



Agenda

Council for Connected Care: Meeting 6 – Council for Connected Care Annual Review

Virtual via Microsoft Teams

Meeting: 11:00am – 1:30pm (Australian Eastern Standard Time) on Thursday, 8 August 2024

OFFICIAL

Item #	Timing	Topic	Presenter
1	5 mins 11:00 am – 11:05 am	Welcome, Acknowledgement of Country and Traditional Owners, and apologies	Anne Duggan, Chair
2	5 mins 11:05 am – 11:10 am	Conflicts of interest	Anne Duggan, Chair
3	5 mins 11:10 am – 11:15 am	Minutes of previous meeting & action items	Anne Duggan, Chair
4	10 mins 11:15 am – 11:25 am	Standards Advisory Group update	Wendy Chapman, Associate Dean of Digital Health & Informatics, University of Melbourne
5	40 mins 11:25 am – 12:05 pm	Interoperability 2023-24 achievements <ul style="list-style-type: none"> • 2023-24 Annual Progress Report • National Healthcare Identifiers Roadmap 2023-2028 • Digital Health Standards Catalogue • Digital Health Procurement Guidelines 	Siobhan McFadden, Director Interoperability Patricia Galang, Assistant Director Interoperability Lisa Murphy, Director Standards
	10 mins 12:05 pm – 12:15 pm	Tea break	
6	50 mins 12:15 pm – 1:05 pm	Council for Connected Care 2023-24 Annual Review and 2024-25 Workplan <ul style="list-style-type: none"> • 2023-24 Annual Review • 2024-25 Workplan 	Nicole Gartrell, A/g Branch Manager Connected Care

Item #	Timing	Topic	Presenter
7	20 mins 1:05 pm – 1:25 pm	Showcasing the work in aged care by the Aged & Community Care Providers Association	Julie Anderson, Senior Manager Innovation George Margelis, Chief Technology Advisor Aged & Community Care Providers Association
8	5 mins 1:25 pm – 1:30 pm	Other business	Anne Duggan, Chair

Members:	<p>Anne Duggan, Chief Executive Officer, Australian Commission on Safety and Quality in Health Care (Chair)</p> <p>Peter Sprivulis, Chief CIO, Western Australia Health (Deputy Chair)</p> <p>Amanda Cattermole, Chief Executive Officer, Australian Digital Health Agency</p> <p>Jason Agostino, Senior Medical Advisor, National Aboriginal Community Controlled Health Organisation</p> <p>Simon Bush, CEO, Australian Information Industry Association</p> <p>Wendy Chapman, Associate Dean of Digital Health and Informatics, University of Melbourne</p> <p>Simon Cleverley, Assistant Secretary, Australian Government Department of Health and Aged Care</p> <p>Elizabeth Deveny, CEO, Consumers Health Forum</p> <p>David Hansen, CEO, Australian e-Health Research Centre, Commonwealth Scientific and Industrial Research Organisation</p> <p>Rob Hosking, Chair Expert Committee on Practice Technology and Management, Royal Australian College of General Practitioners</p> <p>Emma Hossack, CEO, Medical Software Industry Association</p> <p>Chris Leahy, Chief Operating Officer, Australian Commission on Safety and Quality in Health Care</p> <p>Keith McDonald, CEO, South Western Sydney, Primary Health Network</p> <p>Anya Nikolic, CEO, Australasian Institute of Digital Health</p> <p>Jackie O'Connor, Policy Lead, Allied Health Professions Association</p> <p>Peter O'Halloran, Chief Digital Officer, Australian Digital Health Agency</p> <p>Christopher Pearce, Chair Digital Health Committee, Australian College of Rural and Remote Medicine</p> <p>Richard Skimin, Representative, Australian Patients Association</p> <p>Mark Upton, Director, Strategy, Information Management and Governance Office, Tasmanian Department of Health</p> <p>Trish Williams, Digital Health Expert, Flinders University</p> <p>Bettina McMahon, CEO, Healthdirect</p> <p>Debbie Jagers, NSW State Manager, National Disability Services</p> <p>Kirsty Faichney, Deputy CEO, Services Australia</p> <p>Mary Ann Baquero Geronimo, CEO, Federation of Ethnic Communities' Councils of Australia</p> <p>Steven Morris, CEO, Pharmaceutical Society of Australia</p>	<p>Proxy:</p> <p>Michael Bonning, Director, Australian Medical Association (NSW)</p> <p>Michael Frost, Group Head, Primary Healthcare, Information Standards and Communications Group, Australian Institute of Health and Welfare</p> <p>Faye McMillan, A/g National Rural Health Commissioner</p> <p>Tanya Lindsey, Executive Officer, Office of the National Rural Health Commissioner</p> <p>Jebet Kipsaina, NT Jurisdictional Lead, National Primary And Acute Care Data Linkage Project, Office of the CIO, Enabling Services, Northern Territory Health</p> <p>Julie Reeves, Strategic Lead - Aged Care, Australian Nursing & Midwifery Federation</p> <p>Takudzwa (Tuck) Gandanhamo, A/g Director, Policy & Research, Australian Private Hospitals Association</p> <p>Matt Ryan, Digital Health Manager, Programs, Partnerships & Health Services, Pharmacy Guild of Australia</p>
Agency attendees:	<p>Nicole Gartrell, A/g Branch Manager, Connected Care</p> <p>Siobhan McFadden, Director Interoperability, Australian Digital Health Agency</p> <p>Lisa Murphy, Director Standards</p> <p>Patricia Galang, Assistant Director Interoperability</p>	<p>Apology:</p> <p>Zoran Bolevich, Chief Executive Officer, Australian Institute of Health and Welfare</p> <p>Annie Butler, Australian Nursing and Midwifery Federation</p> <p>John Lambert, Chief Clinical Information Officer, Northern Territory Health</p> <p>Danielle McMullen, Australian Medical Association</p> <p>Lisa Todd, Economics, PBS & Data Director, Pharmacy Guild Australia</p>

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Australian Digital Health Agency

Agenda for Council for Connected Care: Meeting 6 – Council for Connected Care Annual Review, Thursday, 8 August 2024

Invited guests:	Julie Anderson, Senior Manager Innovation, Aged & Community Care Providers Association George Margelis, Chief Technology Advisor, Aged & Community Care Providers Association
Secretariat:	Helen Purdy, Director, Secretariat Services Sarah Dibley, Assistant Director, Secretariat Services Alina Kovalska, Secretariat Advisor, Secretariat Services



Council for Connected Care

Agenda Item 2: Conflicts of interest

Meeting: 8 August 2024

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RECOMMENDATIONS

That Members:

- 1 **Declare** any conflicts of interest
- 2 **Note** that a conflict of interest declaration is required annually.

PURPOSE

The purpose of this item is for members to declare any new conflicts of interest.

BACKGROUND

This is a standing agenda item.

SUMMARY OF ISSUES

Conflicts of interest

It is important that the Council and its members are free from perceived or real conflicts of interest with the business before them. The Chair will invite members to state any real or perceived conflicts of interest.

Please provide your annual conflict of interest declaration as soon as possible if you have been contacted by Secretariat Services.

Confidentiality

Members and proxies are asked to note that the meeting minutes, action list, and presentation slides are committee-in-confidence and are not to be shared or disclosed externally. Agenda papers and communiques will be publicly available on the Agency [website](#) and can be shared externally.



Council for Connected Care

Agenda Item 4: Australian Digital Health Standards Advisory Group Update

Meeting: 8 August 2024

OFFICIAL

RECOMMENDATIONS

That Members:

- 1 **Note** the outcomes of the Standards Advisory Group meeting held on 24 June 2024.

PURPOSE

The purpose of this item is to provide Council members with a quarterly update from the Australian Digital Health Standards Advisory Group.

BACKGROUND

The Australian Digital Health Standards Advisory Group provides advice on the use of standards for digital health across Australia. The Australian Digital Health Standards Advisory Group provides a quarterly report to the Council for Connected Care about their advice relating priority areas for standards use, implementation and development to support digital health in Australia. This update provides a summary of issues discussed at the fourth meeting held on 24 June 2024.

SUMMARY OF ISSUES

Members discussed and provided advice on following areas:

- Reviewed the outcomes of the Council for Connected Care meeting in May 2024
- Provided advice on the final minimum requirements detailed in the draft Aged Care Clinical Information System Standard
- Support for participation in global standards development activities
- Future priorities for standards work including strategies for supporting standards adoption and implementation.

Further information is provided in [Attachment A](#), Standards Advisory Group communiqué.

The next meeting of the Australian Digital Health Standards Advisory Group will be held in September 2024.



Communiqué

Australian Digital Health Standards Advisory Group

Communiqué – 24 June 2024

The fourth meeting of the Australian Digital Health Standards Advisory Group took place on 24 June 2024.

Members reviewed outcomes of the May 2024 meeting of the Council for Connected Care and provided advice to the Agency related to final minimum requirements detailed in the draft Aged Care Clinical Information System Standard. The Agency invited members to provide any additional feedback on the draft Standard prior to its publication later in 2024, noting further work will follow to develop a change and adoption roadmap in support of sector-wide implementation.

Members welcomed a lively discussion around Australian participation in global standards development activities, noting the importance of ensuring Australian interests are represented and considered in the resulting Standards. Broad levels of Australian representation were noted at several international forums, including through the International Organization for Standardization (ISO), HL7 International, Integrating the Healthcare Enterprise, the International Council for Commonality in Blood Banking Automation, GS1, the Global Digital Health Partnership, SNOMED International and the World Health Organisation. Members also noted contributions from private Australian individuals in Digital Imaging and Communications in Medicine (DICOM) and Logical Observation Identifiers Names and Codes (LOINC).

Members advised additional government and industry support is needed to ensure Australian interests are consistently represented in global Standards initiatives and were keen to explore ways to share information on international events across industry.

