Acknowledgement of Country

We acknowledge the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respects to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Artwork "Wurinyan" meaning "Come together in love" painted by Muruwari artist Daisy Hill

This event qualifies for 1 CPD point. Add it to your log.

Please ask questions in the chat

Agenda

1. Welcome

2. Survey findings

3. Let's hear from the panel

4. Digital and Data decisions for FY25
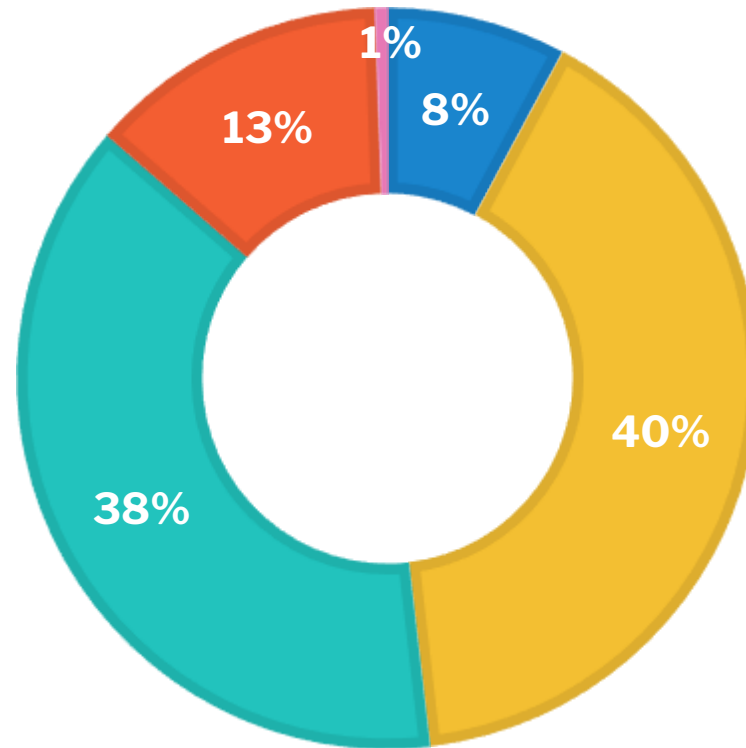
5. More from the panel

6. Q&A

7. Close

Co-host:

