Request for Information for Application Support and Maintenance for Digital Health Infrastructure including My Health Record

Industry Briefing
12 November 2024

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Acknowledgement of Country

The Australian Digital Health Agency acknowledges the Traditional Custodians of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to Elders past and present.

Agenda items

Item #	Agenda Item	Presenter
1	Welcome and Acknowledgement of Country and Traditional Owners	Joanne Greenfield, Chief Operating Officer
2	Agenda	Joanne Greenfield, Chief Operating Officer
3	Probity Overview	Tara Gould, Chief Financial Officer
4	Clinical Governance	Herbert Down, Branch Manager, Clinical Governance and Assurance
5	Strategic Future Vision	Peter O'Halloran, Chief Digital Officer
6	Strategic Context	John Borchi, Chief Technology Officer
7	Request for Information Overview	Julian Martin, Branch Manager, Technology Planning and Delivery
8	Process Overview	Tara Gould, Chief Financial Officer
9	Slido Questions and Discussion	Joanne Greenfield, Chief Operating Officer (facilitator)

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Join us in Slido to ask questions

Slido code is: 3331813

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Probity Overview

Tara Gould, Chief Financial Officer

Probity related to the RFI

Probity is: *"the evidence of ethical behaviour, and can be defined as complete and confirmed integrity, uprightness and honesty in a particular process"* [1]

The Agency is committed to ensuring the highest standards of accountability, fairness and transparency in all approaches to market.

Approaches, direct or indirect, to other officers, employees or agents of the Agency for the purpose of obtaining information in respect of this RFI are prohibited.

All communications to the Agency must be through the Contact Officer address: ASMProcurement@digitalhealth.gov.au.

[1] https://www.finance.gov.au/government/procurement/buying-australian-government/ethics-and-probity-procurement

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Clinical Governance

Herbert Down, Branch Manager, Clinical Governance and Assurance

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Clinical Governance, Safety and Quality Improvement

Demonstrating Commitment to Safe and Effective Digital Health Products

- Safe and effective digital health products and services

- Structured commitment to ensuring the consumer (end-user) remains the centre of our thinking

- Safety culture that values reporting

- Clear roles and responsibilities

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What does good clinical governance look like?

System safety and quality improvement	Partnership	Person centredness
• Continuous quality improvement • Incident monitoring and review • Strong safety culture • Clinical governance committee	• Appropriate partnerships to augment areas where capability is not available inhouse • Social responsibility • External membership of governance committees	• End user is considered through the design and development of product or service • Consumer inclusion within governance and project structure

Leading with our people	Evidence based practice
• Roles and responsibilities • Specialist clinical roles • Supported with good systems and processes, ongoing training and regular feedback	• Sound evidence used to inform design and management decisions • Design concepts tested and evaluated before going to development • User informed design iterated as use increases