A highlight of the meeting was an interactive workshop where members collaborated to inform the forward work plan for the Australian Digital Health Standards Advisory Group in 2024-25. Members shared their organisational priorities for standards work to help develop a shared forward agenda, and advised on key enablers and barriers to standards adoption which will be addressed through the work plan.

The next meeting of the Australian Digital Health Standards Advisory Group will take place in September 2024.



Council for Connected Care

Agenda Item 5: Interoperability 2023-24 achievements

Meeting: 8 August 2024

OFFICIAL

RECOMMENDATIONS

That Members:

- 1 **Note** the 2023-24 annual progress report against actions in the *Connecting Australian Healthcare – National Healthcare Interoperability Plan 2023-2028* (Interoperability Plan).

PURPOSE

The purpose of this item is to provide members with an update on progress against actions in the Interoperability Plan.

BACKGROUND

The Interoperability Plan includes 44 actions:

- 27 are immediate or ongoing (to commence in 2023-24)
- 14 are short term (to commence 2024-25 to 2026-27) and
- 3 are medium term (to commence 2025-26 to 2027-28).

Progress against the actions in the Interoperability Plan has been published on the Agency website each quarter since October 2023. The 2023-24 annual progress report was published on 1 August 2024

SUMMARY OF ISSUES

The 2023-24 annual progress report at [Attachment A](#) includes a status rating (that is, the action is on track, behind schedule, not commenced or completed) and a progress update for each action. Updates on status and progress have been received from Agency and non-Agency action leads, including state and territory health departments, the Department of Health and Aged Care, Services Australia, the Australian Institute of Health and Welfare, Healthdirect, and the Australasian Institute of Digital Health.

Of the 44 actions in the Interoperability Plan:

- 9 are completed:
 - Action 1.3 Healthcare Identifiers Roadmap
 - Action 2.5 Standards catalogue

- Action 2.7 Digital health standards guiding principles
- Action 2.9 Engage standards stakeholders
- Action 2.13 Develop a conformance framework
- Action 3.3 Procurement guidance
- Action 3.5 GP and aged care facility interoperability
- Action 5.3 Assess digital health maturity models
- Action 6.1 Review policy tools.
- 28 are on track – 18 as per schedule (immediate or ongoing actions) and 10 ahead of schedule (short or medium-term actions).
- 6 short or medium-term actions will commence in 2024-25 or 2025-26 as per schedule.
- 1 action is behind schedule (Action 2.1 Terminology in digital health systems) but is expected to be on track next quarter.

While nine actions are marked ‘complete’, we recognise that work will continue and progress reported as we move into a new phase of implementation, review, and improvement, working closely with key stakeholders to adopt change.

In summary, key 2023-24 achievements towards a better-connected healthcare system for all Australians includes:

- Establishing strong governance – the Council for Connected Care and the Australian Digital Health Standards Advisory Group – and developing a communication and engagement plan for collaboration and transparency.
- Sharing resources in central locations – the Agency’s Online Interoperability Toolkit and Digital Health Developer Portal – for collaboration and to build the knowledge base.
- Publishing roadmaps and resources for national coordination and collaboration:
 - National Healthcare Identifiers Roadmap 2023-2028 to increase the adoption and use of healthcare identifiers in health and care settings
 - Guiding principles for those developing or implementing digital health standards
 - Sparked Accelerator program roadmap to deliver Australian core and eRequesting data sets and Fast Health Interoperability Resources (FHIR) implementation guides
 - Digital Health Standards Catalogue, a comprehensive resource that provides a single point of access for relevant standards in digital health
 - Conformance framework to ensure digital health products and systems are operated in a manner that aligns with safety, security, and interoperability standards
 - Draft digital health procurement guidelines to provide guidance to healthcare organisations seeking to purchase digital health solutions and harmonise interoperability requirements in ICT procurement.
- Drafting a National Health Information Exchange architecture and roadmap in consultation with jurisdictions and key stakeholders and consulting with jurisdictions on a legal and policy framework to support information sharing across care settings and state and territory borders.
- Building the digital health capability of the workforce through assessment tools and training on FHIR.

- Measuring maturity through the 2022 Interoperability Benchmark Survey, identifying appropriate maturity models and monitoring progress against the actions in the Interoperability Plan.

In June 2024, the Agency published the following key documents that will be further outlined during the Council meeting:

- The [National Healthcare Identifiers Roadmap 2023-2028](#) (HI Roadmap) was developed in partnership with the Department of Health and Aged Care and Services Australia, to support the wider up-take and use of healthcare identifiers for a more connected healthcare system. We will provide quarterly public reporting on the implementation of the roadmap to match the quarterly public reporting we provide on the National Healthcare Interoperability Plan.
- The [Digital Health Standards Catalogue](#) provides easy access to the standards that support the ongoing digital transformation of the Australian healthcare sector.
- The [Procurement Guidelines](#) (draft for consultation) aim to harmonise procurement and use of standards, based on best-practice approaches to interoperability requirements for digital health technology procurement.

Attachments

Attachment A: 2023-24 annual progress report



Australian Government

Australian Digital Health Agency

Connecting Australian Healthcare

National Healthcare Interoperability Plan 2023-2028

Annual Progress Report
(July 2023 to June 2024)

Issued 1 August 2024





Publication date: 1 August 2024

Australian Digital Health Agency ABN 84 425 496 912, Level 25, 175 Liverpool Street, Sydney, NSW 2000 digitalhealth.gov.au
Telephone 1300 901 001 or email help@digitalhealth.gov.au

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Introduction

The *Connecting Australian Healthcare – National Healthcare Interoperability Plan 2023-2028* ([Interoperability Plan](#)) is Australia's first national plan to deliver a connected healthcare system for more personalised holistic care and better health and wellbeing outcomes for all Australians.

The Interoperability Plan sets out a national vision to share consumer health information in a safe, secure and seamless manner and identifies 44 actions across five priority areas – identity, standards, information sharing (sending, receiving and finding the right information), innovation (initiatives that drive interoperability) and measuring benefits – and policy tools to support interoperability.

The Australian Digital Health Agency (the Agency) has established the [Council for Connected Care](#) (the Council) as the key governance body to provide strategic advice, oversee implementation of the Interoperability Plan, and report on progress.

The Interoperability Plan was published on the Agency's website on 11 July 2023. This is the first annual progress report against the 44 actions in the Interoperability Plan. The timeframes to initiate the 44 actions are categorised as:

- Immediate – within one year (2023-24)
- Ongoing – currently underway (2023-24 to 2027-28)
- Short term – one to three years (2024-25 to 2026-27)
- Medium term – three to five years (2025-26 to 2027-28).



Council for Connected Care: A message from the Chair

Conjoint Professor Anne Duggan

The Council for Connected Care (Council) was established in June 2023 to provide strategic advice on matters related to connecting care and to support national implementation of the Interoperability Plan.

Over the last 12 months there has been unprecedented support from key stakeholders to work together to better connect Australia's healthcare system and improve health outcomes for Australians. A coalition of the willing is the best way to describe the 33 members of the Council for Connected Care that represent government, healthcare consumers, healthcare providers, the health technology sector, system operators and researchers.

Implementation of the 44 actions to connect Australia's healthcare system has been swift, with 10 out of the 17 actions originally scheduled to commence in the forward years being fast tracked. The Council has also seen progress in each of the five priority areas of the national Interoperability Plan and the delivery of nine actions in the first year of implementation:

- The National Healthcare Identifiers Roadmap 2023-2028 to increase the adoption and use of healthcare identifiers in health and care settings
- The Digital Health Standards Catalogue, a comprehensive resource that provides a single point of access for relevant standards in digital health
- Guiding principles for those developing or implementing digital health standards
- Development of strong partnerships with standards stakeholders including standards development organisations
- A Conformance Framework to ensure digital health products and systems are operated in a manner that aligns with safety, security, and interoperability standards
- Digital Health Procurement Guidelines to provide guidance to healthcare organisations seeking to purchase digital health solutions and harmonise interoperability requirements in ICT procurement
- An assessment of general practice and aged care facility interoperability to identify issues, requirements and potential solutions
- An assessment of digital health maturity models to inform the development of a global maturity model
- A review of policy tools to support and accelerate interoperability.

While these actions are marked 'complete', we recognise that work will continue and progress reported as the Council moves into a new phase of implementation, review, and improvement, working closely with key stakeholders to adopt change.

Council for Connected Care: A message from the Chair

Conjoint Professor Anne Duggan

In 2024-25, the Council will support the following national activities to connect Australia's healthcare system:

- Implementing the national roadmaps for healthcare identifiers and a national health information exchange
- Enhancing national provider directory capability
- Strengthening governance and stakeholder engagement for adoption and implementation of national digital health standards
- Improving connections and conformance to national digital health products and services for developers and healthcare providers
- Harmonising legislation to support information sharing
- Establishing an online collaborative community forum
- Building interoperability capability
- Monitoring progress and assessing maturity through the second national interoperability survey and the development of a global maturity model.

All Australians deserve a connected healthcare system where information is shared safely, securely, and seamlessly with the right people at the right time, and I am very pleased to be part of this important and exciting journey.

