talk #5

- **Welcome** (Fay Flevaras & Janine Bennett)
- **Digital Transformation Update** (Fay Flevaras)
- Partnering: **NDIA – IT Transformation Journey** (Ian Frew)
- Future Potential: **Provider Management** (Ian Frew & Fay Flevaras)
- Upcoming: **Star Ratings** (Emma Cook – on behalf of Joshua Maldon)
- **Q & A Panel** (Fay Flevaras, Ian Frew, Laura Toyne, Emma Cook, Dale Naughton)
- **Close** (Fay Flevaras & Janine Bennett)



Digital Transformation Update

Fay Flevaras

First Assistant Secretary

Digital Transformation and Delivery Division | Corporate Group



Australian Government

Department of Health and Aged Care

www.health.gov.au

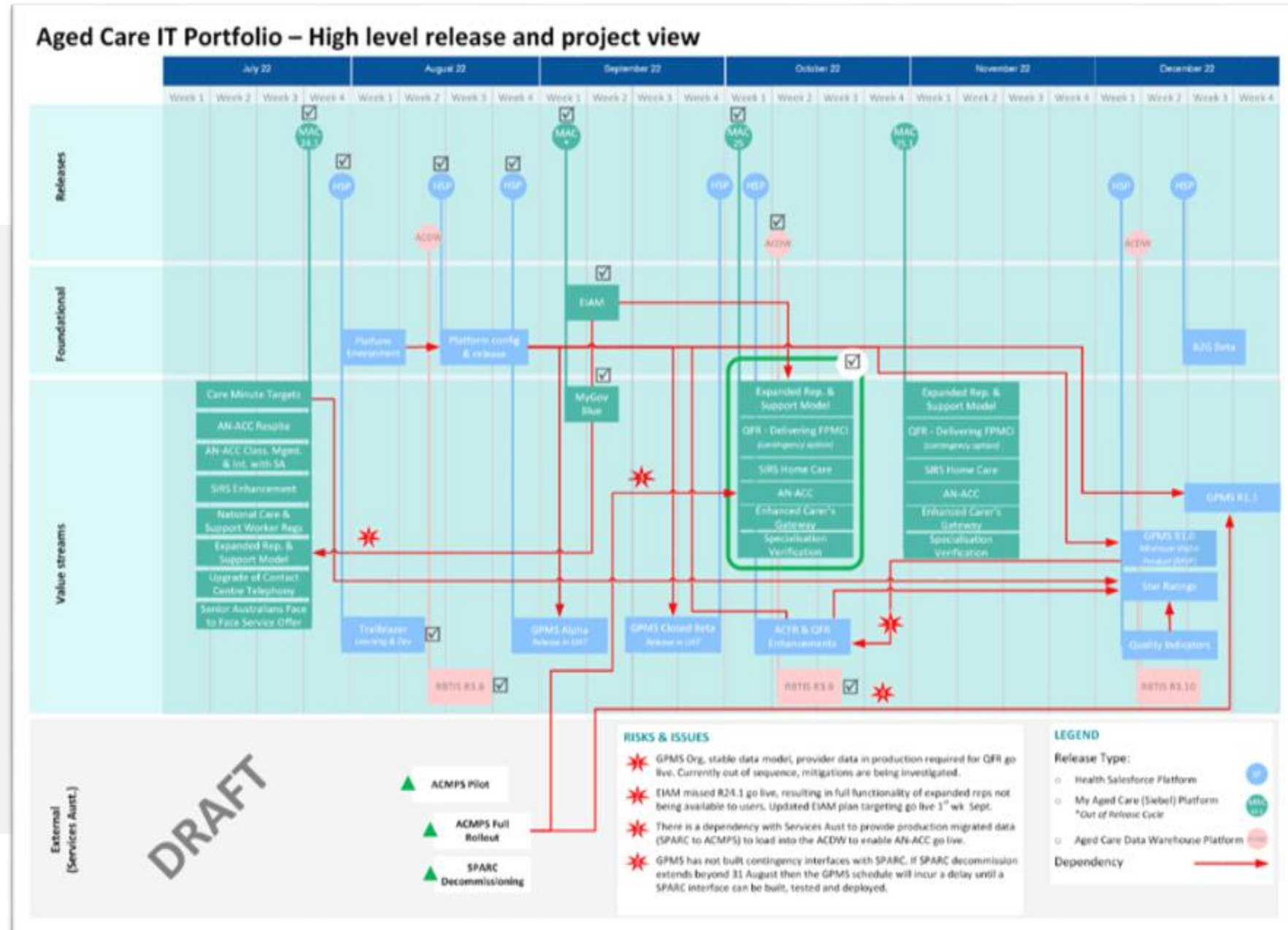
Digital Transformation Portfolio View

High-level Releases & Projects

Guiding Principles

- Mature portfolio planning & release management
- Identify, track and manage dependencies within a complex change program
- Working closely with Govt to understand
- Being open to questions & input in a shifting environment
- Continuing to understand impacts, communicate with, and drive readiness with the sector

Note: Please be aware these date relate to technology releases; NOT business release dates