CLINICAL GOVERNANCE PRINCIPLES

PERSON-CENTREDNESS
LEADING WITH OUR PEOPLE
EVIDENCE-BASED PRACTICE
PARTNERSHIP
SYSTEM SAFETY & QUALITY IMPROVEMENT
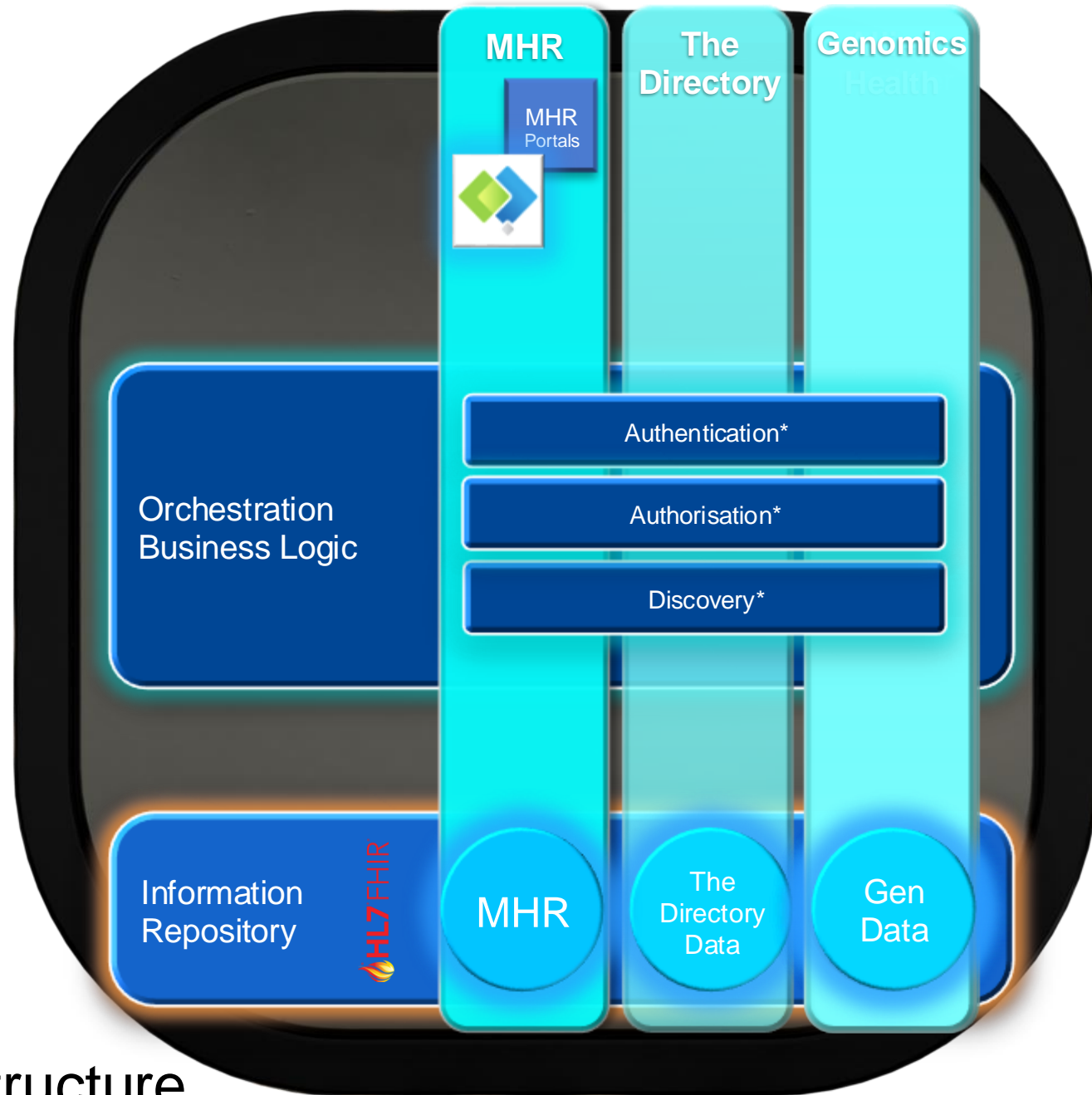
Strategic Future Vision

Peter O'Halloran, Chief Digital Officer

Scene Setting

- Strengthening Medicare Taskforce

- National Digital Health Strategy

- Interoperability Plan

- Share by default

- Healthcare Identifiers legislation review

- Collaboration and consultation as part of our DNA

National Infrastructure

*Example potential common future platforms

Creating better healthcare outcomes for all Australians through secure information sharing

New and existing tech
Common models
Standards
Design patterns
Authentication
Authorisation
Discovery and access

Health Information Exchange (HIE)

Request for Information – Strategic Context

John Borchi, Chief Technology Officer

Agency Vision

A healthier future for all Australians through connected healthcare

As an Agency, we are committed to the following objectives:

1. Clinical governance

2. Cyber security capability, and

3. Providing national digital health infrastructure.

The *Application Support and Maintenance for Digital Health Infrastructure including My Health Record* is one of a number of projects, on the Agency's transformation journey, targeted towards the stabilisation and modernisation of the digital health infrastructure.