Summary of 2023-24 progress

Key progress towards a better-connected healthcare system for all Australians includes:

- ✓ **Establishing strong governance** – the Council for Connected Care and the Australian Digital Health Standards Advisory Group – and developing a communication and engagement plan for collaboration and transparency.
 - ✓ **Sharing resources in central locations** – the Agency’s Online Interoperability Toolkit and Digital Health Developer Portal – for collaboration and to build the knowledge base.
 - ✓ Publishing **roadmaps and resources** for national coordination and collaboration:
 - National Healthcare Identifiers Roadmap 2023-2028 to increase the adoption and use of healthcare identifiers in health and care settings
 - Guiding principles for those developing or implementing digital health standards
 - Sparked Accelerator program roadmap to deliver Australian core and eRequesting data sets and Fast Health Interoperability Resources (FHIR) implementation guides
 - Digital Health Standards Catalogue, a comprehensive resource that provides a single point of access for relevant standards in digital health
 - Conformance framework to ensure digital health products and systems are operated in a manner that aligns with safety, security, and interoperability standards
 - Draft procurement guidelines to provide guidance to healthcare organisations seeking to purchase digital health solutions and harmonise interoperability requirements in ICT procurement.
 - ✓ Drafting a **National Health Information Exchange** architecture and roadmap in consultation with jurisdictions and key stakeholders and consulting with jurisdictions on a legal and policy framework to support information sharing across care settings and state and territory borders.
 - ✓ Building the **digital health capability** of the workforce through assessment tools and training on FHIR.
 - ✓ **Measuring maturity** through the 2022 Interoperability Benchmark Survey, identifying appropriate maturity models and monitoring progress against the actions in the Interoperability Plan.
-

Status of actions – Annual progress report (2023-2024)

9 actions completed

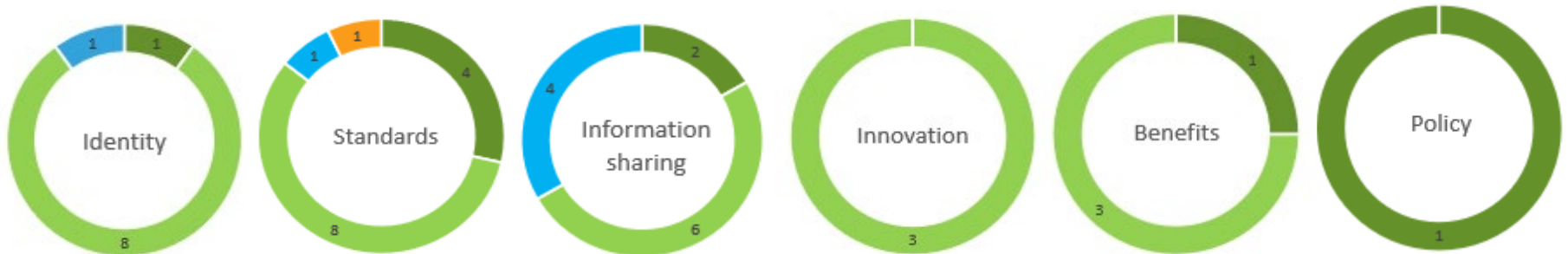
- ✓ Actions 1.3, 2.5, 2.7, 2.9, 2.13, 3.3, 3.5, 5.3, 6.1*

28 actions on track

- ✓ 18 as per schedule (immediate/ongoing actions)
- ✓ 10 ahead of schedule (short/ medium-term actions)

6 short or medium-term actions will commence in 2024/25 or 2025/26 as per schedule

1 action is behind schedule



■ Completed ■ On track ■ Not commenced (future work) ■ Behind schedule

* Completed actions: Action 1.3 Healthcare Identifiers Roadmap; Action 2.5 Standards catalogue; Action 2.7 Standards guiding principles; Action 2.9 Engage standards stakeholders; Action 2.13 Develop a conformance framework; Action 3.3 Procurement guidance; Action 3.5 GP and aged care facility interoperability; Action 5.3 Assess digital health maturity models; Action 6.1 Policy review



Identity



Identity

Healthcare identifiers support information sharing by accurately identifying individuals, healthcare providers and healthcare provider organisations. This ensures information shared is for the right individual and improves the safety of care provided. It also gives individuals greater control over the level of access they provide to healthcare providers.

This priority area includes 10 actions to leverage the national Healthcare Identifiers Service and the National Health Services Directory:

- 2 actions are immediate (2023-24)
- 4 actions are ongoing (2023-24 to 2027-28)
- 4 actions are short (2024-25 to 2026-27).

Progress highlights

The Agency has published the National Healthcare Identifiers Roadmap 2023-2028, a strategic plan devised in collaboration with the Department of Health and Aged Care and Services Australia to drive uptake of the Healthcare Identifiers Service. Implementation of several activities in the Roadmap has already commenced relating to identifying legislative reforms and improving data matching and quality.

Over the last 12 months there have been positive discussions between key delivery partners on adopting healthcare identifiers for national digital health initiatives and how existing directories individually and collectively will support a future health information exchange. States and territories and private health organisations have shown commitment to the Healthcare Identifiers Service submitting, where required, transition timeline plans for adopting Healthcare Provider Identifiers – Individuals (HPI-Is).



Identity progress update

Action	Lead(s)	Timeframe*	Status	2023-24 progress
1.1 Using healthcare identifiers Jurisdiction health departments, the Agency and Services Australia will adopt and use national healthcare identifiers in future digital health initiatives involving health information sharing.	The Agency Services Australia All Health Departments	Ongoing	On track	<p>Positive discussions have occurred over the first year of the Interoperability Plan, with states and territories and the Commonwealth proactively considering how to build in the use of healthcare identifiers to key programs and in support of digital health initiatives, such as e-Prescribing.</p> <p>The Sparked program, a collaborative effort between government, industry, healthcare peaks, and clinicians is developing the core standards that will support interoperability for the health system, and healthcare identifiers will form a key part of the Australian core standards.</p> <p>Services Australia continues to support and progress work on integrating healthcare identifiers into health systems. This includes working with Allied Health Professions Australia to progress the use and adoption of Healthcare Provider Identifiers for Individuals (HPI-Is) for their 37 member associations, and the My Aged Care – My Health Record Integration Project which is on track for an October 2024 go live.</p>
1.2 Promoting healthcare identifiers Promote the use of individual healthcare identifiers (IHIs), including creating IHIs for newborns as soon as possible after birth.	The Agency Services Australia	Ongoing	On track	Services Australia continues to work with the Birth of a Child program to explore opportunities and approaches to creating Individual Healthcare Identifiers (IHIs) for newborns across jurisdictions and has also commenced work to incorporate the Australian Immunisation Register into the newborn service offering.

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Identity progress update

Action	Lead(s)	Timeframe*	Status	2023-24 progress
1.3 Healthcare Identifiers Roadmap Develop a Healthcare Identifiers Roadmap that includes: <ul style="list-style-type: none">• coordinating the response to recommendations from the 2018 Healthcare Identifiers Act and Service Review and the 2020 review of the My Health Records Act that relate to or affect healthcare identifiers• reviewing legislative impediments to the wider uptake of healthcare identifiers in the Healthcare Identifiers Act 2010• reporting on healthcare identifier adoption.	The Agency Department of Health and Aged Care	Immediate	Complete	The Agency in collaboration with the Department of Health and Aged Care and Services Australia, published the National Healthcare Identifiers Roadmap 2023-2028 in June 2024. The Roadmap includes 20 activities covering: <ul style="list-style-type: none">• Legislation and policy including reforms to the Healthcare Identifiers Act 2010• Healthcare Identifiers Service improvements in data matching and data quality• Architecture and data standards• Operational improvements to governance, directory services development, education and stakeholder communication and engagement.
1.4 Healthcare identifier matching Develop and implement a program of improvements in healthcare identifier matching (especially IHIs), focusing on data quality, user interfaces, service improvements, enhancements and proactive efforts on IHI retrieval.	The Agency Services Australia	Short	On track	The HI Data and Service Enhancements Project was successfully deployed into production on 1 June 2024. This project focussed on improving Individual Healthcare Identifier (IHI) match rates and Aboriginal and Torres Strait Islander peoples matching enhancements and uplift of error messages and responses. Services Australia and the Agency will work with software developers during 2024-25 to develop conformance requirements and update clinical software to take advantage of these changes.
1.5 Review Healthcare Provider Identifier – Individual (HPI-I) conformance Review conformance requirements for using HPI-Is when uploading documents to the My Health Record system, recognising that providers are at different stages of use of HPI-Is.	The Agency	Short	On track	The Agency has received transition timeline plans from jurisdictions and private health organisations outlining how and when they intend to implement Healthcare Provider Identifiers – Individuals (HPI-Is). A number are on track to be using HPI-Is by the end of this year.

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Identity progress update

Action	Lead(s)	Timeframe*	Status	2023-24 progress
1.6 Develop deeper network structures Develop deeper Healthcare Provider Identifier – Organisation (HPI-O) network structures, including revising published guidance, to support enhancing online HPI-O network registration, and work with vendors to address software limitations.	The Agency Services Australia	Short	Not commenced	This short-term action will be progressed under the Healthcare Identifiers Roadmap.
1.7 Using the National Health Services Directory (NHSD) Use the NHSD as the service directory for digital health programs. Where this is not possible (such as for a specialised directory), jurisdictions will work with Healthdirect Australia and the Agency to support the required flow of information.	All Health Departments	Ongoing	On track	<p>Discovery work continues with an understanding of the different purposes and features of existing directories and how they individually, and collectively, will support the use cases for a future health information exchange (HIE).</p> <p>The MyHealth app, which provides consumers with access to their My Health Record and will provide future functionality to support consumers to proactively engage with their own health care needs and plans, has been integrated with the NHSD. This supports consumers to search for healthcare providers to suit their individual needs.</p>
1.8 Implementing the 2019 National Health Services Directory (NHSD) review Healthdirect, in partnership with the Australian Government Department of Health and Aged Care and state and territory health departments, will implement the work packages developed in response to the 2019 AHMAC NHSD review, which include positioning the NHSD as core national infrastructure.	Healthdirect	Ongoing	On track	Healthdirect has published the NHSD Data Strategy which outlines a roadmap of initiatives for further maturing the NHSD as a data practice and national capability. One-on-one workshop sessions were conducted with all states, territories and the Commonwealth to develop the NHSD's 3-year product roadmap. The NHSD website has been refreshed and a NHSD Developer and Integration Hub launched to support integrators in all stages of the journey, to build and test their integrations with the NHSD FHIR APIs. There have also been engagements with the Department of Health and Aged Care on the HI Framework review project to ensure NHSD use cases are understood and catered for as part of the legislative changes.