Luke Benson

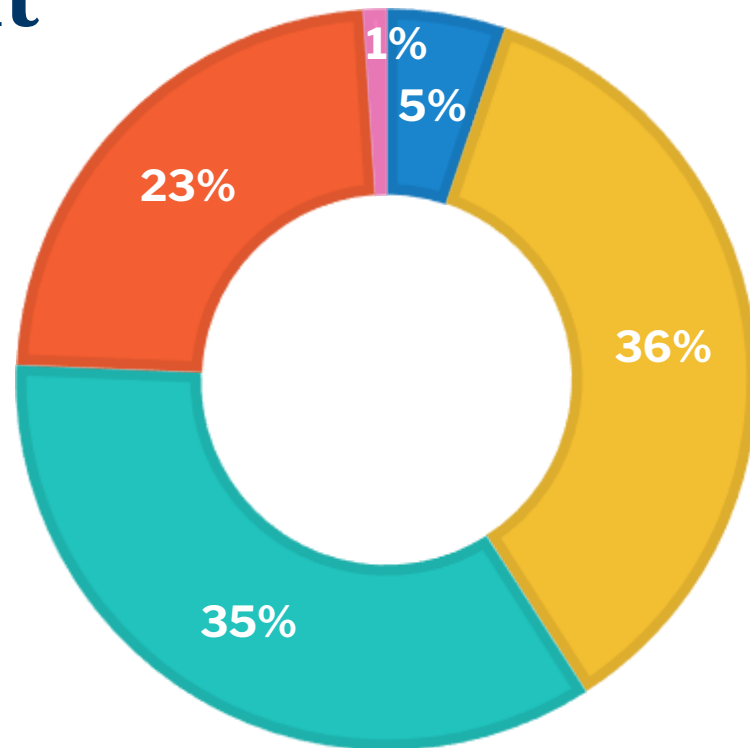Principal Consultant at

Blue Bike

luke.benson@bluebike.com.au

My organisation's digital strategy is definitely on track

- Strongly agree
- Agree
- Not sure
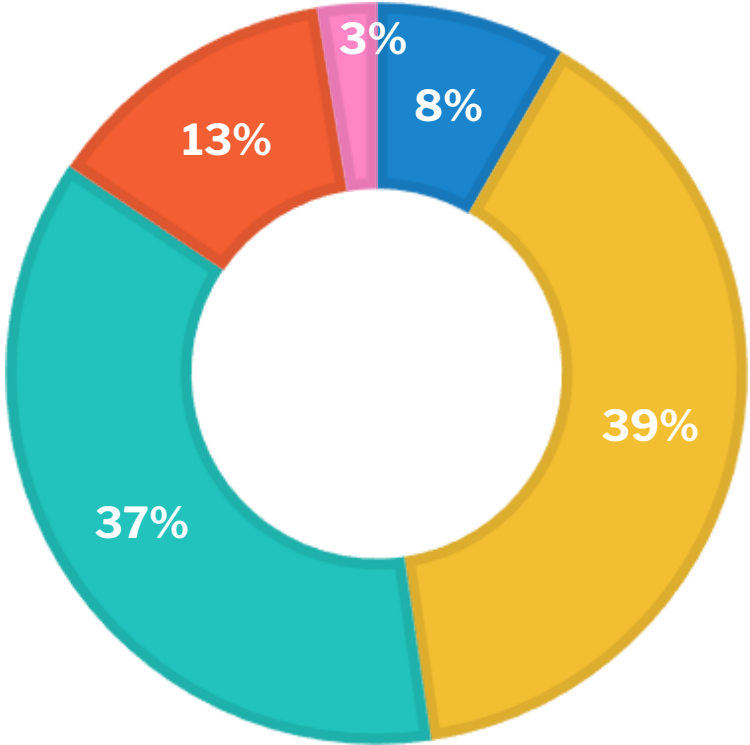- Disagree
- Strongly disagree

Represents 200 responses

My organisation's digital strategy is driven mostly by our own needs, rather than by compliance and reporting requirements to the government

Legend:
- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

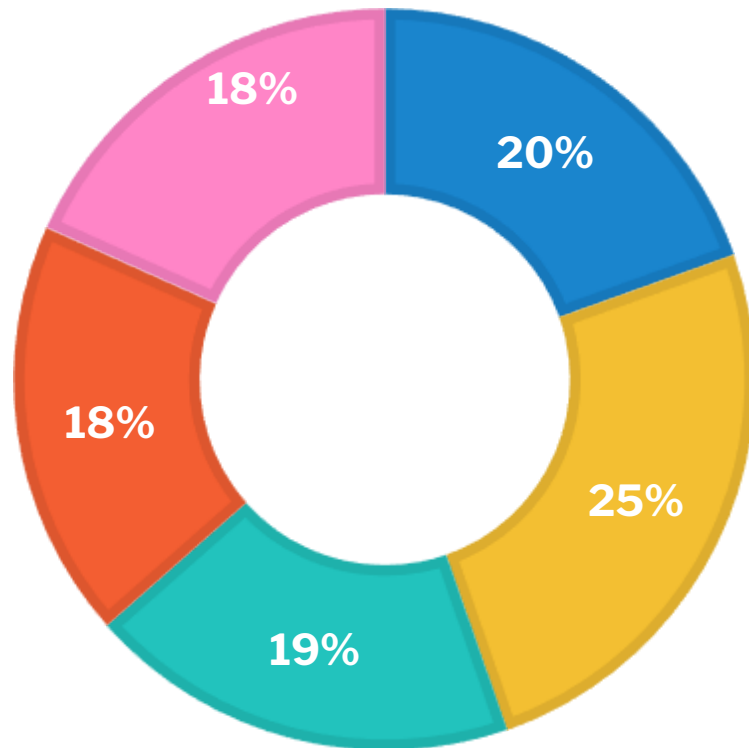Chart values: 5%, 36%, 35%, 23%, 1%

Represents 200 responses

My organisation has the capacity (people, money) and capability (knowledge) to create and deliver our digital strategy

Legend:
- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

Chart values: 8%, 39%, 37%, 13%, 3%

Represents 200 responses

The most important success drivers for delivering my organisation's digital strategy are:

- **20%** — Clarity on the Act and other key reforms for Aged Care and Home Care
- **25%** — Capability within the organisation (or externally) to develop and deliver the strategy
- **19%** — Financial means to invest in the changes required to deliver the digital strategy
- **18%** — Improvements in technology/vendors in the sector
- **18%** — Clarity on future technologies, including interoperability, AI, and new data standards

Represents 200 responses

Meet the panel

Wendy Rocks

Managing Director at
Lutheran Aged Care Albury

Frank Weits

Executive General Manager,
Residential Aged Care,
AnglicareSA

Justin Dover

Chief Executive Officer at
Alino Living

DIGITAL & DATA DECISIONS FOR FY25

REAL-WORLD, PRAGMATIC AGED CARE TECHNOLOGY RECOMMENDATIONS

Presented by Luke Benson (He/Him)

- Principal Consultant & Data and Insights Lead @ Blue Bike Solutions
- Co-Founder & CTO @ DidgUgo
- Geek. Sector fanatic. Dad-joke enthusiast. AI Curious.