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Application Support and Maintenance to help Transform Australia's Digital Health Infrastructure

Request for Information Overview

Julian Martin, Branch Manager, Technology Planning and Delivery

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My Health Record

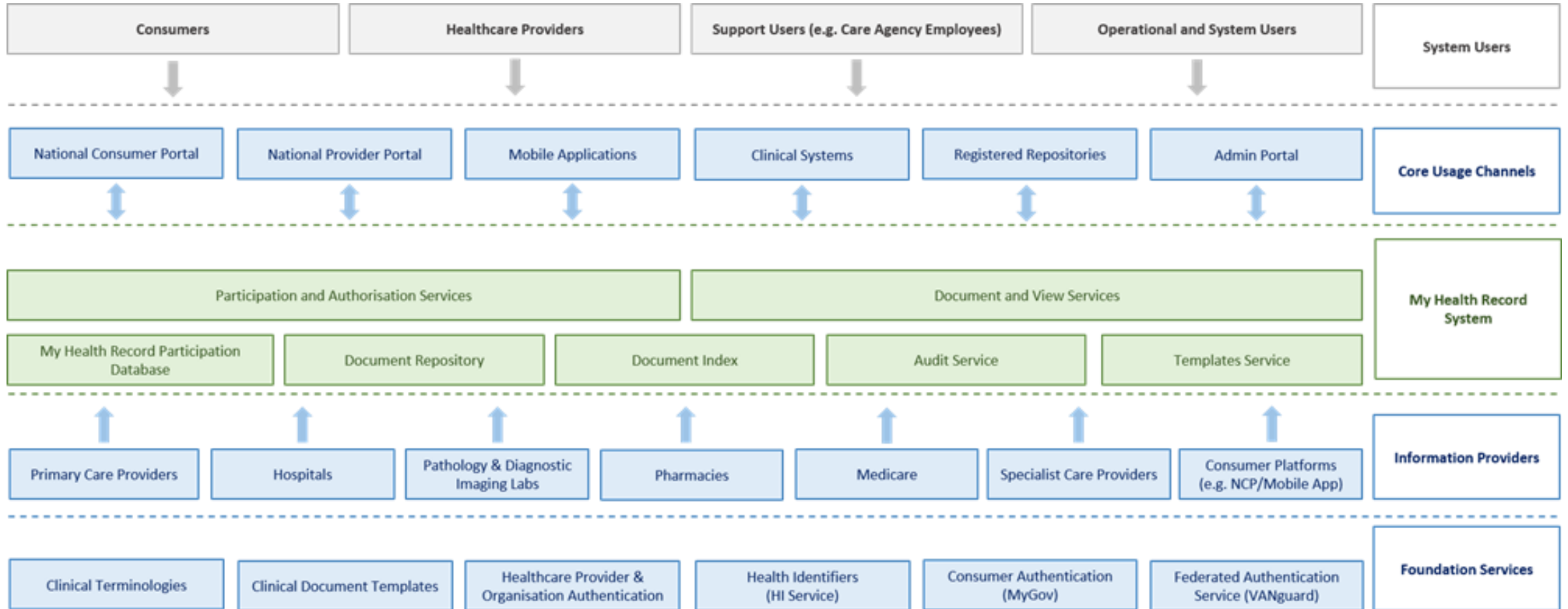My Health Record is a secure online summary of key health information which can:

    a. help overcome the fragmentation of health information;

    b. improve the availability and quality of key health information;

    c. reduce the occurrence of adverse medical events and the duplication of treatment; and

    d. improve the coordination and quality of healthcare.

The My Health Record system sits in a broader Australian healthcare ecosystem.

