THE AGED CARE INDUSTRY INFORMATION TECHNOLOGY COUNCIL (ACIITC)

THE WORK OF THE ACIITC FUTURE PLANS TO SUPPORT TECHNOLOGY DEPLOYMENT AND INNOVATION ACROSS THE SOCIAL CARE ENVIRONMENT

PRESENTED BY DR GEORGE MARGELIS, ANNE LIVINGSTONE AND GAVIN TOMLINS

ACIITC
Aged Care Industry Information Technology Council

LASA
LEADING AGE SERVICES AUSTRALIA
The voice of aged care

ACSA
Aged & Community Services Australia

Presentation Outline

The Future Digital Direction for Social Care Services and Consumer Engagement - The Technology Roadmap

Dr George Margelis, Independent Chair, ACIITC

Maximizing Consumer Independence through Digital Innovation in the Home

Anne Livingstone, Chair, National Home Care Group

Creating Standard Invulnerability & Common Infrastructure

Gavin Tomlins, Chair, CIO Forum

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FUTURE DIGITAL DIRECTION FOR SOCIAL CARE SERVICES AND CONSUMER ENGAGEMENT - THE TECHNOLOGY ROADMAP

DR GEORGE MARGELIS
INDEPENDENT CHAIR, ACIITC

ACIITC
Aged Care Industry
Information Technology Council

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ABOUT ACIITC

A BRIEF BACKGROUND

- Formed in **2007** under the banner of ACSA and the then ACAA (LASA);
- Aim to **Speak with one Voice on Technology and Innovation** Issues;
- Specific intent to **raise Innovation and Technology issues with policy and decision makers and to improve technology update and innovation in the sector**; and
- Emphasis on harnessing Innovation and Technology to **create sustainable and quality Aged and Community Care Services.**

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TO PROVIDE THE INDUSTRY WITH A VEHICLE TO CONSIDER AND DEBATE INNOVATION AND TECHNOLOGY RELATED OPPORTUNITIES AND TO DISSEMINATE THE LESSONS LEARNED FROM THAT PROGRESS TO THE WIDER AGED AND COMMUNITY CARE INDUSTRY.

AGED CARE INDUSTRY INFORMATION TECHNOLOGY COUNCIL

TECHNOLOGY ROADMAP FOR AGED AND COMMUNITY CARE IN AUSTRALIA

RELEASED IN 2017

LAUNCHED BY THEN MINISTER FOR AGEING IN PARLIAMENT HOUSE

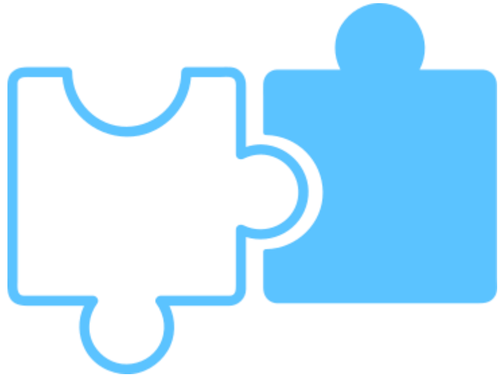
LED BY ACIITC COMMITTEE CHAIRS ANNE LIVINGSTONE, GAVIN TOMLINS AND ROD YOUNG INCONJUNCTION WITH FLINDERS UNIVERISTY

THERE HAS NEVER BEEN A BETTER TIME TO PLAN AND IMPLEMENT NEW THINKING AND PROCESSES TO ENSURE ONGOING QUALITY SERVICES PROVISIONS IS AVAILABLE IN AGEING AUSTRALIA

TECHNOLOGY ROADMAP FOR AGED CARE IN AUSTRALIA

Landmark Publication

Developed off the back of robust research



Driven Research, Decision Making and Strategy

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ACKNOWLEDGES INNOVATION AND TECHNOLOGY ACROSS THE AGED CARE, COMMUNITY AND HEALTH SECTOR

POPULATION AGEING THAT HAS NEVER BEEN EXPERIENCED AT THE SAME LEVEL;

THE RAPID DEVELOPMENT OF NEW TECHNOLOGIES;

REFORM OF THE AGED CARE SECTOR THAT FUNDAMENTALLY CHANGES THE WAY IN WHICH OLDER AUSTRALIANS WILL BE SUPPORTED;

INTENT OF THE TECHNOLOGY ROADMAP

RECOGNISED THE NEED TO OUTLINE A VISION OF AN INNOVATIVE, TECHNOLOGY- ENABLED SECTOR FOR THE NEXT FIVE TO TEN YEARS

HELP POLICY MAKERS EVALUATE THE BENEFITS OF EMBRACING TECHNOLOGY AS WELL AS PROVIDE GUIDANCE AND INFORMATION

ROADMAP STRUCTURE OVERVIEW

DESTINATION 1

Technology-enabled operational, business & communication systems

DESTINATION 2

Technology-enhanced care & support for older people

DESTINATION 3

Technology-enhanced information & access to care

DESTINATION 4

Technology-enhanced assess to eligibility & changing needs

DESTINATION 5

Technology-literate and enabled workforce

RECOMMENDATIONS

DESTINATION 1 - TECHNOLOGY-ENABLED SYSTEMS

AGED CARE OPEN STANDARDS AND PROTOCOLS THAT FACILITATE INTEROPERABILITY AND SHARING OF INFORMATION;

TECHNOLOGY MATURITY ASSESSMENT AND REVIEW USE OF TECHNOLOGY ACROSS THE SPECTRUM;

COLLABORATION WITH AUSTRALIAN DIGITAL HEALTH AGENCY AND DEPARTMENT OF HEALTH.

RECOMMENDATIONS

DESTINATION 2 - TECHNOLOGY-ENABLED SERVICES

ESTABLISH A NATIONAL NETWORK LINKING END USERS WITH DEVELOPERS OF TECHNOLOGY TO SUPPORT CO-DESIGN;

EXPLORE WITH THE DISABILITY SECTOR SCOPE TO PROVIDE A SPECIFIC COMPONENT FOCUSED ON OLDER PEOPLE;

DEVELOP A SERIES OF DEMONSTRATION PILOTS TO DEMONSTRATE HOW TO EXTEND EXISTING TELEHEALTH AND TELEMEDICINE PROGRAMS.

RECOMMENDATIONS

DESTINATION 3 - TECHNOLOGY-ENABLED INFORMATION AND ACCESS

DEVELOP A NATIONAL DIGITAL LITERACY STRATEGY FOR CONSUMERS, SUPPORTERS AND PROVIDERS TO ENSURE THEY HAVE THE SKILLS;

DEVELOP A NATIONAL TECHNOLOGY AWARENESS RAISING STRATEGY AND EQUITY STRATEGY; AND

DEVELOP A TOOL FOR AGED CARE PROVIDERS TO PROFILE THEIR CONSUMERS' TECHNOLOGICAL READINESS/DIGITAL LITERACY.