Blue Bike was established in 2009 to provide a broad suite of strategic, organisational, and IT consulting services. We are a highly experienced and adaptable team focused on pragmatic solutions that help our clients fulfil their goals.
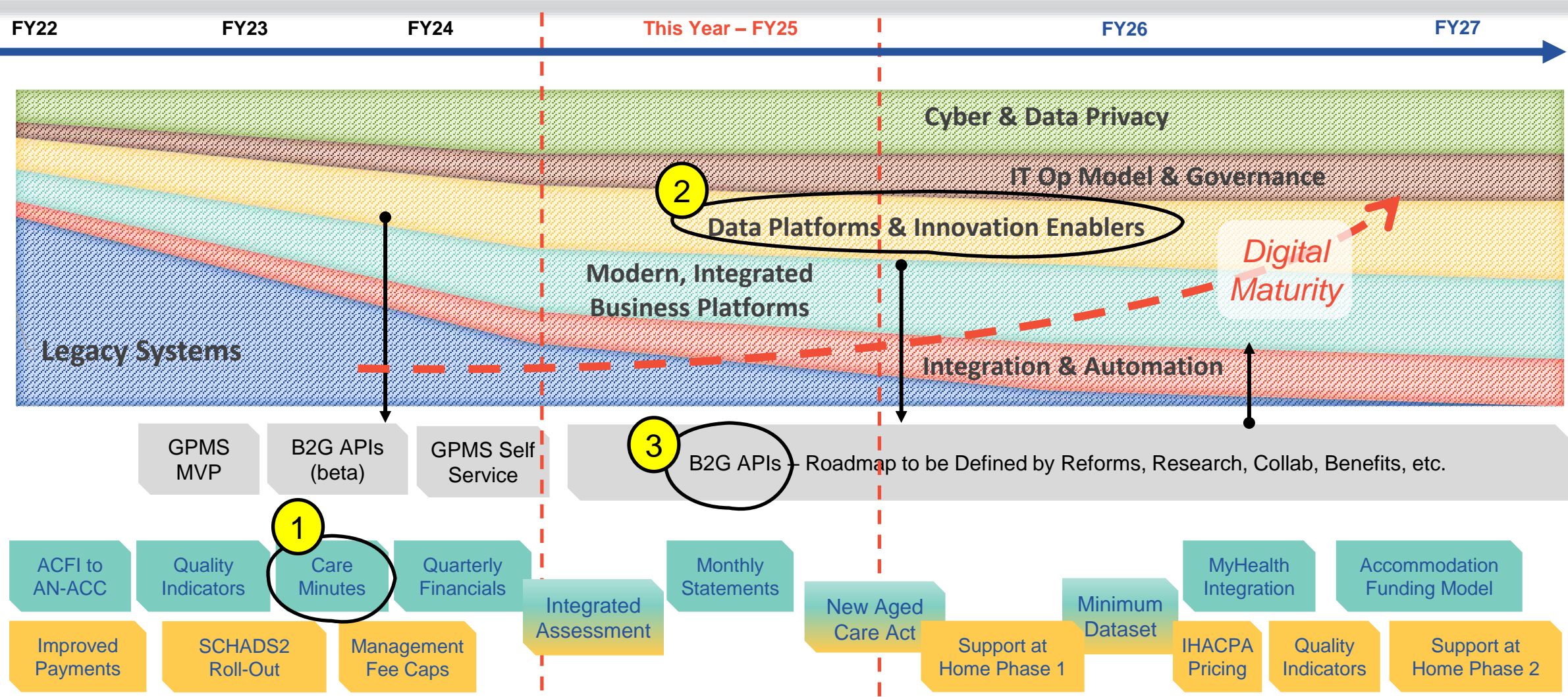
BLUE BIKE
SOLUTIONS

FY25 – Hot Topics in Aged Care Technology

Where are we (or where should we be) investing now, for the future?