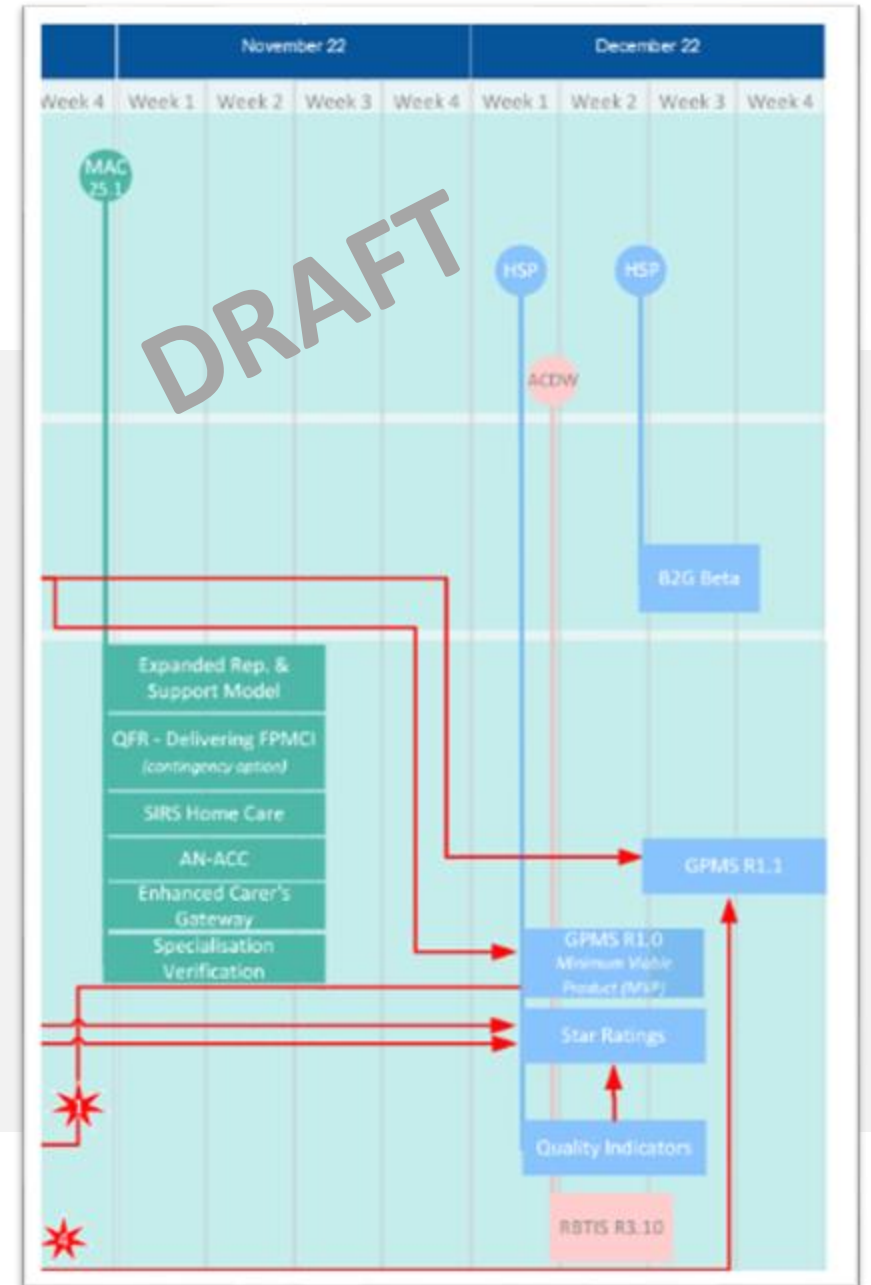


Digital Transformation Portfolio View

High-level Releases & Projects

Immediate Priorities

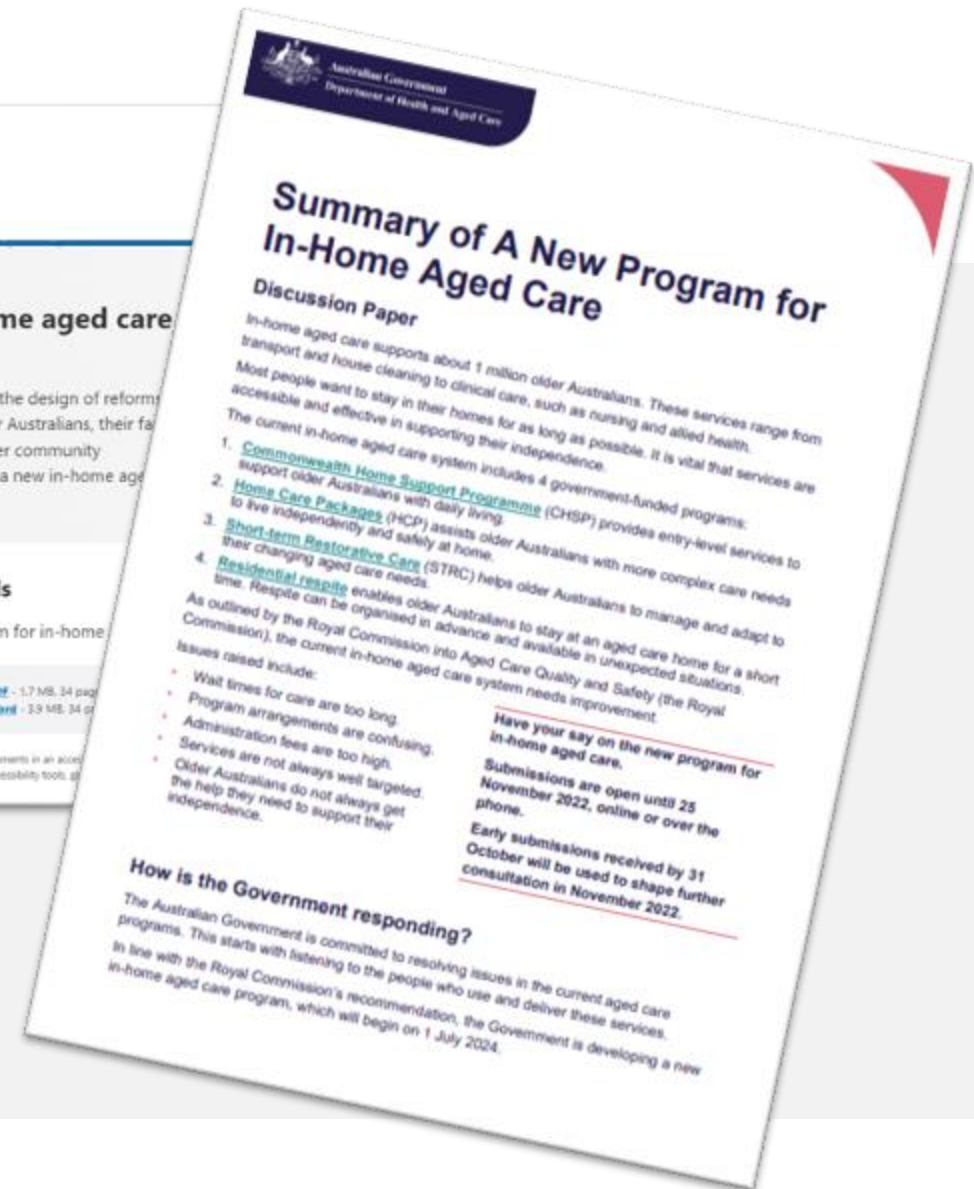
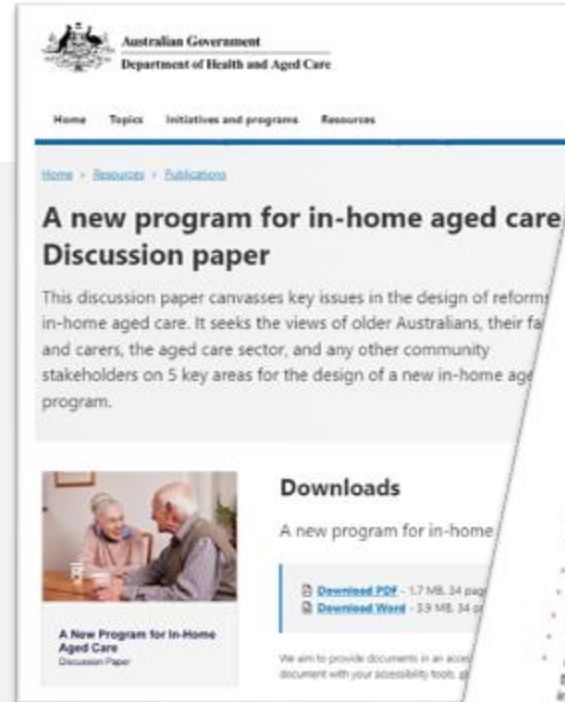
- MyAgedCare (r25) warranty updates
- Government Provider Management System (GPMS)
- Star Ratings
- Quality Indicators
- Spark decommissioning through the Aged Care Data Warehouse (ACDW)
- Risk Based Targeting Infrastructure Solution (RBTS)