Inclusion of core information sets in the My Health Record system is dependent on integration with the wider healthcare ecosystem.
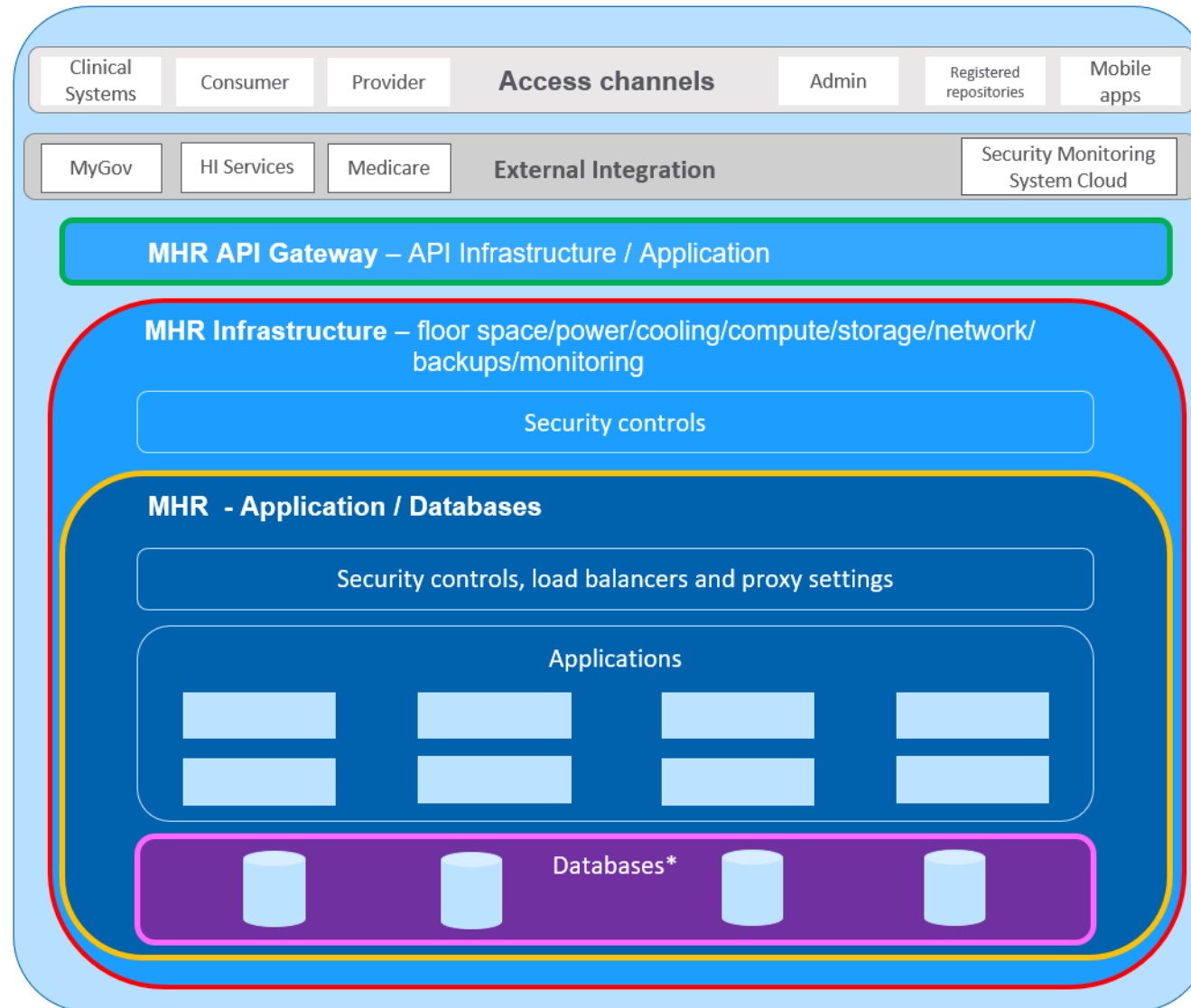
My Health Record Business Context