Legend:
- RAC
- Home Care
- Both

Timeline: FY22 | FY23 | FY24 | This Year – FY25 | FY26 | FY27

DIGITISATION ROADMAP
- Cyber & Data Privacy
- IT Op Model & Governance
- **(2)** Data Platforms & Innovation Enablers
- Modern, Integrated Business Platforms
- Legacy Systems
- Integration & Automation
- *Digital Maturity*

- GPMS MVP
- B2G APIs (beta)
- GPMS Self Service
- **(3)** B2G APIs – Roadmap to be Defined by Reforms, Research, Collab, Benefits, etc.

REFORMS & SECTOR
- ACFI to AN-ACC
- Quality Indicators
- **(1)** Care Minutes
- Quarterly Financials
- Monthly Statements
- MyHealth Integration
- Accommodation Funding Model
- Integrated Assessment
- New Aged Care Act
- Minimum Dataset
- Improved Payments
- SCHADS2 Roll-Out
- Management Fee Caps
- Support at Home Phase 1
- IHACPA Pricing
- Quality Indicators
- Support at Home Phase 2

BLUE BIKE SOLUTIONS

Care Minutes: The RAC Data Trinity

Automation is critical to stay productive and operate on thin-margins

Three unique, changing, linked sources of data must be combined. Repeatably. Reliably. Affordably. Actionably.
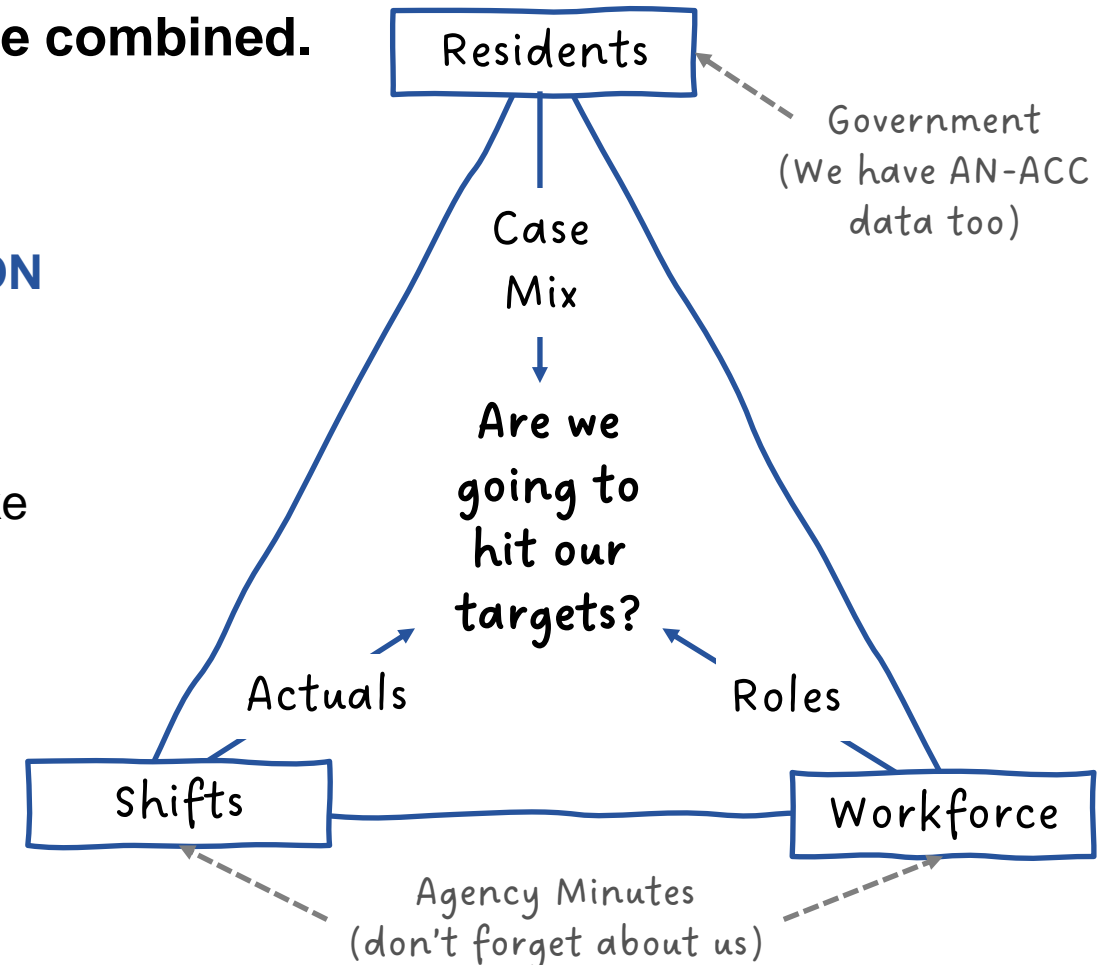
Cliché In, Cliché Out
- **RECOMMENDATION**: Invest in data cleansing tools. Ask your IT team about middleware or data transformation ("ETL") tech. We need to create clean, 'joined-up' data.