RECOMMENDATIONS

DESTINATION 4 - TECHNOLOGY-ENABLED ASSESSMENT

DESTINATION 5 - TECHNOLOGY-LITERATE AND ENABLED WORKFORCE

DEVELOP A PILOT TO TRIAL THE EMBEDDING OF TECHNOLOGY EXPERTISE IN ASSESSMENT AND CARE PLANNING, AND ANALYSE OUTCOMES ACHIEVED FOR PROVIDERS AND CONSUMERS;

REVIEW EXISTING VALIDATED ASSESSMENT TOOLS, IDENTIFYING THOSE THAT HAVE BEEN AUTOMATED; AND

NATIONAL WORKFORCE TECHNOLOGY DEVELOPMENT STRATEGY.

IDENTIFIED BARRIERS

- The failure to embed technology as a core feature of Aged and Community Care rather than being an after thought;
- Separation of key sector into service silos, particularly Aged and Community Care and Health and lack of interoperability;
- Under-developed and variable technology readiness at sector level;

IDENTIFIED BARRIERS

- Under-developed workforce technology readiness;
- Under-developed capability for assessment of initial and changing needs; and
- An Aged Care funding model that fails to acknowledge the investment that aged care services need to make an technology, innovation, research and development.

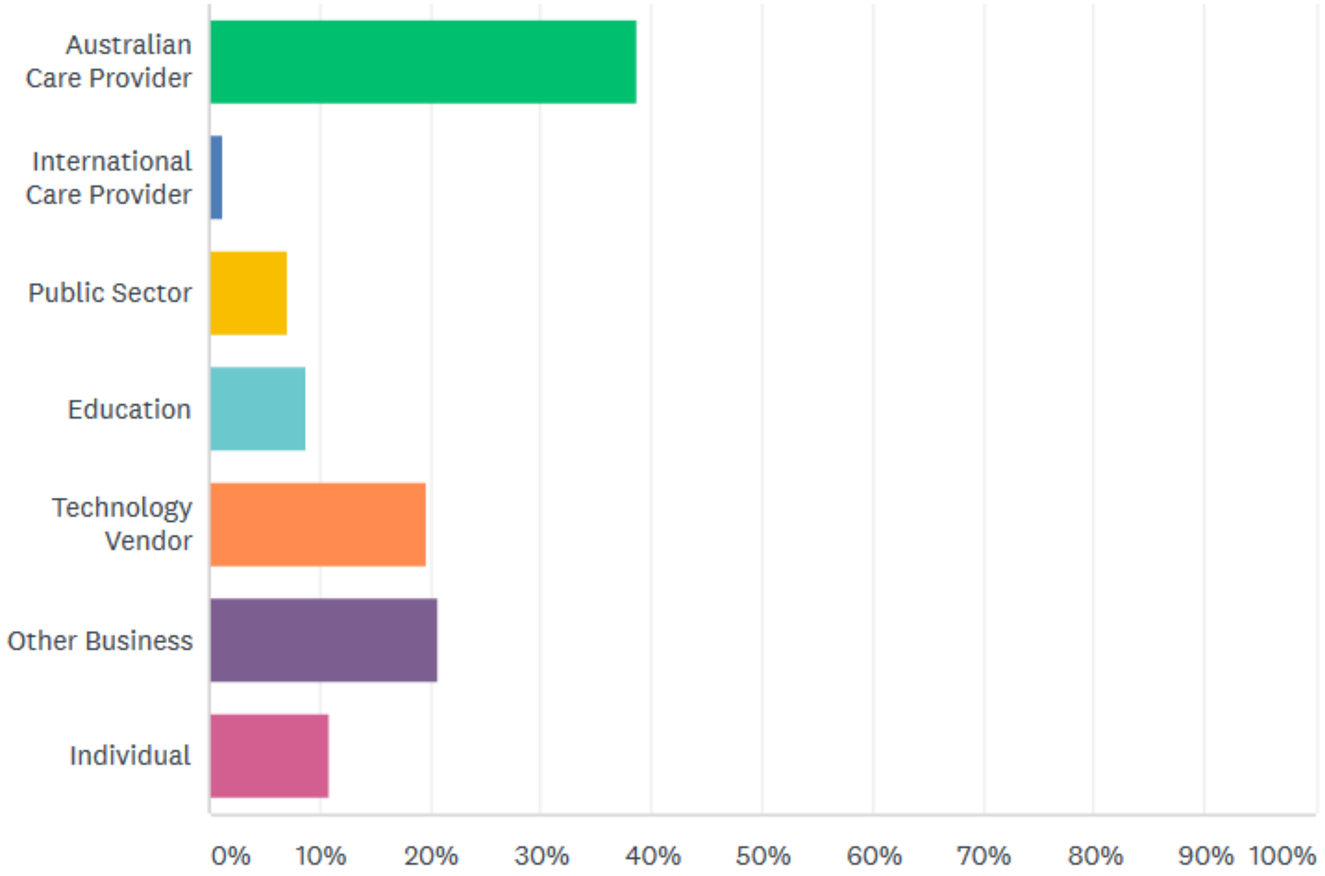
IDENTIFIED SOLUTIONS

- Embed technology as a core feature of Aged and Community Care, reflected in policy, industry standards, the delivery of care and the operational and business systems supporting care provisions;
- Breaking down sector silos and supporting interoperability;
- Building technology readiness at sector level;

IDENTIFIED SOLUTIONS

- Building technology readiness at a systems levels;
- Develop a technology-aware assessment workforce and support the adoption of technology-enhanced assessment and
- Funding model that acknowledges the cost involved in technology enabled quality care, research and service transformation.