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Identity progress update

Action	Lead(s)	Timeframe*	Status	2023-24 progress
1.8 Implementing the 2019 National Health Services Directory (NHSD) review (continued)	Healthdirect	Ongoing	On track	Healthdirect is supporting the NSW Health rollout of their Engage Outpatient project, which enables electronic referrals from GPs into NSW Health outpatient clinics. This solution utilises the NHSD FHIR API to enable GPs to search and address these electronic referrals. Healthdirect is also supporting state and territory trials of enhanced scope of practice in community pharmacies. The NHSD data model was expanded to document more granular pharmacy services to enable consumers to find services relevant to their specific needs (such as UTI diagnosis and prescriptions). Development is complete to transition from XML to FHIR (bulk) integration with the Department of Health Victoria to support discharge summary workflow for Victorian Hospital and Health Services.
1.9 Provider Connect Australia Roll out and support the implementation of Provider Connect Australia.	The Agency	Immediate	On track	As of 20 June 2024, 2,317 healthcare clinics comprising of 4,713 healthcare services have registered to Provider Connect Australia (PCA). This year, the Australian Podiatry Association (APoDA), Health Hunter and the Australasian Association of Practicing Nutritionists (AARPn) onboarded as business partners, bringing the total number registered to 37. The project is continuing to engage with peak bodies, private health insurers, WorkSafe/Workcover providers and healthcare providing organisations to connect to PCA.
1.10 Integrating the NHSD and the Health Provider Directory (HPD) Assess the feasibility of integrating the NHSD and the HPD to reduce duplication and rationalise the national directory infrastructure.	Services Australia	Short	On track	A proposed approach for reducing directory duplication is being progressed through the national health information exchange program of work. Services Australia continues to collaborate with the Agency on current state and is supporting the planned feasibility assessment.

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Standards



Standards

To seamlessly exchange or access health information and ensure consistent understanding, it is essential to have agreed digital health standards, specifications and terminology.

This priority area includes 14 actions to drive effective leadership and a sustainable approach to standards governance:

- 5 actions are immediate (2023-24)
- 4 actions are ongoing (2023-24 to 2027-28)
- 5 actions are short (2024-25 to 2026-27).

Progress highlights

On 25 June 2025, the Sparked FHIR Accelerator program, a cooperative between the Agency, CSIRO, HL7 Australia and the Department of Health and Aged Care, issued the first release of the Australian Core Data for Interoperability (AUCDI R1). This marks a major first step in enabling the standardised capture and exchange of healthcare data.

The initial version of the Digital Health Standards Catalogue was also published in June 2024. The catalogue aims to consolidate all relevant national and international standards and provide a single source of truth for developers, implementers, and users of digital health solutions to help drive more connected and coordinated healthcare in Australia.

The Agency has also published its Conformance Framework that provides a strategic overview of the purpose and function of conformance and how the Agency develops, operationalises, assesses, and maintains conformance schemes, profiles and artefacts.



Standards progress update

Action	Lead	Timeframe*	Status	2023-24 progress
2.1 Terminology in digital health systems Engage with the health technology sector and health departments to enhance digital health systems to integrate national terminologies and classifications natively.	The Agency	Ongoing	Behind schedule	The production release of AMTv4 (Australian Medicines Terminology) has been pushed back to September 2024 to allow for additional testing and to support industry readiness. The CSIRO project team are providing full technical support to implementers who are now tracking well for the September go live date and will continue to provide support through to post go live. The Medicine Authoring Tool is undergoing final rounds of comprehensive testing, with Australia being onboarded with SNOMED International's Managed Service in May 2024. In addition to AMT, the Agency and CSIRO teams have been engaging with aged care organisations, diagnostic industry, Clinical Information System vendors, clinical colleges and healthcare organisations around the adoption of the NCTS, Ontoserver and SNOMED CT.
2.2 Develop specifications and standards Engage with the health sector on the development, selection, use and maintenance of specifications and standards that support the Agency's approved priorities. When required, Agency-developed specifications will be progressed to become standards through the appropriate standards development organisation and their balloting/development processes.	The Agency	Ongoing	On track	<p>The Agency's FHIR implementation guides (IG) are now in a central location on the Developer Portal to increase the visibility of and improve access to these specifications and standards.</p> <p>The Agency has completed the technical work to express its Clinical Digital Architecture (CDA) schema as FHIR logical models, as part of the My Health Record (MHR) Modernisation program. Next steps will include broader socialisation of the work with the Australian implementer's community and beginning to define specific document-based use cases in FHIR for MHR in alignment with the Modernisation program's priority use cases.</p> <p>As one of the organisations supporting the 'Sparked' FHIR Accelerator program, the Agency continues its participation in the Clinical and Technical Design Groups to define HL7 FHIR AU Core and Australian Core Data for Interoperability (AUCDI). The focus for the quarter ahead will be on testing HL7 FHIR AU Core.</p>

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Standards progress update

Action	Lead	Timeframe*	Status	2023-24 progress
2.3	HL7 FHIR® AU usage Develop and expand on HL7 FHIR® AU Base 2 for all Agency and Healthdirect digital health systems and services, including modifications and new systems.	The Agency Healthdirect	Ongoing	On track

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Standards progress update

Action	Lead	Timeframe*	Status	2023-24 progress
2.4 International standards participation Support Australian participation in international standards development.	The Agency AIHW	Ongoing	On track	The Agency continues to actively engage with GS1, HL7, IHE and SNOMED-CT internationally through multiple channels and standards development work. Engagement with the Global Digital Health Partnership also provides a valuable opportunity to drive aligned global standards activities across multiple countries and the wider global standards community. Our ongoing participation in Standards Australia committees also enables us to continue our participation with ISO. Expansion of these activities where it will support the Australian digital health agenda will continue to be considered as an ongoing part of the standards program. Work continues to assess additional opportunities to broaden engagement from expert stakeholders across the wider sector.
2.5 Standards catalogue Develop and implement a national digital health standards catalogue as a user-friendly access point for digital health standards.	The Agency	Immediate	Complete	The initial version of the Digital Health Standards Catalogue was published in June 2024 with the support of the Australian Digital Health Standards Advisory Group. Initial functionality and content provide the foundational levels for iterative and ongoing development of curated content to provide use case specific standards catalogues. Further individual standards shall also continue to be added on an ongoing basis to enrich the content available to users. This work will continue as an ongoing element of the National Digital Health Standards Program working in partnership with the sector.

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Standards progress update

Action	Lead	Timeframe*	Status	2023-24 progress	
2.6	National Digital Health Standards Program (NDHSP) Implement the NDHSP to develop a dynamic, comprehensive and collaborative digital health standards environment. This program will inform the need for and scope of national governance arrangements for standards.	The Agency	Immediate	On track	All workstreams of the NDHSP have been established. This includes: <ul style="list-style-type: none">• Leading and coordinating collaboration and engagement within the standards community (e.g. establishment of the Australian Digital Health Standards Advisory Group and Jurisdictional Roundtable)• Building capacity in the digital health technology sector (e.g. FHIR training)• Publishing the initial version of the Digital Health Standards Catalogue and Procurement Guidelines• Providing a mechanism for enhancing engagement within the digital health standards community (e.g. development and implementation of a stakeholder engagement plan)• Supporting the use and development of Aged Care Clinical Information Systems (e.g. Aged Care CIS recommended minimum system requirements).
2.7	Digital health standards guiding principles Develop and publish a set of national guiding principles for those developing or implementing digital health standards in Australia, in partnership with standards development organisations and the health technology sector.	The Agency	Immediate	Complete	The Agency published national digital health standards guiding principles on its Digital Health Developer Portal in June 2023. The seven principles were developed in consultation with our partners in standards and interoperability.

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Standards progress update

Action	Lead	Timeframe*	Status	2023-24 progress
2.8 Standards gap analysis Complete a gap analysis to prioritise the digital health standards that are required most urgently to accelerate the interoperability agenda.	The Agency	Immediate	On track	The most urgent works on local standards development continue within the 'Sparked' program to deliver Australian Core Data for Interoperability (AU CDI) and priority Implementation Guides. Standards Gap analysis continues within related projects including development of the Standards Roadmap, Standards Catalogue and Procurement Guidelines. Tooling proposed to support the Gap Analysis process continues to be refined to ensure ease of application within the sector to support ongoing needs.
2.9 Engage standards stakeholders Develop and maintain strong partnership ties with the health technology sector, standards development organisations and other key standards bodies.	The Agency	Immediate	Complete	<p>Strengthening of partnerships with key Standards Development Organisations are ongoing to ensure partnership agreements are in place. Partnership agreements with HL7 Australia, SNOMED, and Standards Australia remain current, and work is underway with IHE.</p> <p>The Agency has continued to encourage collaboration among standards stakeholders through the Australian Digital Health Standards Advisory Group. The Agency also holds regular meetings with the Medical Software Industry Association (MSIA) and engages with wider stakeholder groups to ensure that Agency work within the National Digital Health Standards Program is well informed and relevant to the wider sector.</p> <p>This work will continue as an ongoing element of the National Digital Health Standards Program working in partnership with the sector.</p>
2.10 Including terminology in datasets Coordinate discussions on expanding minimum datasets to incorporate the use of SNOMED CT-AU, AMT and LOINC for data not currently collected in areas such as medications, adverse reactions, pathology and radiology.	The Agency	Short	On track	The Agency continues to drive this action forward through the Sparked Program. This includes the recommendation of SNOMED CT ValueSets, LOINC ValueSet and other code systems.