The Killer Workaround
- **RECOMMENDATION**: Only use Excel approach temporarily. Have a clear plan to replace it with a proper set of tools. Spreadsheets aren't digital assets; they are digital debt.

Synch or Swim?
- **RECOMMENDATION** Avoid pushing data from one business app to another. A connected Data Lake / Warehouse is the best place to aggregate and prepare your Care Minutes reporting data.

Diagram: Residents — Case Mix — "Are we going to hit our targets?" with Shifts (Actuals) and Workforce (Roles). Government (We have AN-ACC data too). Agency Minutes (don't forget about us).

BLUE BIKE SOLUTIONS

AI-ged Care (yep, it's 2024)

Let's ask a robot* what our priorities should be.

OVER-ENGINEERED CHAT PROMPT*

Convince an audience of senior stakeholders, attending a webinar on Digital and Data decision making in Aged Care in Australia in 2024, that you (AI) will deliver massive benefits to the sector and providers who embrace the opportunity of AI. You have one Powerpoint slide to populate for the talk (will spend 5 minutes presenting it).Include an amazing, relevant, easy to comprehend visual element as well. Output your result, the complete Powerpoint slide 'on a page', to an image file. I want the top three use cases/benefits highlighted for the audience with a simple explanation of each. Make it Awesome! Go!
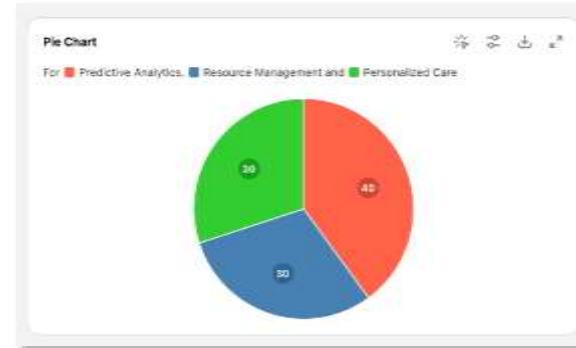
NONSENSE PIE CHART

Pie Chart

For ■ Predictive Analytics, ■ Resource Management and ■ Personalized Care

USEFUL ANSWERS?
1) Improved Resident Care
2) Workforce Utilisation
3) Care Plan Quality

RECOMMENDATION:
Start mapping *your* AI Use-Cases. Must also focus on ethics, consent, data governance and guardrails.

1. **Predictive Analytics for Patient Outcomes:** AI can analyze vast amounts of patient data to predict health deterioration and recommend proactive interventions, reducing hospital readmissions and improving patient quality of life.

2. **Enhanced Resource Management:** AI optimizes staffing and resource allocation by predicting demand, ensuring that facilities are adequately staffed and resources are utilized efficiently, leading to cost savings and improved care delivery.

3. **Personalized Care Plans:** By leveraging AI, care providers can create highly personalized care plans tailored to individual patient needs, preferences, and health conditions, enhancing patient satisfaction and outcomes.

The visual element, a pie chart, shows the distribution of benefits across these three key areas, reinforcing the message of balanced and significant improvements in the sector.

Message ChatGPT

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B2G (2B 🙏)

B2G(2B) - Business to Government. And Back to Business (hopefully).

- **$1.4 billion** for Aged Care digital strategy in the FY25 budget.
- Investment to **build out digital capability.** Indirectly helps providers
- **Digital "Realisation"** – Government Provider Management System (**GPMS**) (portal for humans) and **B2G** API Catalogue (portal for computers)
- **"Interoperability".** Most roads eventually lead to sharing data through our Electronic Health Records. Learn how to pronounce it, it's tricky.
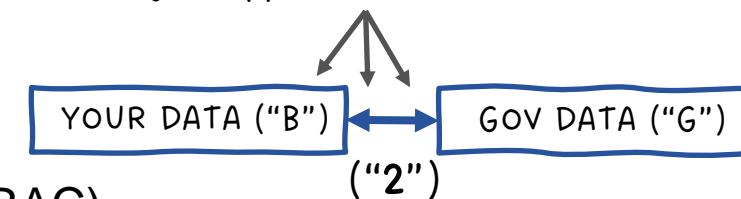
WHAT'S IN IT FOR ME (US)?