INDUSTRY RESPONSE



ONLINE DOWNLOADS:
1,163

HARDCOPIES:
2,000 +

*as of 29/02/2020

DOWNLOAD THE TECHNOLOGY ROADMAP FOR THE AUSTRALIAN AGED CARE SECTOR

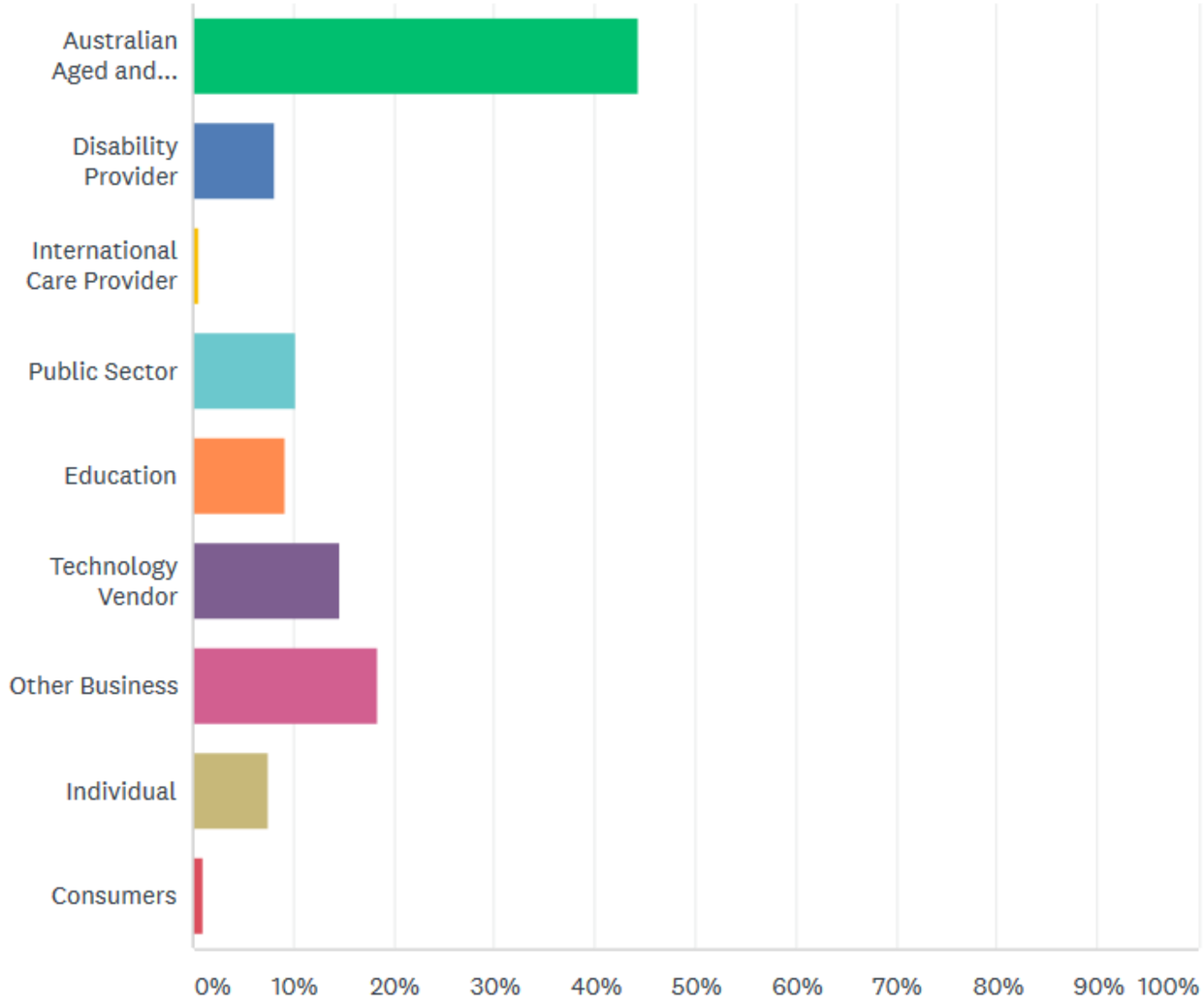
https://www.surveymonkey.com

/r/ACIITCRoadmap

AGED AND COMMUNITY SECTOR TECHNOLOGY AND INNOVATION PRACTICE - A REPORT ON WHAT THE RESEARCH AND EVIDENCE IS INDICATING

- A summary of the contemporary evidence of impactful and quality technology and innovation;
- Provides the latest and greatest to inform strategic thinking;
- The ACIITC has the done the work for the sector, we know you will find it of value.

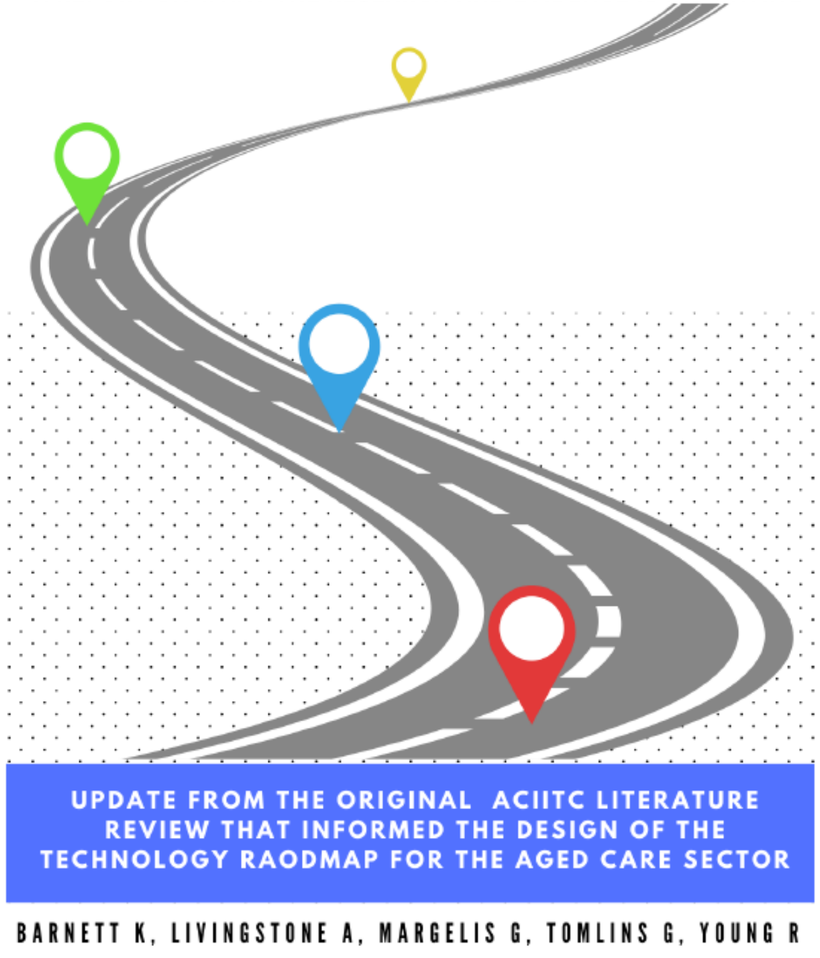
INDUSTRY RESPONSE



ONLINE DOWNLOADS: 189

HARDCOPIES: 100+

*as of 29/02/2020



DOWNLOAD ACIITC LATEST REPORT

https://www.surveymonkey.com/r/ACIITC2019LitReview

WHAT'S NEXT ON THE HORIZON FOR ACIITC...