Digital Transformation Support at Home

Upcoming Policy Consultations

- **26 Oct:** 2hr Information Session
- **2 Nov:** 1hr Q&A Session
- **10 Nov:** 1hr Q&A Session
- **17 Nov:** 1hr Q&A Session
- **25 Nov:** Submission Process closes
- **08 Dec:** 3rd Support at Home Webinar



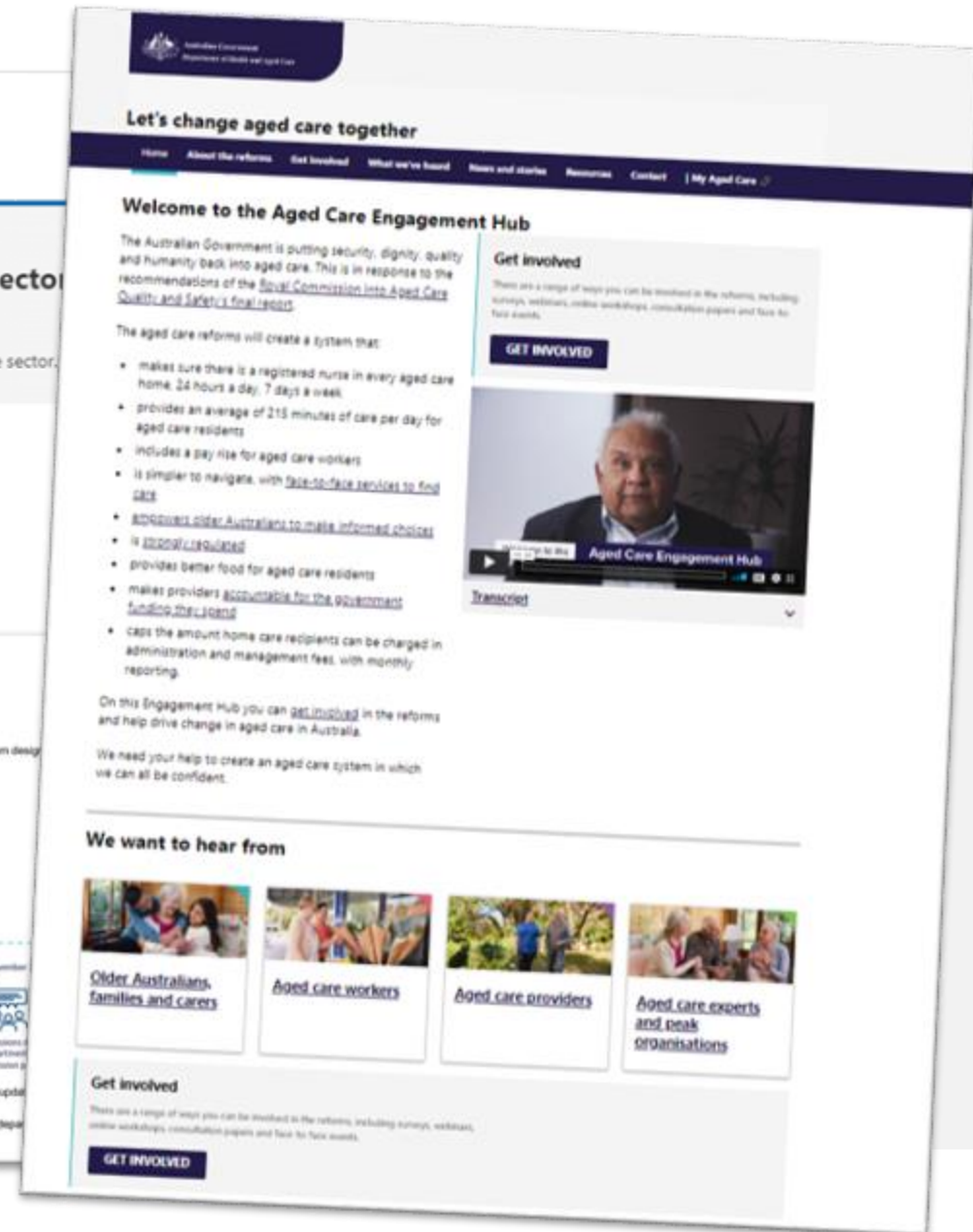
Digital Transformation

Aged Care Policy

Engagement Channels

Get involved in policy consultation

- Visit the *Aged Care Engagement Hub*
- Sign up for *Aged Care newsletter & alerts*
- Check the *Aged Care Consultation calendar*



Partnering: NDIA IT Transformation Journey

Ian Frew

Chief Information Officer (CIO)

National Disability Insurance Agency (NDIA)



Australian Government

Department of Health and Aged Care

www.health.gov.au

Future Potential: Provider Management

Fay Flevaras

First Assistant Secretary | Department of Health and Aged Care