- **Initially, cost, complexity and risk.** Software upgrades, new/retire business processes, data quality, change fatigue, immovable deadlines and short notice
- **1-2 Year Horizon: Increased quality/efficiency, reduced risk, reduced cost**
- **GOAL: "Press a button" regulatory compliance every X days**
- **Now:** Self-service in **GPMS**, B2G APIs for RN Minutes and Quality Indicators (RAC)
- **Coming Soon:** B2G APIs for QFR, Care Minutes, AN-ACC, Transfers, Support@Home

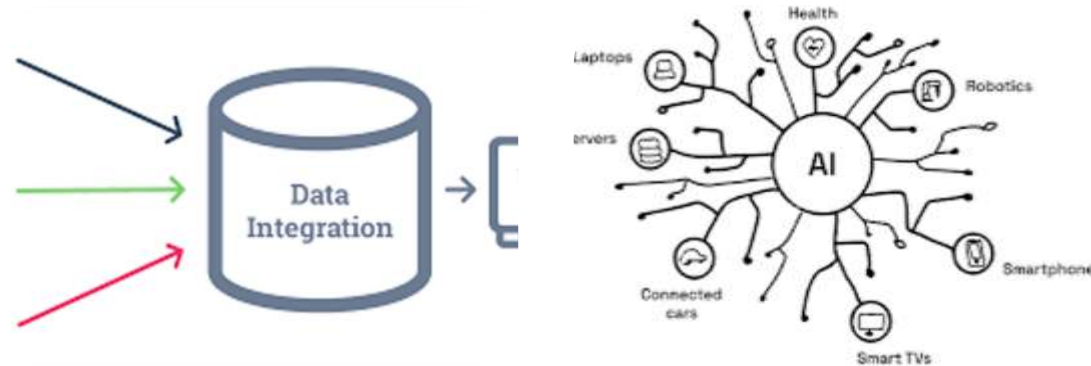**RECOMMENDATION: Directly engage (now) with your CMS/CRM vendors to discuss their roadmap for departmental "API conformance", API integration roadmap and reform readiness (e.g. new RAC funding, support@home, etc)**

(bring back those collars)

Magic happens here - Jive Talkin'

YOUR DATA ("B") ↔ GOV DATA ("G")

("2")

README – QR Quick Link
2024-2029 Aged Care
Digital Strategy (PDF)

BLUE BIKE

Opportunity for AI in Aged Care

Data may be more valuable outside of the systems and silos

AI may be the answer to solving persistent problems

Current use-cases being developed
- AN-ACC classification forecasting from Clinical data
- Resident Monthly care statements from multiple sources
- Enhanced standards "readiness" compliance and Quality reporting
- "Careverse" repository of clinical data across the industry

More from the panel

Wendy Rocks

Managing Director at
Lutheran Aged Care Albury

Frank Weits

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Residential Aged Care,
AnglicareSA

Justin Dover

Chief Executive Officer at
Alino Living

Questions from the chat

Get value from your data with these free offers

Budget reforecast report

A **free analysis report** on the impact of the changing AN-ACC price and care minutes on your real data.

Scan the code to request your report

Accommodation pricing report

A **report tailored** to your organisation giving you insights into your **competitors'** **room types** and pricing.

- **Exclusive offer:** Buy-1-Get-1-Free

Scan the code to request your report

Star rating analysis report

An **easy-to-read report** detailing where you are in your **ratings** and how you rank against others in the industry.

Scan the code to request your report

Join our exclusive masterclass

The target operating model for funding sustainability in Aged Care

- Get the **step-by-step guide** to balancing funding and care minutes for sustainable results

- **Exclusive offer**: A free Budget Forecast Report for FY25

Thursday, 5 September 2024

12pm – 1pm AEST

Our next webinar

Stuart Hutcheon
Partner, StewartBrown

Andrew Farmer
CEO, Mirus Australia

A preview of the Aged Care Effectiveness Index

In collaboration with StewartBrown, join us for an **exclusive** sneak peek into the inaugural *Aged Care Effectiveness Index*, a comprehensive collection of **data points** tracking the effectiveness and sustainability of the industry.

Thursday, 26 September 2024

12pm – 1pm AEST

https://www.mirusaustralia.com/ace-webinar

**Check your inbox for details
or scan the code to register now**

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