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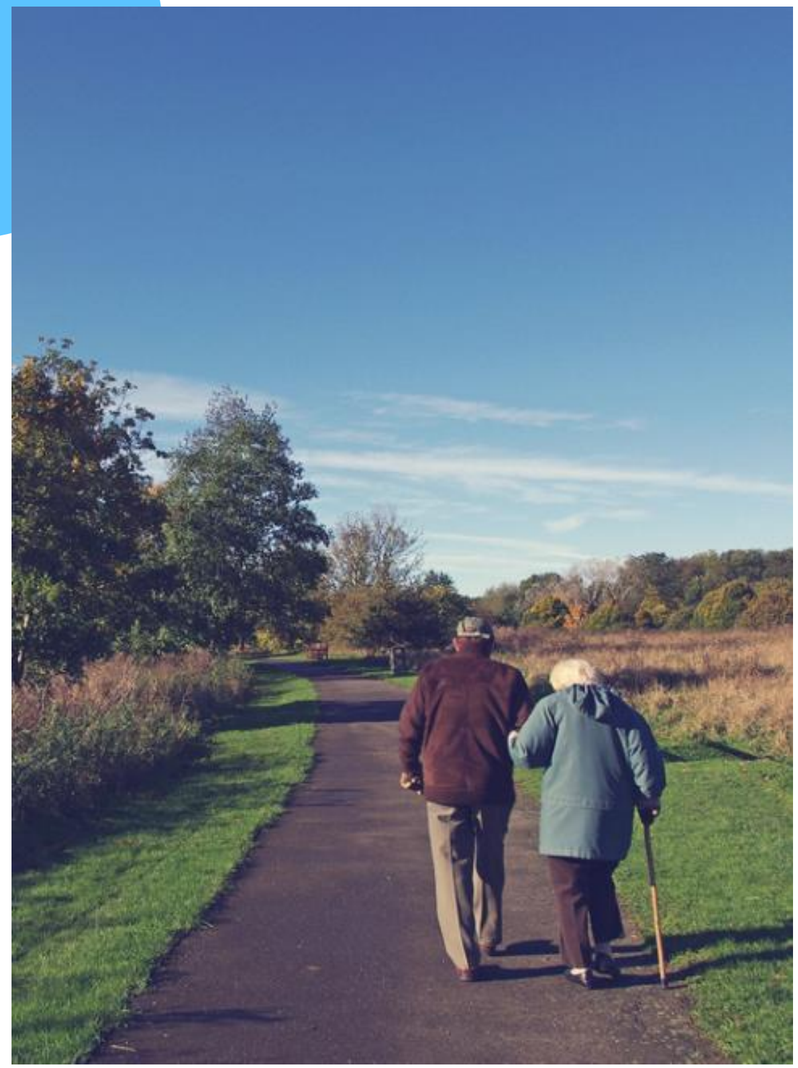

ANNOUNCEMENT

ACIITC joining a leading collaborative partnership that is forging a global leading innovation initiative to working together to resolve many of the Aged and Community Care sector's most critical issues through the greater leveraging of digital technologies and innovation.

Partnership with Digital Health CRC

digital health CRC

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Information Technology Council

ABOUT PARTNERSHIP

- Unique Partnership;
- Prioritising digital engagement and change advancement in Aged and Community Care;
- Global importance of what Australian can achieve;
- Investment in digital opportunities; and
- Major research opportunity to build evidence-based change.

digital health CRC

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Partnership with the Aged Care Industry Information Technology Council

Dr Victor Pantano
CEO, Digital Health Co-operative Research Centre

digital health CRC

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digital health CRC

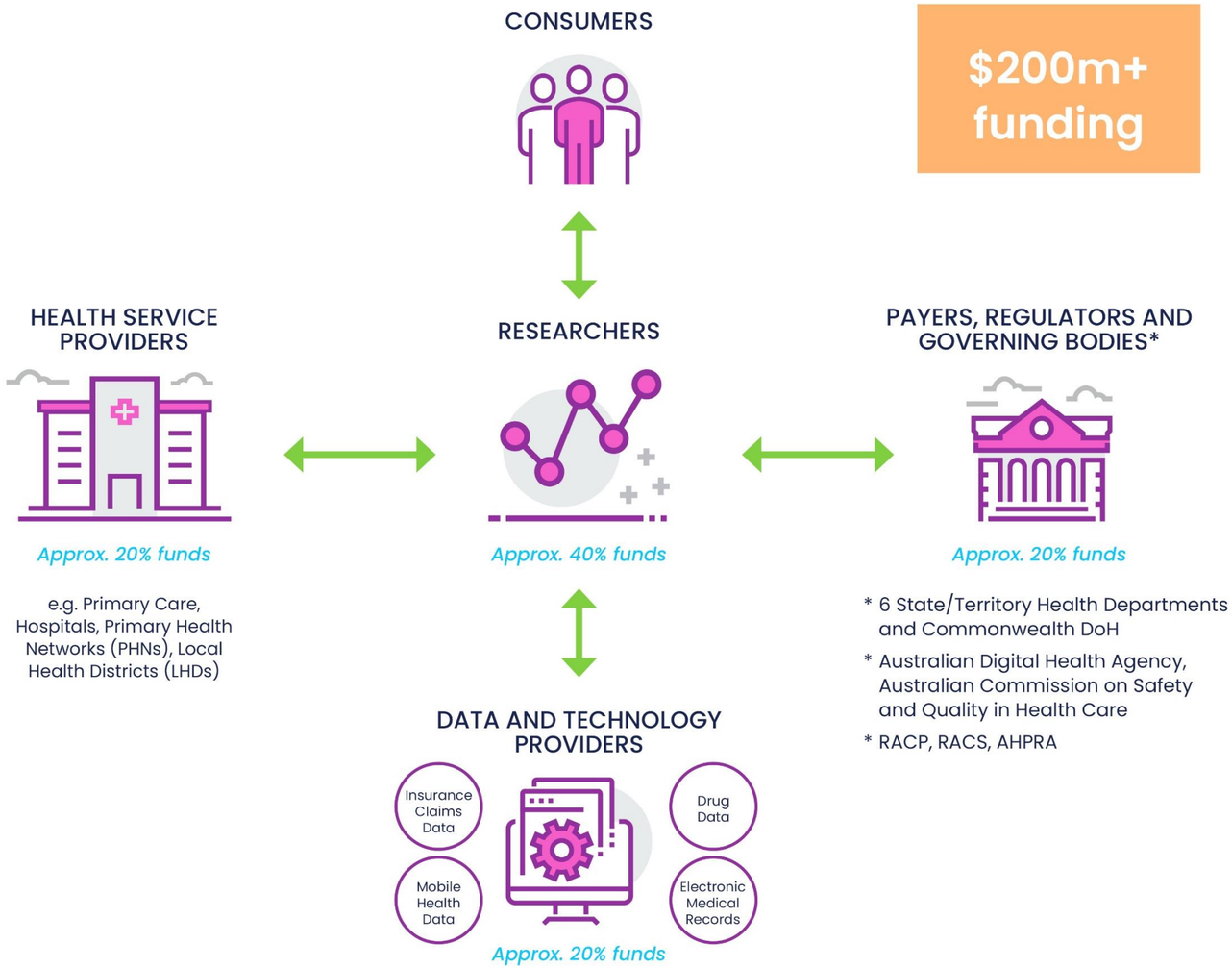
3 March 2020

Dr Victor Pantano CEO
Chief Executive Officer

Who are we?