| Consumers | Healthcare Providers | Support Users (e.g. Care Agency Employees) | Operational and System Users | **System Users** |

| National Consumer Portal | National Provider Portal | Mobile Applications | Clinical Systems | Registered Repositories | Admin Portal | **Core Usage Channels** |

| Participation and Authorisation Services | Document and View Services | **My Health Record System** |
| My Health Record Participation Database | Document Repository | Document Index | Audit Service | Templates Service | |

| Primary Care Providers | Hospitals | Pathology & Diagnostic Imaging Labs | Pharmacies | Medicare | Specialist Care Providers | Consumer Platforms (e.g. NCP/Mobile App) | **Information Providers** |

| Clinical Terminologies | Clinical Document Templates | Healthcare Provider & Organisation Authentication | Health Identifiers (HI Service) | Consumer Authentication (MyGov) | Federated Authentication Service (VANguard) | **Foundation Services** |

Note this is a high-level non-exhaustive view

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My Health Record & National Infrastructure Ecosystem

My Health Record Ecosystem

PRESENTATION LAYER

MHR presentation layer prepares data for the application layer. It defines how two devices should encode, encrypt, and compress data so it is received correctly on the other end. The presentation layer takes any data transmitted by the application layer and prepares it for transmission over the session layer.

Web portals. Mobile App, External Systems, Clinical systems. The consumers and the healthcare providers use the presentation layer channels to access MHR services,

SERVICE LAYER

MHR application's boundary with a layer of services that establishes a set of available operations and coordinates the application's response in each operation. These interfaces often need common interactions with the application to access and manipulate its data and invoke its business logic.

API Gateway/Management. The service layer act as a façade component of software architecture that sits between the external application and underlying MHR systems, providing an interface for API calls and requests.

ORCHESTRATION LAYER

MHR orchestration layer is a component or framework that coordinates and manages the execution of various tasks or services within a larger system. It acts as an intermediary between different components or services to ensure they work together.

Enterprise Service is an intermediary that processes incoming service request messages, determines routing and business logic, and transforms these messages for compatibility with other service consumers of different MHR systems

DATA LAYER

MHR data layer components which store core My Health Record data.

My Health Record's underlying Relational Database Management System stores MHR data with security and encryption capabilities. These databases are required for mission critical applications in the My Health Record system. Core My Health Record databases are HDR, RLS, OID, OAM, DWH and PD.

Service Integration and Management (SIAM) Operating Model

The Agency has recently commenced the implementation of SIAM to build a capability to seamlessly manage all service providers (both internal and external) who have by nature varied interests, and to provide a cohesive and transparent service view whilst meeting the Agency's objectives.