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Standards progress update

Action	Lead	Timeframe*	Status	2023-24 progress
2.11 National library of terminology mapping Develop a national “library” of resources that provide translation mapping from national terminologies to other popular terminologies.	The Agency	Short	Not commenced	This short-term action will be progressed in the 2024-25 financial year.
2.12 API information exchange Engage with the health technology sector to enhance digital health systems to use HL7 FHIR®, OAuth and OpenID Connect for API information exchanges.	The Agency	Short	On track	An authentication blueprint for health information exchange is being drafted for stakeholder consultation in 2024-25.
2.13 Develop a conformance framework Engage with stakeholders to develop a conformance framework and associated conformance rules for national digital health systems and services.	The Agency	Short	Complete	The Agency has published its Conformance Framework following consultation with government entities, jurisdictions and industry stakeholders. The Conformance Framework provides a strategic overview of the purpose and function of conformance and how the Agency develops, operationalises, assesses, and maintains conformance schemes, profiles and artefacts.
2.14 Standards development cooperative Establish a cooperative of developers working to expedite the development of new digital health standards, with a suitable operating model.	The Agency	Short	On track	On 25 June 2025, Sparked issued the first release of the Australian Core Data for Interoperability (AUCDI R1). This marks a major first step in enabling the standardised capture and exchange of healthcare data. AUCDI R1 has been developed in association with an AU Core FHIR implementation guide (IG).

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Information sharing



Information sharing

The sharing of information between healthcare providers and consumers requires information to be discoverable and accessible within a framework of trust, safety, consent, privacy and data quality.

This priority area includes 12 actions to increase the safe, secure and seamless sharing of information with the right people at the right time:

- 3 actions are immediate (2023-24)
- 2 actions are ongoing (2023-24 to 2027-28)
- 4 actions are short (2024-25 to 2026-27)
- 3 actions are medium (2025-26 to 2027-28).

Progress highlights

A draft Health Information Exchange (HIE) Architecture and Roadmap, outlining the steps to the future state HIE environment needed to support connected health care, has been presented to jurisdictions and other key stakeholders and potential delivery partners.

A jurisdictional legal and policy working group was established in May 2024 initiating collaboration on the elements of a framework to support health information sharing. Research has commenced on consumers choice and control over their health data and the role of care teams that will inform the health information sharing framework.

A draft version of the Digital Health Procurement Guidelines was released in June 2024 for consultation. The guidelines aim to harmonise procurement and use of standards, based on best-practice approaches to interoperability requirements for digital health technology procurement.



Information sharing progress update

Action	Lead(s)	Timeframe*	Status	2023-24 progress
3.1 Interoperability in procurement The Agency, health departments and Services Australia will specify interoperability requirements in procurement requests where they meet business objectives. This will leverage existing national infrastructure, terminology and standards.	The Agency All Health Departments Services Australia	Ongoing	On track	Work is ongoing with health departments to review current procurement processes and capability. Newly released draft Digital Health Procurement Guidelines will support this activity as the delivery of this tool is completed.
3.2 API Gateway information exchange Promote the use of the API Gateway to support interoperable information exchange, including development of a service catalogue.	The Agency	Ongoing	On track	In 2023-24 the Agency has documented requirements for an Integrated Developer Platform and completed a technical feasibility study to inform the approach to surfacing an API Service Catalogue. This considered the Agency's existing technology stack and identified the need for a new capability, notably a Producer Portal. A conceptual architecture has been approved that outlines the role of the Producer Portal and how this capability supports publishing of the API Service Catalogue and automating this. Further, the Agency has approved stage 1 of the Producer Portal implementation, leveraging an existing use case to establish the solution architecture and approach for implementation.
3.3 Procurement guidance Establish an intergovernmental working group to harmonise procurement and use of standards, based on best-practice approaches to interoperability requirements for information and communications technology system procurement.	The Agency	Immediate	Complete	A draft version of the Digital Health Procurement Guidelines was released in June 2024 as a preview for comment. Development of the guidelines has been informed by the sector, incorporating feedback received in early development process as well as being guided by sector representative via the Procurement Reference Group. Wider consultation is now being undertaken to seek input into ongoing development as the guideline content continues to expand to cover as many technology platforms and procurement processes as possible.

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Information sharing progress update

Action	Lead(s)	Timeframe*	Status	2023-24 progress
3.4 Online interoperability toolkit Develop and maintain an online interoperability toolkit that provides practical guidance, lessons learned, case studies, data dictionaries, terminologies, common specifications, frameworks, and a library of exemplars and reusable components, including implementation guides.	The Agency	Immediate	On track	A framework is being developed to expand the interoperability toolkit that will improve the interoperability journey for software developers, healthcare providers and industry to connect to different national digital health systems. It will also provide access to key information and education materials relating to interoperability.
3.5 GP and aged care facility interoperability Assess the current interoperability between GP and residential aged care facility systems, identifying issues, requirements and potential solutions to resolve issues.	The Agency	Immediate	Complete	The Agency has assessed the interoperability between GP and residential aged care facility systems and made recommendations that will inform future work on CIS information exchange standards pertinent to both aged care and GP systems.
3.6 Consent Management Engage with consumers to investigate options for enabling individuals to grant consent to access all their health information, including in My Health Record. Options will include making it easier to choose which healthcare providers are authorised, and the types of information they can access.	The Agency	Short	On track	An initial review and investigation into consumers attitudes around choice, control and use of their data has been commissioned by the Agency. Discussions have also commenced through the Jurisdictional legal and policy working group to examine how dynamic consent can be achieved within an overarching authorisation framework.
3.7 Research international practice Assess the UK national minimum standards for digital health technologies and similar international policies to inform consultation on Australian approaches.	The Agency	Short	Not commenced	This short-term action will be progressed in the 2024-25 financial year.

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Information sharing progress update

Action	Lead(s)	Timeframe*	Status	2023-24 progress
3.8 Care management network Investigate opportunities to build capability to identify and manage individuals within a consumer's formal and informal care management network.	The Agency	Short	On track	Building on existing research on primary to acute care and care pathways, the Agency is currently undertaking the Care Teams Exploratory Research project across the care sector. This includes consumers and carers, GPs, specialists, allied health professionals and the aged care sector to better understand the role of care teams and where digital implementation could be leveraged to enhance care coordination. This research will build Agency capability through better understanding of care teams and will identify individuals within a consumer's formal and informal care network and ways digital solutions can support all those in a care team.
3.9 Information-sharing model agreement Collaborate with stakeholders on the development of a model agreement to be used by organisations holding personal health information. This will specify the terms and conditions for sharing, discovering and acquiring information from other organisations. It will cover privacy, security, access controls, patient data rights, technical specifications and intellectual property rights.	The Agency	Short	On track	The first meeting of the HIE Jurisdictional Advisory Group (JAG) Legal and Policy Working Group (LPWG), was held on 22 May 2024, initiating collaboration on the elements of a framework to support health information sharing. The LPWG has developed a plan on the foundational elements necessary to implement a national approach to health information sharing. The next LPWG meeting is scheduled for 3 July 2024.
3.10 Publish–subscribe service Develop a business case for a national publish–subscribe service to support actions such as alerts, changes to an individual's health information and notifications of acute episodes. This would be available to individuals, healthcare providers and healthcare provider organisations.	The Agency	Medium	Not commenced	This medium-term action will be progressed in the 2025-26 financial year.

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Information sharing progress update

Action	Lead(s)	Timeframe*	Status	2023-24 progress
3.11 Consistent legislative health definitions Collaborate with jurisdictions and key stakeholders to develop consistent definitions to support health information sharing.	The Agency	Medium	Not commenced	This medium-term action will be progressed in the 2025-26 financial year.
3.12 Harmonising legislation Undertake collaborative intergovernmental work on harmonising relevant jurisdiction legislation, drawing on outcomes from Action 3.11.	All Health Departments	Medium	Not commenced	This medium-term action will be progressed in the 2025-26 financial year.

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Innovation



Innovation

Developing innovative digital products and services and building a workforce that can confidently use digital technologies will encourage and make it easier to connect to and derive value from new digitally enabled models of care that place individuals at the centre of their healthcare experience.

This priority area includes 3 actions to drive innovation and digital health capability:

- 1 action is immediate (2023-24)
- 2 actions are ongoing (2023-24 to 2027-28).

Progress highlights

Work is progressing to deliver the workforce and education program priorities in the National Digital Health Capability Action Plan 2021, investigating the digital health literacy requirements of the current and future health sector workforce and engaging with the Vocational Education and Higher Education sector to prepare students for the workforce.

The Agency has developed an animation on privacy and security, a series of resources to support the adoption of the Healthcare Identifiers Service, and a Library of Connected Care Education Resources that includes links to existing education content. The library will be published on the Interoperability Toolkit on the Agency's website.

Multiple connectathons have been held throughout 2023-24 and will continue across coming months in August and December 2024.