- One of the largest CRCs in Australia
- The largest digital health cooperative in the world
    - 75+ participants, including 18 universities
    - $110 million in cash
    - $120 million in kind
- Coverage across all areas of the health sector
- 7 years of funding
- Objective: to improve the health and wellbeing of individuals and communities through the digital transformation of our health system

Our Participant Ecosystem



Just some of participants…

The Royal Australasian College of Physicians

WAPHA
WA Primary Health Alliance

Curtin University

THE UNIVERSITY OF NOTRE DAME AUSTRALIA

Government of Western Australia
WA Country Health Service

THE UNIVERSITY OF SYDNEY

NSW GOVERNMENT Health

VICTORIA State Government

phn EASTERN MELBOURNE
An Australian Government Initiative

Metro North Hospital and Health Service

Queensland Government

University of South Australia

THE UNIVERSITY OF QUEENSLAND AUSTRALIA

MONASH University

Government of Western Australia
Department of Health

Metro South Health

Queensland Government

UTS UNIVERSITY OF TECHNOLOGY SYDNEY

AMGEN®

phn GIPPSLAND
An Australian Government Initiative

phn SOUTH EASTERN MELBOURNE
An Australian Government Initiative

hms®

QUT Queensland University of Technology

Australian Government
Department of Health

Cabrini

SYDNEY ADVENTIST HOSPITAL

ANDHealth
Australia's National Digital Health Initiative

Bupa Health Foundation

Alcidion

iag

phn ACT
An Australian Government Initiative

Capital Health Network
Partnering for better health

Deloitte.

OUTCOME HEALTH

AlfredHealth

HEALTH

LORICA HEALTH

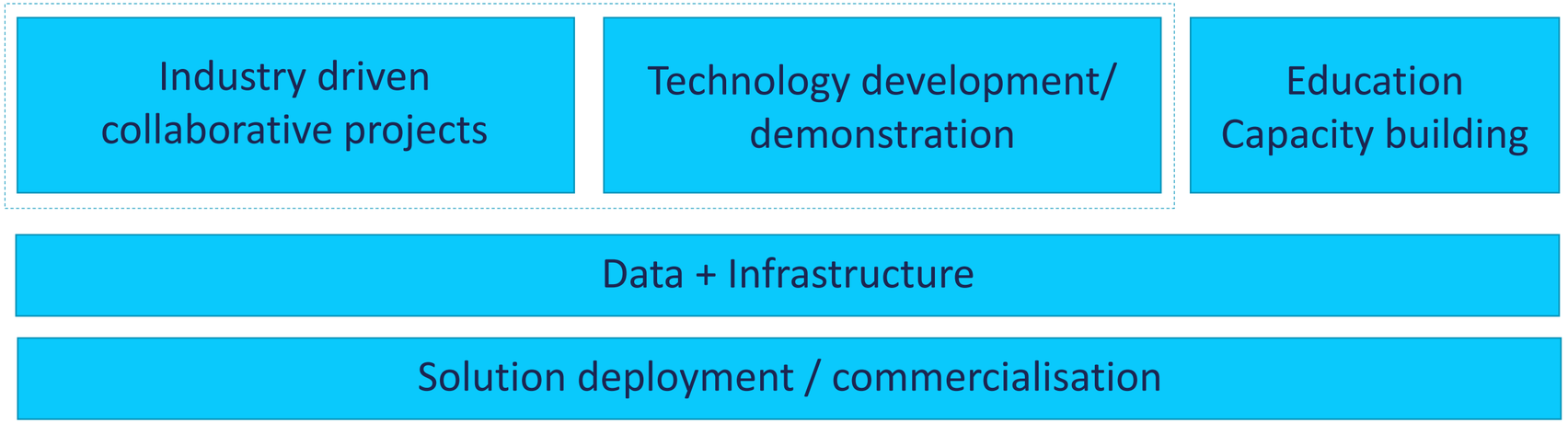
AHPRA
Australian Health Practitioner Regulation Agency

Aboriginal and Torres Strait Islander health practice
Chinese medicine
Chiropractic
Dental
Medical
Medical radiation practice
Nursing and Midwifery
Occupational therapy
Optometry
Osteopathy
Pharmacy
Physiotherapy
Podiatry
Psychology

eHealthier

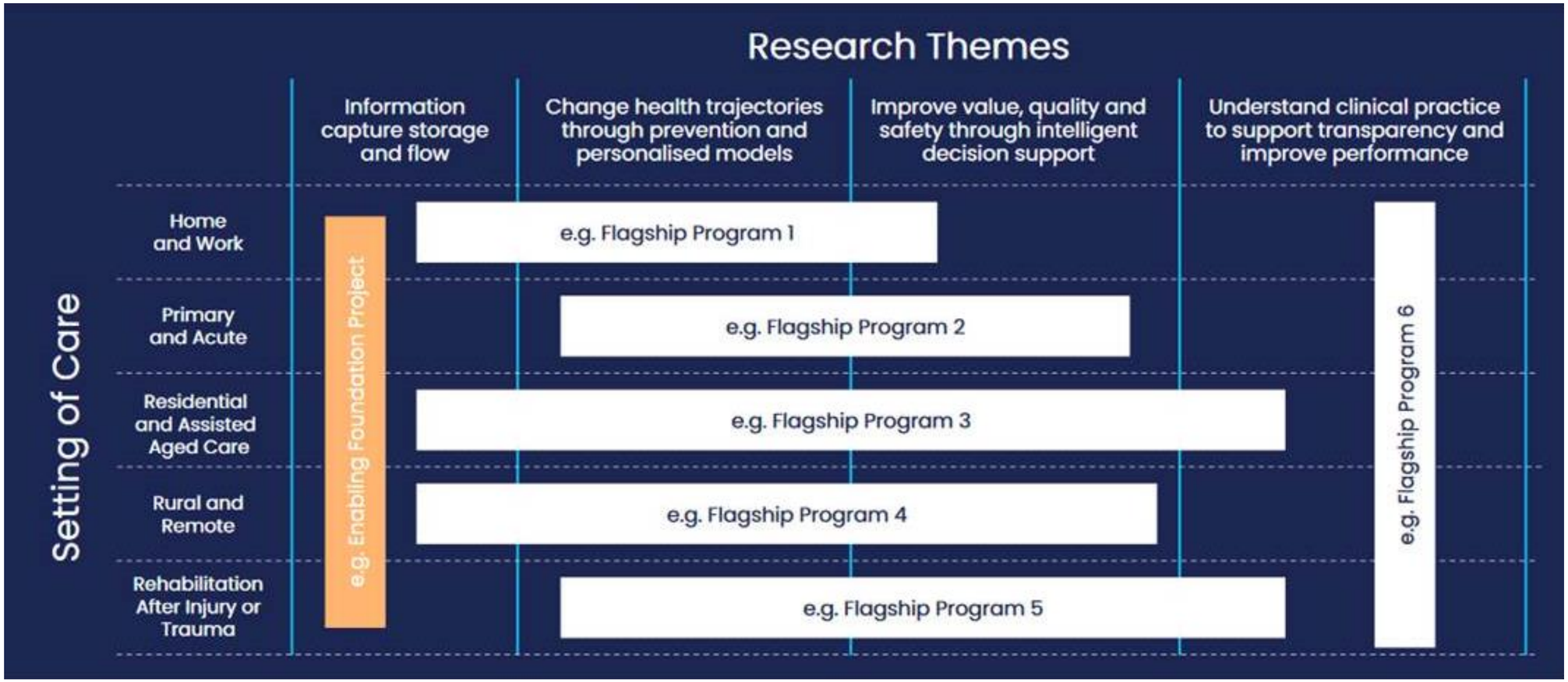
springday

The DHCRC Approach



- Bring together technology, government, service and academic participants to **address industry problems**
- Work across jurisdictions and build national collaboration
- Integrate solutions directly into practice – understand commercial pathways
- Equip health professionals to operate in a digital environment