The Agency's Collaboration Framework outlines:
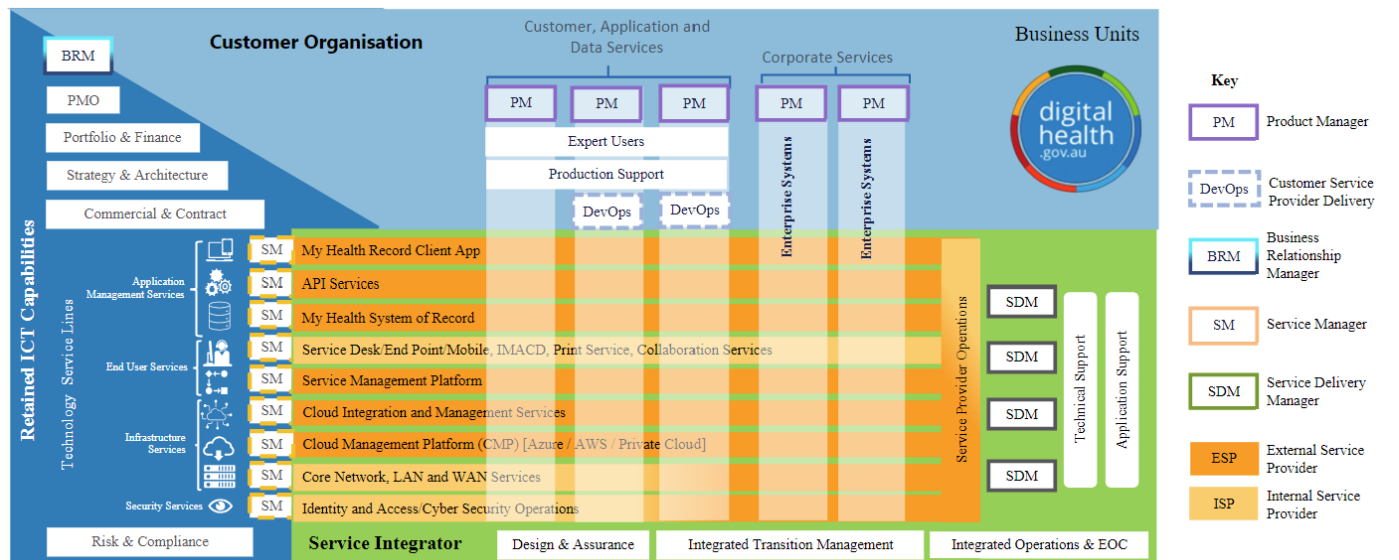
a. the platform within the SIAM environment to support and encourage collaboration and foster innovation with an ongoing focus on continual service improvement;

b. the specific responsibilities for the Service Integrator and Service Providers; and

c. guidelines for collaboration for bridging organisational and interpersonal differences and arriving together at valuable outcomes for the Agency.

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Request for Information – Overview

The Agency is seeking information from industry regarding:

a. Potential options for segmentation or disaggregation of aspects of the required services;

b. Technological or innovative advancements the Agency should be aware of;

c. Approaches for facilitating knowledge sharing;

d. Opportunities for optimisation of the required services;

e. Options for driving efficiencies;

f. Options for future expansion and scalability;

g. General capability considerations in alignment to broad requirement set; and

h. Potential constraints with respect to transition timeframes.

Reminder: Join us in Slido to ask questions

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Request for Information - Process Overview

Tara Gould, Chief Financial Officer

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Suite of Documents

Document(s)	Purpose
RFI Terms and Conditions	Describes the process and expectations for the RFI
Schedule 1 – Background and Context (including 2 attachments)	Provides key information regarding background and future strategy for the Agency as well as outlining the core objectives of the RFI
Schedule 2 – Response Forms	Forms to be completed by Respondents in submitting a Response

RFI Process

- This RFI is for insights and planning purposes only

- There is no evaluation criteria or formal evaluation on an individual or comparative basis for Responses to the RFI

- The Agency intends to analyse responses on their individual merit to assist the Agency in forming a procurement strategy and requirements for ASM for Digital Health Infrastructure including My Health Record

- For the avoidance of doubt, no aspect of the RFI, or responses to the RFI, constitute an offer and shall not form the basis of an agreement