Innovation progress update

Action	Lead(s)	Timeframe*	Status	2023-24 progress
4.1 Interoperability innovation challenges Run interoperability innovation challenges and “connectathons” to encourage interoperability.	The Agency	Ongoing	On track	Multiple events have been held throughout 2023-24 and will continue across coming months. An HL7 AU FHIR/Sparked Connectathon was held in Sydney on 21 and 22 March 2024 and future events are planned for August and December.
4.2 Interoperability workforce Implement the National Digital Health Workforce and Education Roadmap to support the workforce required to progress interoperability.	The Agency Australasian Institute of Digital Health	Ongoing	On track	<p>Priority has been given to the digital health literacy requirement of the existing and future health sector workforce in 2023-2024, with projects being undertaken to investigate the skills gaps and tools required to assess the skills gaps of the individual and at the organisational level.</p> <p>Work has been undertaken under the Capability Action Plan (CAP) with the Australasian Institute of Digital Health (AIDH) to investigate enhancements required to the Digital Hub (a workforce assessment tool) to ensure the Digital Hub is fit for purpose for the workforce and education providers to assess people’s future employment pathways and their current skills and education upskilling requirements.</p> <p>The Agency has focused on the future digital health skills and capability development within the Vocational Education and Higher Education sector engaging with TAFE and Universities to pilot programs that prepare students for the workplace.</p>

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Innovation progress update

Action	Lead(s)	Timeframe*	Status	2023-24 progress
4.3 Develop education content Develop education content in partnership with users to increase awareness of interoperability.	The Agency	Immediate	On track	<p>The Agency has developed an animation on privacy and security and a Library of Connected Care Education Resources that includes links to existing education content. The library will be published on the Interoperability Toolkit on the Agency's website.</p> <p>The Agency has extended its contract for FHIR Fundamentals for Australian Developers training with HL7 Australia, University of Melbourne and CSIRO. The FHIR Training program has enabled the development of 5 FHIR Training Courses which have then been delivered to 680 people across 19 sessions over 2023-24.</p> <p>The Agency has also created the following resources created to support HI service:</p> <ul style="list-style-type: none">• Digital Health Foundations - Series #1 Healthcare Identifiers and the Healthcare Identifiers Service (HI Service)• Digital Health Foundations - Series #2 Accessing PRODA & HPOS• Digital Health Foundations - Series #3 Registering a Seed Organisation with the Healthcare Identifiers Service (HI Service)• Digital Health Foundations - Series #4 Setting up Access to My Health Record and Electronic Prescriptions.

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Benefits



Benefits

Measuring digital health maturity – including the interoperability of the healthcare system – will help identify areas for investment and track progress for continuous improvement.

This priority area includes 4 actions to continuously measure digital health maturity:

- 1 action is immediate (2023-24)
- 2 actions are ongoing (2023-24 to 2027-28)
- 1 action is short (2024-25 to 2026-27).

Progress highlights

The Council for Connected Care, that governs the Interoperability Plan, met for the fifth time on 2 May 2024 and covered the information sharing priority area. The next meeting is scheduled for 8 August 2024 and will cover the Council's 2023-24 performance review and 2024-25 work priorities.

Planning continues for the next national interoperability survey that will be conducted in 2025. In the interim, a sub-set of Interoperability Benchmark Survey questions are administered on a quarterly basis to monitor change.

The Agency has completed a review of digital maturity assessment frameworks with a focus on models relevant to interoperability. The review will be used to inform work with the Global Digital Health Partnership which has commenced with an initial review of international data maturity assessment tools presented at the Vienna Summit in June 2024.



Benefits progress update

Action	Lead(s)	Timeframe*	Status	2023-24 progress
5.1 Administer interoperability survey Undertake an interoperability survey of hospital, pharmacy, GP, allied health, specialist and aged care organisations periodically to measure overall progress on interoperability, starting with a baseline survey in 2022.	The Agency	Ongoing	On track	The survey results from the 2022 Interoperability Benchmark Survey can be found on the Agency's website . Planning continues for the next survey to be conducted in early 2025. In the interim, a sub-set of Interoperability Benchmark Survey questions are administered on a quarterly basis to monitor change.
5.2 Publish annual report Publish an annual report on progress of the National Healthcare Interoperability Plan.	The Agency	Ongoing	On track	<p>The Agency has established the Council for Connected Care as the key governance body to provide strategic advice, oversee implementation of the Interoperability Plan and report on progress. The Council met for the fifth time on 2 May 2024. The meeting outcomes can be found on the Council's webpage.</p> <p>This is the first annual report covering progress over the 2023-24 financial year.</p>
5.3 Assess digital health maturity models Collaborate with jurisdictions to assess digital health maturity models.	The Agency	Immediate	Complete	The Agency has undertaken a review of national digital maturity assessments in healthcare, with a focus on models relevant to interoperability. The review was considered by the Council for Connected Care at their 2 May 2024 meeting and will be used to inform Action 5.4.
5.4 GDHP interoperability maturity model Work with the Global Digital Health Partnership to develop and apply the Global Interoperability Maturity Model.	The Agency	Short	On track	Through the Evidence & Evaluation workstream of the Global Digital Health Partnership, the Agency has led an international review of data maturity assessment tools. In collaboration with the Interoperability workstream, the Global Interoperability Maturity Model will also be considered. Draft papers were presented to the Vienna Summit in June 2024.

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Policy tools



Policy Tools

Governments have many policy tools that could be used to support and accelerate interoperable solutions and standards. This priority area includes 1 immediate (2023-24) action to review policy tools.

Progress highlights

This action is completed as reported in the first quarterly progress report.



Policy tools progress update

Action	Lead(s)	Timeframe*	Status	2023-24 progress
6.1 Review policy tools Engage collaboratively with health departments and key stakeholders to review the effectiveness of current policy tools and assess the additional mechanisms required to support and accelerate interoperability.	The Agency	Immediate	Completed	In 2022 the Agency undertook an evidence review of policy tools to promote digital health system interoperability. The findings were shared with the Australian Government who committed to explore options to legislate information sharing in the 2023-24 Budget.

* Actions are categorised as Immediate (2023-24); Ongoing (2023-24 to 2027-28); Short (2024-25 to 2026-27); or Medium (2025-26 to 2027-28).



Australian Government

Australian Digital Health Agency

Thank you to the Council for Connected Care and to all governments and organisations who provided input to this report.



Council for Connected Care

Agenda Item 6: Council for Connected Care 2023-24 Annual Review and 2024-25 Workplan

Meeting: 8 August 2024

OFFICIAL

RECOMMENDATIONS

That Members:

- 1 **Note** the Council for Connected Care 2023-24 Annual Review report at [Attachment A](#)
- 2 **Endorse** the renewal of the Council for Connected Care Terms of Reference at [Attachment B](#)
- 3 **Discuss** the 2024-25 Council for Connected Care meeting topics.

PURPOSE

The purpose of this item is to discuss the performance of the Council for Connected Care (Council) in 2023-24 and seek member feedback and agreement on the Council's 2024-25 meeting topics.

BACKGROUND

The Agency established the Council on 7 June 2023 to support national implementation of the [Connecting Australian Healthcare – National Healthcare Interoperability Plan 2023-2028](#) (Interoperability Plan) and provide strategic advice on matters related to connecting care.

The performance of the Council is to be measured at least annually through a self-assessment of its performance and opportunities for improvement. A survey was sent to members on 25 June 2024 to inform the Council's 2023-24 performance review and 2024-25 meeting topics.

SUMMARY OF ISSUES

2023-24 Annual Review

The Council for Connected Care 2023-24 Annual Review report at [Attachment A](#) outlines delivery against the Council's responsibilities and summarises findings from the Council's performance survey detailed below. The report was published on the Agency's [website](#) on 1 August 2024.

There were 17 responses to the Council's performance survey, giving a response rate of 55% (from a total of 31 members external to the Agency). Overall, all responses (100%) rated the Council as somewhat or very effective. Responses to the specific Terms of Reference questions are outlined below.

- Purpose, objectives and responsibilities – 80% of responses agreed or strongly agreed that the Council's purpose, objectives and responsibilities in the Terms of Reference are clear and appropriate. Two responses (14%) disagreed/ strongly disagreed with this statement.
- Governance pathways – 53% of responses agreed that the current structure - including only the Standards Advisory Group reporting to the Council - was appropriate for effectively fulfilling the Council's responsibilities. Suggestions for improvement included:
 - an implementation group providing feedback to the Council on implementation including timeframes and costs
 - all Agency programs of work that impact interoperability report to the Council.
 - a rural sub group to form specific rural positions.
- Membership – 60% of responses agreed that the Council had the right number of members and 93% of responses agreed or strongly agreed that members had the right skills and experience. Some of the survey respondents noted that the Council was a little too large to be truly effective, as it was difficult to ensure all voices were heard equally and to reach consensus on future directions. However, it was also noted that the membership needed to be large to be diverse and inclusive. There was a suggestion to include an aged care representative from the Department of Health and Aged Care.
- Meeting frequency – All responses (100%) agreed or strongly agreed that the quarterly meeting cadence was appropriate and 86% agreed or strongly agreed that the time allocated to meetings and the format was appropriate. One response (7%) strongly disagreed with the latter statement and noted that face to face meetings were more useful and productive but understood that the cost can be prohibitive.
- Meeting papers and communiqués – 92% of responses agreed or strongly agreed that the Council agendas and meeting packs were relevant and clear with an appropriate level of detail to prepare for meetings and 93% of responses agreed or strongly agreed that Council communiqués were relevant and clear with an appropriate level of detail. There was a request for earlier visibility of meeting papers even if they are not final and improved documentation of Council meeting outcomes and agreed desired future states. A few responses noted their support for the theme-based meetings focusing on a specific topic and the breakout sessions.
- 2024-25 topics – suggestions included:

Member perspectives

- More involvement from members and consumers in presenting and providing more direct thought leadership, such as a member update item so members can update the Council on their relevant initiatives/progress towards the interoperability agenda.
- Specific issues relating to culturally and linguistically diverse and Aboriginal and Torres Strait Islander peoples, including consent and the use of translated materials or multi-lingual digital solutions.
- Industry uptake/implementation and state/territory involvement.

Standards

- How the standards will be implemented (i.e. what is the pathway for adoption of interoperable information).

Information sharing

- Progress on:
 - Overcoming barriers in legislative and regulatory frameworks on privacy provisions and broadening application of opt-out consent (in particular reviewing IPP 15).
 - Embedding FHIR standards in Australia
 - Modernisation of My Health Record including atomisation of data
 - Development of a national HIE.
- Private and public hospital clinical information discovery and sharing.

Innovation and benefits

- The uses of information throughout the system and how the interoperability agenda intersects with the data world.
- More focus on the use cases for connected care and the benefits of the work – it is important that benefits realisation can be demonstrated by the completion of the Interoperability Plan in 2028.
- Breakout groups for areas we feel strongly about, such as creating and disseminating use cases, public discussion/juries, setting up testbeds to do some experimentation to inform challenges and opportunities.