Where we Focus Our Investment



digital health CRC

Residential & Assisted Aged Care

Transforming care through application of digital technologies

Our aged care objectives

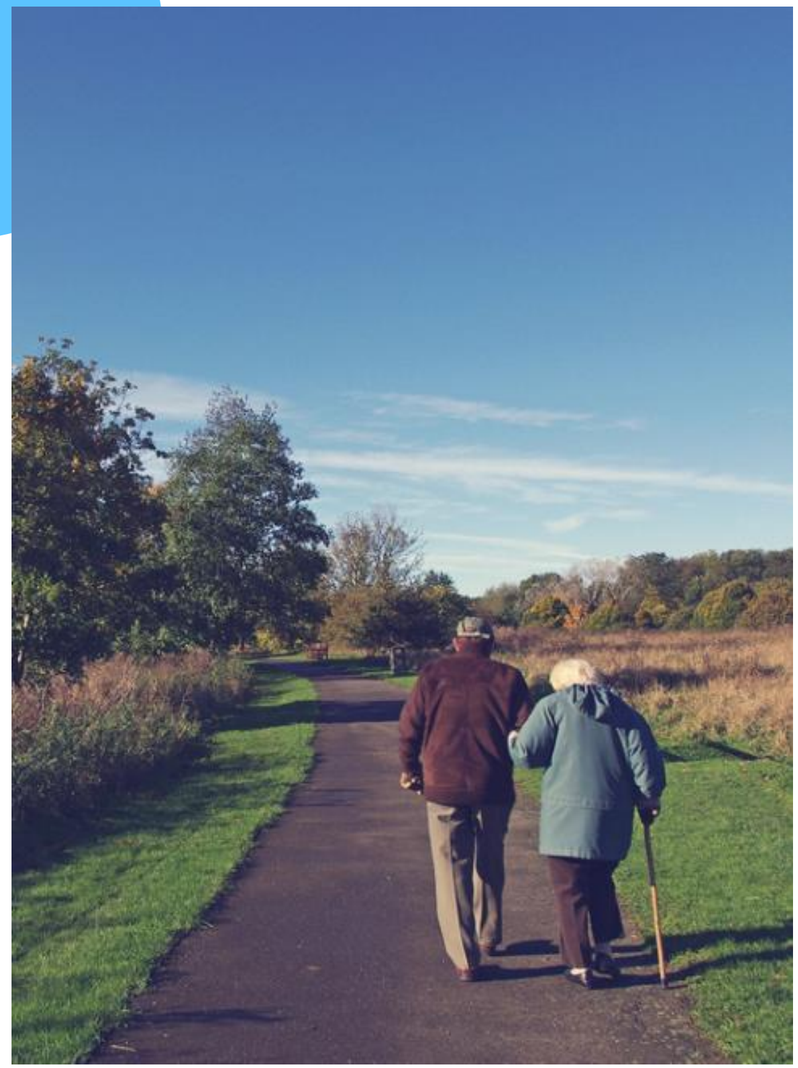
1. Delivery of real time actionable data for providers
2. Identify the technologies that support independence for older people
3. Identify clinical and technical data standards that support sharing of information across the continuum of care
4. Digitise quality and safety audits in residential aged care
5. Support the development of a technology literate and enabled aged care workforce

Activity so far……

- Predicting clinical deterioration & acute care needs of reside (DHCRC 0078)
  - Industry Partner: Telstra Health
  - University Partner: RMIT
- Enabling interoperability & reuse of aged care assessment data for benchmarking & CQI (DHCRC 0013)
  - Industry Partners: Bupa Health Foundation, DoH
  - University Partner: University of Queensland
- Live streaming clinical analytics for hospital accreditation in a second Australian digital hospital (DHCRC 0108)
  - Industry Partners: Eastern Health, ACHS, others
  - University Partner: Monash

How could we collaborate to transform aged care?

- Can a real-time ‘surveillance’ system create a step change in medication quality and safety?
- Can best practice operating standards reduce variation in operational performance?
- What standards will best ensure interoperability with My Aged Care?
- Can we develop an aged care digital compass to drive the adoption of technology for all service providers?
- Can the digital ecosystem maximise people’s autonomy?



BE PART OF OUR NEW JOURNEY…

We will be asking for your ideas and for you to join us in BIG projects.

To find out how you can be involved and express your interest...

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MORE INFORMATION

WEBSITE

www.aciitc.com.au

INNOVATION & TECHNOLOGY LOUNGE

3:00 pm – 3:30 pm

EMAIL ADDRESS

secretariat@aciitc.com.au

UPCOMING EVENTS

FRIDAY 24 APRIL 2020

Tonsley Innovation Precinct - South Australia

+ Site Tour to Living Lab in Tonsley Precinct

MONDAY 1 June 2020

Sydney

MAXIMISING CONSUMER INDEPENDENCE THROUGH DIGITAL INNOVATION IN THE HOME - ACIITC SUBMISSION TO THE ROYAL COMMISSION

ANNE LIVINGSTONE
CHAIR, NATIONAL HOME CARE GROUP

ACIITC
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ROYAL COMMISSION INTO AGED CARE QUALITY & SAFETY

ESTABLISHED 8 OCTOBER 2018

THE ROYAL COMMISSION INTO AGED CARE QUALITY & SAFETY IS AUTHORISED TO INVESTIGATE 7 TERMS OF REFERENCE

TERMS OF REFERENCE (F)

"HOW BEST TO DELIVER AGED CARE SERVICES IN A SUSTAINABLE WAY, INCLUDING THROUGH INNOVATION MODELS OF CARE, INCREASED USE OF TECHNOLOGY, AND INVESTMENT IN THE AGED CARE WORKFORCE AND CAPITAL INFRASTRUCTURE"

OBSERVATIONS ALREADY FROM ROYAL COMMISSION INTO AGED CARE

OPPORTUNITY TO REFERENCE/FOCUS ON INNOVATION AND TECHNOLOGY;

WORKFORCE DEVELOPMENT IN RESPECT TO TECHNOLOGY AND INNOVATION ARE ON THE AGENDA;

SOME GOOD CASE STUDIES AROUND INNOVATION PRACTICE BUT OBVIOUS NEED FOR MORE FOCUS ON THE IMPACT OF TECHNOLOGY AND INNOVATION.

ACIITC SUBMISSION TO THE ROYAL COMMISSION INTO AGED CARE QUALITY & SAFETY

- SUBMITTED AUGUST 2019;
- OUTLINES THE OPPORTUNITIES INNOVATION AND GREATER USE OF TECHNOLOGY CAN HAVE ON ENHANCING QUALITY & SAFETY IN AGED AND COMMUNITY CARE;
- UNDERPINNING THE POLICY DIRECTION OF GREATER CONSUMER CHOICE;
- CALLS FOR DEVELOPMENT OF AN AGREED AGENDA FOR FUNDING AND INVESTMENT IN INFORMATION COMMUNICATION TECHNOLOGY AND CARE-SPECIFIC TECHNOLOGIES; AND
- HIGHLIGHTS THE NEED FOR HIGHER LEVELS OF ENGAGEMENT AND COLLABORATION WITH INDUSTRY.