In conversation with

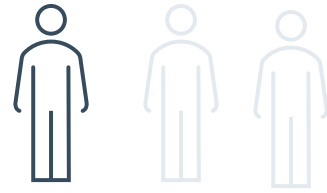
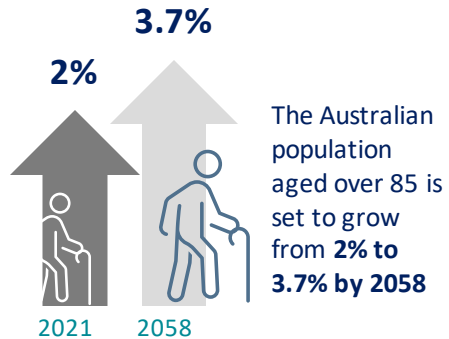
Ian Frew

CIO | National Disability Insurance Agency (NDIA)



Digital Transformation Quick Facts

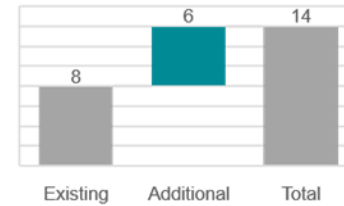
Provider Management System



1 in 3 have experienced sub-standard care

Over **30%** of people accessing residential aged care and home care services have experienced sub-standard care

↑ 75% increase in compliance reporting



Pressure of an additional **6 million** data records to comply with Royal Commission recommendations

WoG Data Model
Similarities between agencies are **significant** and can be **consolidated** into an Enterprise Whole of Government Business Data Model

Sector Expenditure

is GROWING

36%* of Sector

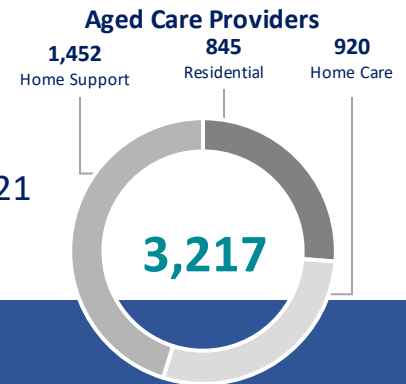
Expenditure costs are overlapping between Aged care and NDIS.