Governance

- Policy and financial incentives to support interoperability.
- Clear national governance framework with mapping of the governance ecosystem and key contacts within each area over the next 4 years.
- The relationship between the Digital Health Blueprint and the Interoperability Plan, integration between government and health practice systems (for example for PBS authorities), intersecting government reports, legislation changes and royal commissions, to provide greater visibility of related work and drive a whole of government approach to minimise impacts on industry, government departments, healthcare recipients and their providers.

2024-25 Workplan

It is proposed that the Council meet four times in 2024-25: 8 August 2024 (virtual), 14 November 2024 (face-to-face), February 2025 (face-to-face), and May 2025 (face-to-face).

It is also proposed that in 2024-25 the focus of the Council meetings shift from the high-level overview of the five priority areas in the Interoperability Plan, to more specific topics focusing on how members and the organisations and stakeholders they represent can work together to bring about real, meaningful change.

The proposed meeting agenda structure is:

- Standing agenda items
 - Conflicts of interest, minutes of meetings and actions
- Governance
 - Updates from committees and other related government work
- Progress updates
 - Quarterly progress report summary
- Interoperability in action

- Use cases, desired future states and members contributions (consumer, healthcare provider, technology perspectives).

Proposed topics for the remaining 2024-25 meetings are provided below. The ‘interoperability in action’ topics would be interactive discussions led by Council members representing key stakeholder groups.

Table 1: Proposed 2024-25 meeting topics

Interoperability in Action	
Meeting dates	November 2024 February 2025 May 2025
Locations	Alice Springs Sydney Melbourne
Proposed themes and stakeholder groups	<ul style="list-style-type: none">• Spotlight on CCC member organisation• Royal Flying Doctor Service• Aboriginal and Torres Strait Islander communities• Rural health• Virtual care• Aged care• Primary care• Chronic diseases• Intellectual disability• Vulnerable communities• Refugee health• Child and family health

Members are asked to consider:

- Are there any topics missing?
- Which organisations and stakeholder groups should present at each of the meetings?
- Which projects by the Council member organisations should be spotlighted at each of the meetings?

Attachments

Attachment A: Council for Connected Care 2023-24 Annual Review

Attachment B: Council for Connected Care Terms of Reference



Australian Government

Australian Digital Health Agency

Council for Connected Care

Annual Review

2023-2024

Connecting Australian Healthcare
National Healthcare Interoperability Plan



Australian Digital Health Agency

ABN 84 425 496 912

Level 25, 175 Liverpool Street, Sydney, NSW 2000

Telephone 1300 901 001

or email help@digitalhealth.gov.au

www.digitalhealth.gov.au

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Contents

	A message from the Chair of the Council for Connected Care	4
1	About the Council for Connected Care	5
2	Year in review.....	6
	National Interoperability Plan.....	6
	Council meetings	6
	2023	7
	2024.....	8
3	Delivery against Council responsibilities	9
	Provide strategic advice on connecting care.....	9
	Identity	9
	Standards	10
	Information sharing.....	10
	Innovation and benefits.....	10
	Promote and foster stakeholder participation and engagement in initiatives that drive connecting care	11
	Monitor progress against actions in the Interoperability Plan.....	11
4	Annual review by members	13
	Effectiveness of meetings	13
	Purpose, objectives and responsibilities	14
	Governance pathways	14
	Membership.....	15
	Meetings frequency	16
	Meeting papers and communiqués	17
	Meeting attendance	18
5	Looking forward – 2024-25 Priorities	19

A message from the

Chair of the Council for Connected Care



The Council for Connected Care (Council) was established in June 2023 to provide strategic advice on matters related to connecting care and to support national implementation of the Interoperability Plan.

Over the last 12 months there has been unprecedented support from key stakeholders to work together to better connect Australia's healthcare system and improve health outcomes for Australians. A coalition of the willing is the best way to describe the 33 members of the Council for Connected Care that represent government, healthcare consumers, healthcare providers, the health technology sector, system operators and researchers.

Implementation of the 44 actions to connect Australia's healthcare system has been swift, with 10 out of the 17 actions originally scheduled to commence in the forward years being fast tracked. The Council has also seen progress in each of the five priority areas of the national Interoperability Plan and the delivery of nine actions in the first year of implementation:

- The National Healthcare Identifiers Roadmap 2023-2028 to increase the adoption and use of healthcare identifiers in health and care settings
- The Digital Health Standards Catalogue, a comprehensive resource that provides a single point of access for relevant standards in digital health
- Guiding principles for those developing or implementing digital health standards
- Development of strong partnerships with standards stakeholders including standards development organisations
- A Conformance Framework to ensure digital health products and systems are operated in a manner that aligns with safety, security, and interoperability standards
- Digital Health Procurement Guidelines to provide guidance to healthcare organisations seeking to purchase digital health solutions and harmonise interoperability requirements in ICT procurement

- An assessment of general practice and aged care facility interoperability to identify issues, requirements and potential solutions
- An assessment of digital health maturity models to inform the development of a global maturity model
- A review of policy tools to support and accelerate interoperability.

While these actions are marked 'complete,' we recognise that work will continue and progress reported as the Council moves into a new phase of implementation, review, and improvement, working closely with key stakeholders to adopt change.

In 2024-25, the Council will support the following national activities to connect Australia's healthcare system:

- Implementing the national roadmaps for healthcare identifiers and a national health information exchange
- Enhancing national provider directory capability
- Strengthening governance and stakeholder engagement for adoption and implementation of national digital health standards
- Improving connections and conformance to national digital health products and services for developers and healthcare providers
- Harmonising legislation to support information sharing
- Establishing an online collaborative community forum
- Building interoperability capability
- Continuing to monitor progress and assess maturity through the second national interoperability survey and the development of a global maturity model.

All Australians deserve a connected healthcare system where information is shared safely, securely, and seamlessly with the right people at the right time, and I am very pleased to be part of this important and exciting journey.

A handwritten signature in black ink that reads "Anne Duggan". The signature is fluid and cursive.

Conjoint Professor Anne Duggan
Chair



Section 1

About the Council for Connected Care

The Australian Digital Health Agency (the Agency) has established a Council for Connected Care to support national implementation of the [Connecting Australian Healthcare – National Healthcare Interoperability Plan 2023-2028](#) (Interoperability Plan) and provide strategic advice on matters related to connecting care.

The Council's objectives are to:

- identify opportunities to accelerate interoperability in various parts of the health system and ways to harness these opportunities
- facilitate and support the implementation of the Interoperability Plan
- promote and garner support for digital health initiatives that drive connected healthcare
- identify barriers to achieving interoperability and ways to overcome them.

The Council is responsible for:

- providing strategic advice to the Agency on:
 - implementation of actions in the Interoperability Plan including risks, issues within the health technology sector and dependencies
 - key interoperability topics and promoting the adoption of interoperability standards by the health technology sector
 - key reports and research produced during the implementation of the Interoperability Plan.
- promoting digital health initiatives that connect healthcare and fostering stakeholder participation and engagement in these initiatives
- reviewing the annual workplan for the Interoperability Plan and annual review of progress against the actions prepared by the Agency.

The Council membership comprises of 33 leaders across the health and care continuum and digital health technology sector. The Council's terms of reference and membership can be found on the Agency's [website](#).



Section 2

Year in review

National Interoperability Plan

Australia's first national plan to deliver a connected healthcare system was launched by Ms Amanda Cattermole (Chief Executive Officer, Australian Digital Health Agency) and Mr Daniel McCabe (First Assistant Secretary, Department of Health and Aged Care) on 11 July 2023 at MedINFO23.

The Interoperability Plan outlines a national vision to share consumer information in a safe, secure and seamless manner and identifies 44 actions across five priority areas relating to identity, standards, information sharing, innovation and measuring benefits. There has been widespread support for and interest in the Interoperability Plan – a Pulse+IT poll taken shortly after its release found 97 per cent of respondents were supportive of it¹ and as of 31 July 2024, there had been almost 15,000 views of Interoperability Plan on the Agency's website.

Council meetings

The first Council meeting, chaired by Rob Heferen, former Chief Executive Officer of the Australian Institute of Health and Welfare, was held virtually on 7 June 2023. Members discussed Australia's digital health directions, including initiatives announced in the 2023–24 Budget, the reasons for connecting Australia's healthcare system, how standards can drive connected care and the Council's 2023-24 workplan.

¹ <https://www.pulseit.news/pulseit-blog/health-data-sharing-the-time-has-come-for-the-m-word/>.

The Council held four meetings during 2023-24 covering the five priority areas in the Interoperability Plan:

- 10 August 2023 – online meeting on identity
- 11 October 2023 – face-to-face meeting on standards
- 22 February 2024 – face-to-face meeting on information sharing
- 2 May 2024 – online meeting on innovation and benefits.

With the promotion of Mr Rob Heferen to the Australian Taxation Office, the Agency welcomed Conjoint Professor Anne Duggan (Chief Executive Officer of the Australian Commission on Safety and Quality in Health Care) as the new Council Chair and Professor Peter Sprivulis (Chief Clinical Information Office of WA Health) as the Deputy Chair at the February 2024 meeting.

The Council meetings have been well attended by senior representatives from member organisations and there has been interest from other organisations to participate in the Council's work program including the Chief of Data and Digital from Te Whatu Ora, New Zealand. New organisations recently joining the Council membership include Australian Patients Association, Federation of Ethnic Communities' Councils of Australia, and the Pharmaceutical Society of Australia.