ACIITC IDENTIFIED TRENDS

- NEW AGED CARE QUALITY STANDARDS (IMPLEMENTED 1 JULY 2019) NOT MENTIONED TECHNOLOGY & INNOVATION
- **SUPPLY AND RETENTION OF AGED CARE WORKFORCE**
- SKILLS KNOWLEDGE AND ABILITY OF THE AGED CARE WORKFORCE
- **TECHNOLOGY ENHANCED BUSINESS ADMIN FUNCTIONS**
- DIGITAL LITERACY/ DIGITAL MATURITY
- **TECHNOLOGY-SPECIFIC AGED AND COMMUNITY CARE WORKFORCE PLANNING**

ACIITC CALL

- Need for more evidence;
- Digital Inclusion and readiness;
- Attention to Ethical and Legal Considerations;
- Organisations and systems readiness;
- Let’s Get B2G Processes in order.

DOWNLOAD ACIITC ROYAL COMMISSION SUBMISSION

https://www.surveymonkey.com/r/ACIITCRoyalCommission

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CREATING STANDARD INTEROPERABILITY AND COMMON INFRASTRUCTURE

GAVIN TOMLINS
CHAIR, CIO FORUM

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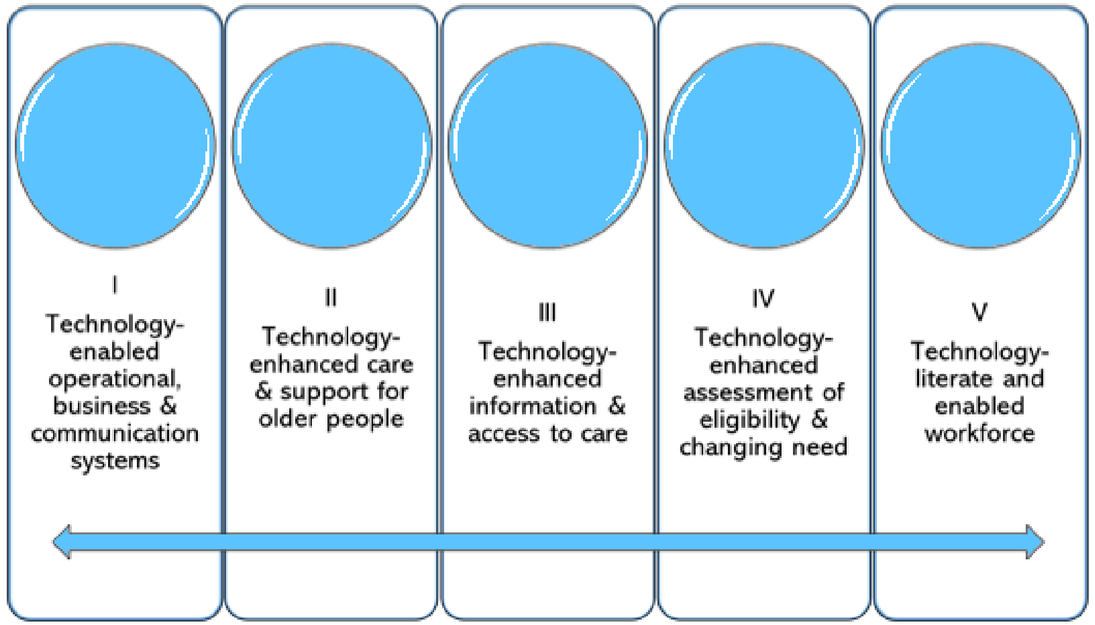
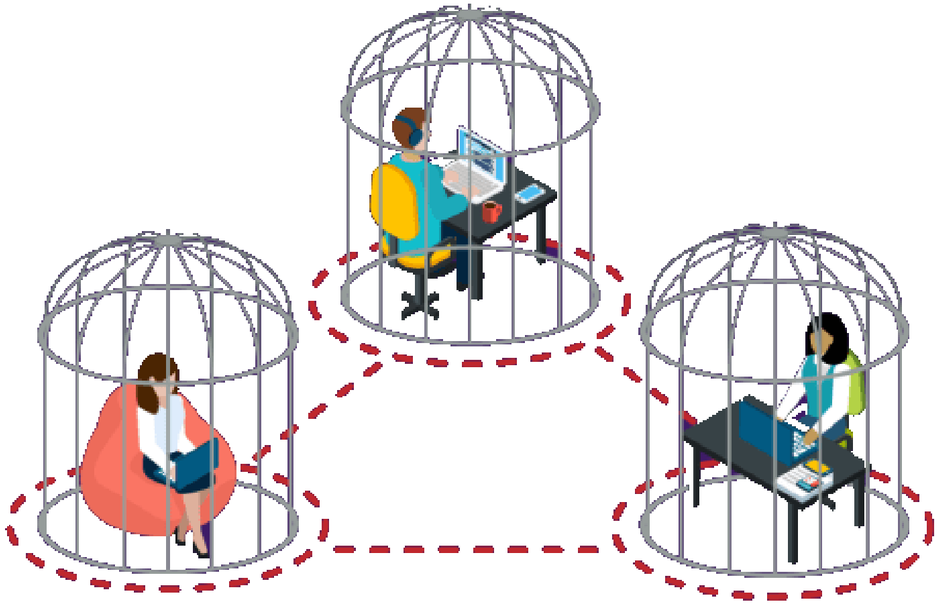
DESTINATION 1
Technology, enabled operational, business and communication systems



DESTINATION 1
Technology, enabled operational, business and communication systems

- Lack of processes and protocols for data exchange and collaborative delivery of care, and a lack of interoperability within the aged care system and across sectors
- Need for interoperability, open standards and common platforms
- Need for national data exchange and readiness for electronic data usage
- Need for aged care B2B and B2G interfaces in order to create an open ecosystem of secure data exchange.

Industry Silos?