- The Agency will not rank or shortlist Respondents to the RFI for participation in any future procurement activity the Agency may conduct
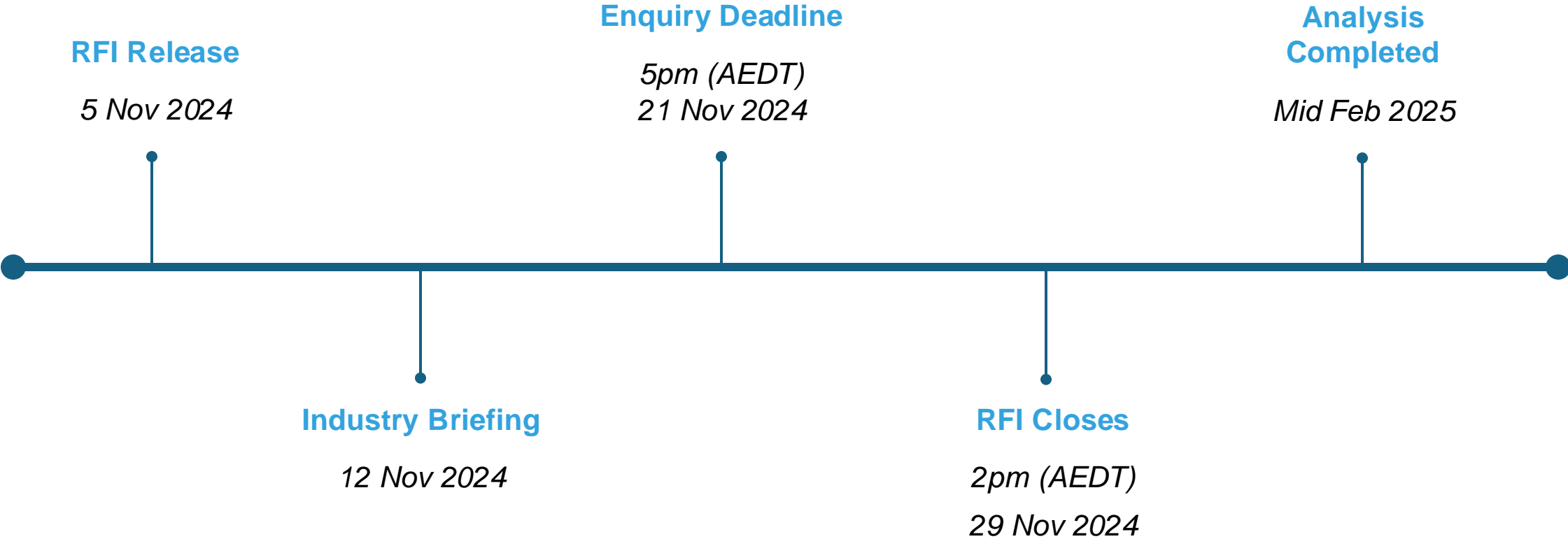
Forming a Response

- In forming a Response, Respondents should review the instructions included in Schedule 2 [Response Forms]

- It is the Agency's preference that the Response Form templates be used but if using a different format, please maintain the numbering of questions for ease of review

- Please include the Respondent's name in the filename and the places indicated in the Response Forms

- Minimise the use of attachments and where they are used, ensure they are clearly referenced in the Response Forms and filenames

RFI Timeline

RFI Release

5 Nov 2024

Enquiry Deadline

5pm (AEDT)
21 Nov 2024

**Analysis
Completed**

Mid Feb 2025

Industry Briefing

12 Nov 2024

RFI Closes

2pm (AEDT)

29 Nov 2024

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AusTender

Responses must be lodged electronically via AusTender.

Ensure you are familiar with the lodgement process in advance, there are some limitations, and it can be an extended process. Don't leave it to the last minute.

Understand the file naming conventions and file size limits (no special characters (colons, dashes, slashes, question marks, etc.)).

For more information see the DemoATM2024 at: https://www.tenders.gov.au/Atm/Show?Id=5027ac2b-28d2-4daa-b3b4-53a800998553.

Any queries and requests for technical or operational support must be directed to the AusTender Help Desk at tenders@finance.gov.au or 1300 651 698. The AusTender Help Desk is available between 9am and 5pm AEDT, Monday to Friday (excluding ACT and national public holidays).

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Communication during RFI

All communication from Respondents (potential or actual) must be in writing and through the Contact Officer – ASMProcurement@digitalhealth.gov.au this includes any questions or requests for information you may have.

If required, the Agency will issue all Addenda via AusTender. It is your responsibility to ensure that you check AusTender regularly for communication from the Agency.

Reminder that communication, other than the methods outlined above, should not occur in relation to this RFI.

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Contact

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