15%* of

Sector Expenditure costs are overlapping between all 3 Agencies

33% estimated time wasted on administrative reporting

140,000 rejected referrals for service, in 20/21 due to outdated information



Reduce, Standardise & Streamline

A WoG Solution for Provider Management across Agencies will:

- **Reduce** the provider administration Burden,
- **Streamline** the downstream processes, and
- **Standardise** the provider engagement



Australian Government
Department of Health and Aged Care

*Source: Service Delivery Across Care and Support study conducted 16 May 2022, draft v0.5

Digital Transformation

Common Business Capabilities

Provider
Management
System



Common
NDIS & DVA
Aged Care & NDIS
Not in Scope
Care Recipient

Agencies	DoH, ACQSC NQSC Comcare Services Australia (Medicare)	DoH DVA NDIA DSS (AusTender)	DoH DVA NDIA ACPC	ACQSC DoH DVA NDIA	DVA NDIA Providers	DSS (grants only) DVA NDIA Services Australia	DoH (MPS only) DSS (grants only) DVA NDIA Services Australia	ACQSC DoH DSS DVA NQSC
Business Capabilities	Provider Application Management Provider Eligibility Assessment Provider Decision & Outcome Mgt Provider External Audit Management Provider Registration Provider Appeals	Provider Tender Management Provider Contract Management Provider Enrolment Provider Onboarding Provider Appeals	Provider Services Approval Fee Schedule Management Pricing & Benchmarking	Provider Maintenance Provider Withdrawal or Revocation	Client Interaction Management Client Communications Client Needs Analysis Benefit Determination Quote, Approval & Pre-Authorisation Service Bookings Plan Utilisation Management	Claims Submission Claims, Benefit & Service Validation Provider Verification Claim Remittance Fulfilment Claims Rules Management Claims Audit	Payments Party Determination Batch Payments Activate Payments Payments Integrity & Audit Payment Remittance Fulfilment	Provider Incident Reporting Activity Monitoring & Reporting Provider Audit & Assessment Provider Complaints Provider Compliance & Enforcement Provider Performance Rules & Standards Management Provider Communications
	Provider Communications					Provider Interaction Management		
	Provider Interaction Management					Provider Authentication		
	Provider Authentication							

Approx. 65% of Business Capabilities across three agencies are **COMMON**

Noting with the passing of the CHSP's legislation this will only increase the **COMMON** capabilities



Digital Transformation

Next Steps

Provider Management System



Whole of Government Provider Management Capability Inter-Departmental Committee

- Co-Chaired by Health, DVA & NDIA
- Meet monthly



Whole of Government Provider Capability Working Group

- Working Group comprising Health, DVA & NDIA
- Report fortnightly

Upcoming: Star Ratings

Emma Cook (on behalf of Joshua Maldon)

Director

Quality and Assurance Division | Ageing and Aged Care Group

Department of Health and Aged Care



Australian Government

Department of Health and Aged Care

www.health.gov.au



Australian Government
Department of Health
and Aged Care



myagedcare



Aged Care Star Ratings

Emma Cook
Director - Star Ratings Section





Why do we need Star Ratings?

The Royal Commission into Aged Care Quality and Safety highlighted:

- Aged care quality should be defined, understood, and capable of being measured.
- Currently there is a lack of information about service quality to inform consumer choice, provider quality improvement, regulation and policy development.
- To have a consumer centred system, we need a philosophical shift and the voices of people must be heard.
- The Australian Government has responded to recommendations of the Royal Commission's final report, including by publishing Star Ratings for residential aged care services on My Aged Care by the end of 2022.



How were Star Ratings developed?

The Department led the development of the Star Ratings, with support from:

- The University of Queensland (UQ)
- The Aged Care Industry Information Technology Council (ACIITC), and
- PricewaterhouseCoopers (PwC).

The development process included:



Research

An **evidence review** of 20 performance reporting systems for residential aged care across 18 countries.



Consultation

A rigorous process of **24 workshops & 154 written submissions** with older Australians & representatives as well as aged care providers and peak organisations.



Algorithm & Prototype Development

A **digital Star Ratings prototype** that ingests real data was developed, informed by consultation findings.



User Experience Testing

The Star Ratings prototype was **tested** with 29 older Australians and their representatives, providers and aged care navigators.

Further development and implementation of Star Ratings has involved:

- Data analysis and benchmarking to determine what is good, average, or poor.
- Risk adjustment to enable fair comparison across services with varying levels of care recipient acuity.
- IT design to capture the new data elements and enable publication of the Star Ratings on My Aged Care.
- Legislation development to enable publication of Star Ratings.

A range of communication materials will be provided to assist older Australians and the sector with the transition to Star Ratings.

What are the sub-categories?