Industry Silos

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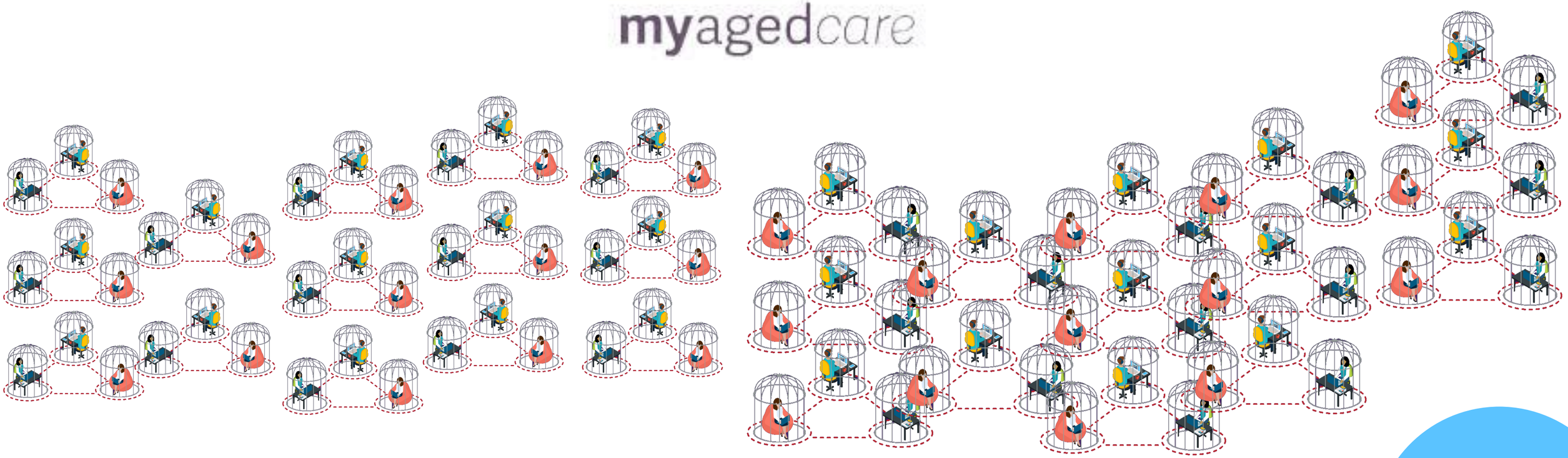


What is Interoperability ?

Business Prism:

- The ability of **client**, **service** and **health systems** to **work** and **interact** together **within** and **across organisation**, **industry**, **vendor**, **government** boundaries to advance the effective and quality delivery of healthcare for **consumers**.

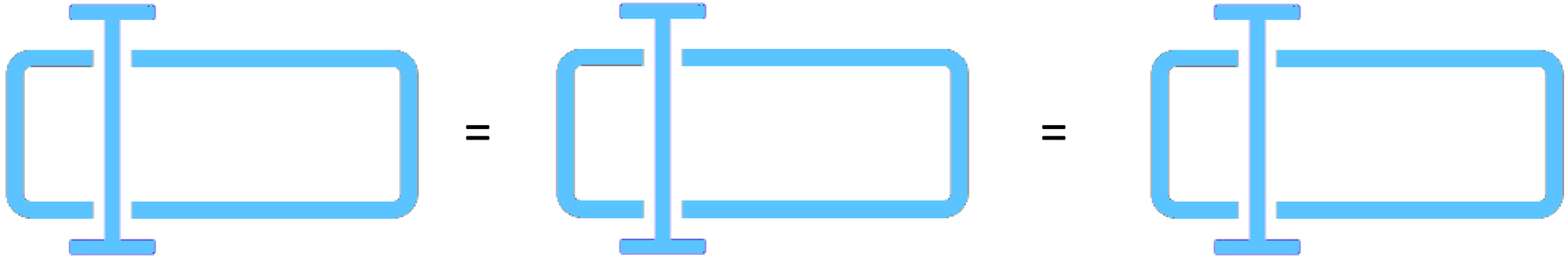
Information Prism:

- The ability for various healthcare data and information to **exchange**, **interpret** and **use** data cohesively

- Simply put it is n+1 systems exchanging something,

What is Interoperability ?

ClientName **Client Name** **Person Name**



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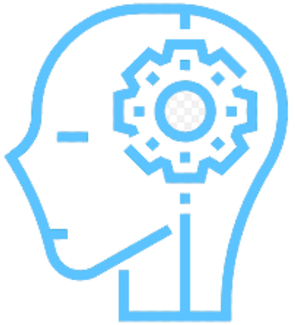
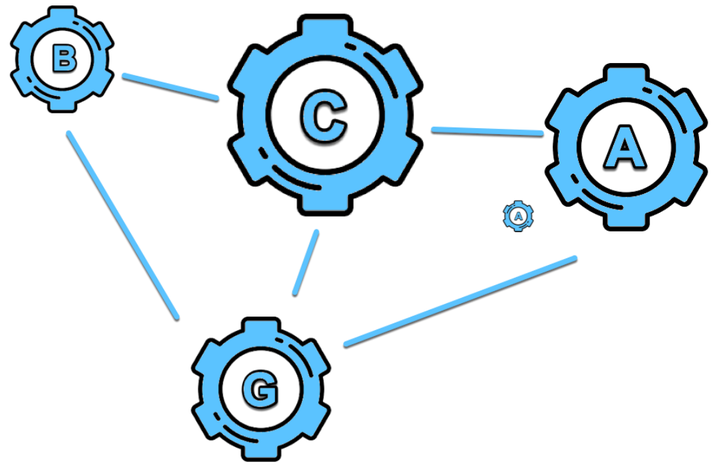
Why do we need Interoperability ?

- Significantly reduce the double handing of information to reduce administrative burden for providers and improve data quality; and

- Unlock the potential of machine learning to identify issues early and improve care outcomes for consumers.



What is the context for Interoperability?



GOVERNMENT STANDARDS AND INTERFACES

- B2G, G2B, B2B, B2C, C2B, C2C and we are really moving to B2B2C, APIs and Microservices

- Translated: How do we move data from assessors, through to service providers, onto health professionals with the focus being on the consumer

A Model for Interoperability ?

myagedcare

A Model for Interoperability?

FOUNDATIONAL

The underpinning of interoperability. The ability of one information system or organisation to exchange data with another. A key tenant of foundational interoperability is that the receiving system or organisation does not need to interpret the data it receives. E.g. A consumer PDF

STRUCTURAL

The definition of the data structures of the information being passed between systems. Standardising data schemas and message formatting to be interpreted at a field level. E.g. Finance System – Consumer Name -> Clinical System – Consumer Name. Client Id = UserId

SEMANTIC

The holy grail. Exchanging healthcare and consumer data to use it to its fullest extent. Looking at how data exchange and its codification allows better service delivery, informed clinical decision making, removal of duplicative data entry. E.g. Training your AI from disparate systems, a 360 view of the consumer.

Interoperability

FIRST STEPS

Identifying high transaction low hanging fruit

- Assessment and service referrals from My Aged Care

Open Standards and API

- Federated Identification
- Consumer Identification
- Address Database

Organisations

- Identity Management
- Mapping Data Schema - Garbage in Garbage Out
- Talk to your vendors

Thank you!

WE LOOK FORWARD TO COLLABORATING WITH YOU

MEET THE BOARD

DR GEORGE MARGLIS

INDEPENDENT CHAIR

JENNENE BUCKLEY

ACSA REPRESENTATIVE

GEORGE ANDREOLA

LASA REPRESENTATIVE

DEREK DITTRICH

ACSA REPRESENTATIVE

BRENDAN MOORE

LASA REPRESENTATIVE

MEET THE COMMITTEE CHAIRS

ANNE LIVINGSTONE

NATIONAL HOME CARE GROUP

GAVIN TOMLINS

CIO FOURM

ROD YOUNG

ITAC COMMITTEE

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