Quality Measures



This describes the quality of care provided to residents in relation to the instances of falls and major injury, unplanned weight loss, pressure injuries, medication management and the use of restrictive practices.

Compliance



The information reflects non-compliance decisions made by the Aged Care Quality and Safety Commission.

Residents' Experience



The information reflects the residents experience in their aged care home. Residents are interviewed about the quality of care and their overall experience of their aged care home.

Staffing



This measures the amount of care from a registered nurse, enrolled nurse or personal care worker to each resident in the aged care home compared to the average care targets set by the Australian Government.

Fundamental design

Scale: 1 – 5 stars with no half stars, expected to range from ‘significant improvement needed’ to ‘excellent’.



Quality Measures: calculated quarterly by transforming current 5 quality indicators for Star Ratings, applying risk adjustment, allocating services into quintiles, applying weightings based on the severity of an event and allocating ratings.

Residents' Experience: calculated annually by allocating 1-4 points each to 12 Consumer Experience Interview questions, summing the score to a total value out of 48 and allocating ratings.

Compliance: calculated daily based on severity of compliance action or period without. A Sanction or similar decision is expected to receive a 1 star rating, minor non-compliance a 3 star rating, and 3 years without any non-compliance a 5 star rating.

Staffing: calculated quarterly based on case-mix adjusted targets for Registered Nurse and total care minute time (Personal Care Staff, Enrolled and Registered Nurses). Services are allocated ratings based on the degree they have met or exceeded specified targets.

The final design will be communicated in detail following Ministerial agreement.



Star Ratings on My Aged Care

Find a provider /

Garden City Retirement Home

Print
Share
Compare

Overview Rooms & costs Compliance Quality measures Residents experience Staffing

Quality rating


★★★★☆ Average

This rating is based on this organisations performance in relation to compliance, quality measures, residents experience and staffing. The ratings for each of the sub-categories that make up the overall rating are shown below.

[Learn how this is calculated](#)

Compliance ★★★★☆	Quality measures ★★★★★
Residents experience ★★★★★	Staffing ★★★★☆

[Show ratings history](#) ▾



Address

33 Tryon Street, Upper Mount Gravatt
QLD 4122

Contact

- The 'Find a provider' tool enables older Australians and their representatives to search for a service that meets their needs.
- Older Australians and their representatives can compare up to 7 providers.
- Information about the overall Quality Rating and sub-category ratings is available as well as rooms and costs.

Next Steps



Potential enhancement over time:

- Inclusion of additional information sources - as these become available
- Automated reporting of data (B2G) - to enhance granularity and frequency while reducing burden
- Further refinement – to realise maximum benefits for consumer choice and provider improvement
- Quality improvement – future review and uplift of performance benchmarks to drive improvement



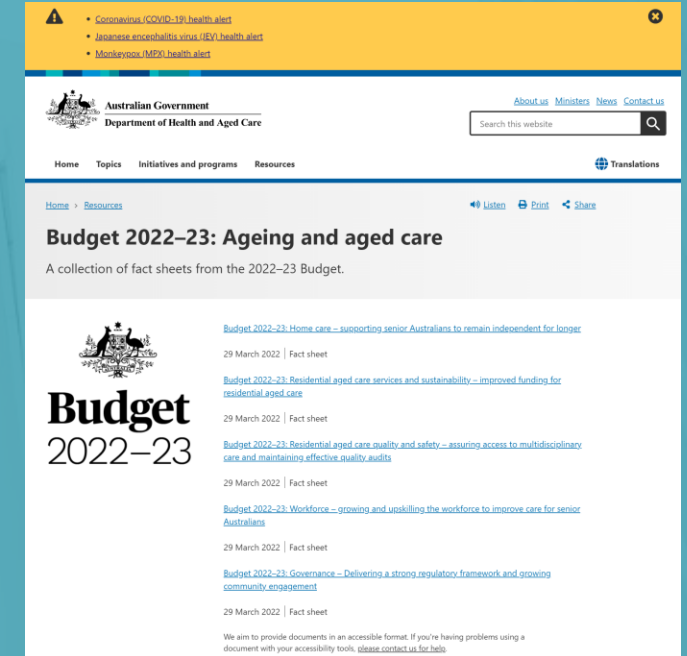
Question
Time

In Closing

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

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

For all the latest
budget news, visit the
Health & Aged Care website



Take the
Event Survey