The Agency publishes all meeting communiqués on its [website](#) to provide visibility of the Council's work and promotes the communiqués to our various stakeholder groups. At the May 2024 Council meeting it was agreed that past and future agenda papers would be published on the Agency website to further enhance transparency and promote a culture of openness and collaboration. There have also been numerous presentations on the Council and progress against actions in the Interoperability Plan at various forums, including the 2024 *Digital Health Festival*.

2023

JUNE

7 June – first Council meeting

JULY

11 July – Interoperability Plan published

AUGUST

10 August – second Council meeting on Identity

OCTOBER

11 October – third Council meeting on Standards

24 October – first quarterly progress report published

2024

FEBRUARY

7 February – second quarterly progress report published

22 February – fourth Council meeting on Information Sharing and appointment of new Council Chair (Conjoint Professor Anne Duggan) and Deputy Chair (Professor Peter Sprivulis)

MAY

2 May – fifth Council meeting on Innovation and Benefits

8 May – third quarterly progress report published





Section 3

Delivery against Council responsibilities

Provide strategic advice on connecting care

The Council held four meetings during 2023-24 covering the five priority areas in the Interoperability Plan. A discussion paper was prepared for each meeting that outlined the current and future state of the priority area and discussion questions for members. A summary of the Council's deliberations is provided below for each meeting.

Identity

At the August 2023 meeting members discussed communication and engagement activities relating to the Interoperability Plan, considered draft terms of reference for a national standards working group and undertook a deep dive on identity that included topics relating to digital identity, national healthcare identifiers and health service directories.

There was a strong commitment to using national healthcare identifiers and agreement that these identifiers should be used across all healthcare consumers (not just Australian citizens or permanent residents), across both clinicians and administrative staff in healthcare providers, extended to the disability and aged care sectors as required, and be globally unique and recognised in both Australia and internationally. The inclusion of healthcare identifiers for individual healthcare providers and healthcare organisations in the national healthcare service directory was considered key to enabling connected care.

Standards

The October 2023 meeting provided members with an overview of the newly established Australian Digital Health Standards Advisory Group and the Sparked program – a cooperative between the Agency, CSIRO, HL7 Australia and the Department of Health and Aged Care to support community collaboration and development of an Australian core dataset for interoperability and Fast Healthcare Interoperability Resources (FHIR) implementation. Members discussed the roles and responsibilities of multiple expert organisations involved in standards use, development, and implementation to facilitate coordination and collaboration.

Secure communication and messaging at a national level was identified as a key priority area and members agreed national healthcare identifiers were critical for the secure transfer of information for high-quality and safe care transitions.

Information sharing

The February 2024 meeting provided members with an overview of the information sharing landscape across different parts of the health system and the policy and legislation work being led by the Department of Health and Aged Care. Members discussed the Agency's progress in developing a National Health Information Exchange roadmap and architecture to enable real-time data sharing between primary, acute and aged care settings. It was agreed that a truly interoperable healthcare system starts with ensuring Individual Healthcare Identifiers (IHIs) and Healthcare Provider Identifier – Individuals (HPI-Is) are included in all administrative and clinical documentation at the point of care and at any transitions of care.

A powerful centrepiece of the February 2024 meeting was the panel of healthcare consumers who spoke about the significance of person-centred approaches, the need for co-design, the centrality of health equity, and the criticality of having clear and accessible information. The panel advised that success will be when consumers trust the system, are able to access their information at all times, don't have to repeat their medical history every time they see a clinician and when medical tests are reduced and results rapidly available.

Innovation and benefits

The May 2024 meeting focused on two priority areas of the Interoperability Plan – innovation and benefits. Members discussed the government's role in supporting and enabling innovation in the healthcare sector, potential safety issues with new and emerging technology, the need to uplift digital literacy among consumers and the workforce, and the importance of considering the care provider and patient relationship when seeking productivity gains from new technology. Members noted that more research and evidence on the impact of new technologies is important to build trust and understand evolving systems and user maturity.

Members were provided an opportunity to comment on the draft evaluation plan for the National Digital Health Strategy.

Promote and foster stakeholder participation and engagement in initiatives that drive connecting care

Council members promote and foster participation and engagement in initiatives that drive connecting care among their stakeholder networks by distributing meeting communiqués, embedding priorities and activities in key documents, policies and programs, promoting the work at forums, through newsletters, and social media, attending workshops such as the Sparked program, participating in rollouts of digital health initiatives, and restructuring teams to facilitate collaboration.

Monitor progress against actions in the Interoperability Plan

Reports on progress against the actions in the Interoperability Plan are published quarterly, commencing in October 2023. Updates on progress are provided by Council members, including the Agency, Department of Health and Aged Care, state and territory health departments, Services Australia, Australian Institute of Health and Welfare, Healthdirect and the Australasian Institute of Digital Health. At each Council meeting members receive a draft progress report for review and comment.

The annual progress report was published on 1 August 2024. Of the 44 actions in the Interoperability Plan:

- 9 are complete:
 - Action 1.3 Healthcare Identifiers Roadmap
 - Action 2.5 Standards catalogue
 - Action 2.7 Digital health standards guiding principles
 - Action 2.9 Engage standards stakeholders
 - Action 2.13 Develop a conformance framework
 - Action 3.3 Procurement guidance
 - Action 3.5 GP and aged care facility interoperability
 - Action 5.3 Assess digital health maturity models
 - Action 6.1 Review policy tools.
 - Action 2.7 Digital health standards guiding principles
 - Action 6.1 Review policy tools
- 28 are on track – 18 as per schedule (immediate or ongoing actions) and 10 ahead of schedule (short or medium-term actions)
- 6 short or medium-term actions will commence in 2024-25 or 2025-26 as per schedule
- 1 action is behind schedule (Action 2.1 Terminology in digital health systems) but is expected to be on track next quarter.

While the 9 actions have been marked 'complete', we recognise that work will continue and progress reported as we move into a new phase of implementation, review, and improvement, working closely with key stakeholders for change adoption

In summary, the key 2023-24 achievements towards a better-connected healthcare system for all Australians includes:

- Establishing strong governance – the Council for Connected Care and the Australian Digital Health Standards Advisory Group – and developing a communication and engagement plan for collaboration and transparency.
- Sharing resources in central locations – the Agency's Online Interoperability Toolkit and Digital Health Developer Portal – for collaboration and to build the knowledge base.
- Publishing roadmaps and resources for national coordination and collaboration:
 - National Healthcare Identifiers Roadmap 2023-2028 to increase the adoption and use of healthcare identifiers in health and care settings
 - Guiding principles for those developing or implementing digital health standards
 - Sparked Accelerator program roadmap to deliver Australian core and eRequesting data sets and Fast Health Interoperability Resources (FHIR) implementation guides
 - Digital Health Standards Catalogue, a comprehensive resource that provides a single point of access for relevant standards in digital health
 - Conformance framework to ensure digital health products and systems are operated in a manner that aligns with safety, security, and interoperability standards
 - Draft procurement guidelines to provide guidance to healthcare organisations seeking to purchase digital health solutions and harmonise interoperability requirements in ICT procurement.
- Drafting a National Health Information Exchange architecture and roadmap in consultation with jurisdictions and key stakeholders and consulting with jurisdictions on a legal and policy framework to support information sharing across care settings and state and territory borders.
- Building the digital health capability of the workforce through assessment tools, FHIR training and a library of interoperability education resources.
- Measuring maturity through the 2022 Interoperability Benchmark Survey, identifying appropriate maturity models and monitoring progress against the actions in the Interoperability Plan.



Section 4

Annual review by members

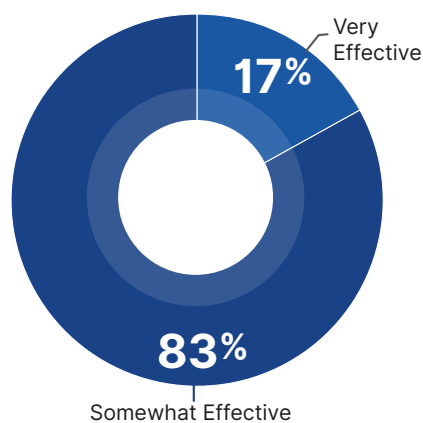
Effectiveness of meetings

A survey was sent on 25 June 2024 to Council members seeking feedback on the performance of the Council. There were 17 responses to the survey, giving a response rate of 55% (from a total of 31 members external to the Agency). All responses (100%) rated the Council as somewhat or very effective. Responses to the specific Terms of Reference questions are outlined below.

‘Over the last 12 months there has been unprecedented support from key stakeholders to work together to better connect Australia’s healthcare system and improve health outcomes for Australians. A coalition of the willing is the best way to describe the 33 members of the Council for Connected Care that represent government, healthcare consumers, healthcare providers, the health technology sector, system operators and researchers.’

- Council Chair (Conjoint Professor Anne Duggan)

Figure 1: How would you rate the overall effectiveness of the Council meetings?



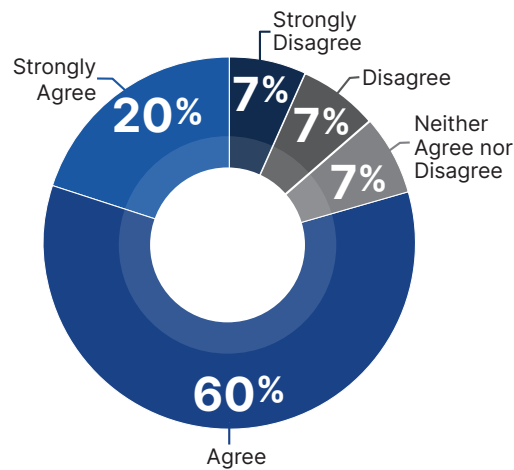
'The inclusive engagement and enthusiasm of the standards development is going very well. For the first time in my career, we have government, software developers, clinicians and appropriate agencies (Australian Digital Health Agency and CSIRO) all working towards a common goal.'

- Council member

Purpose, objectives and responsibilities

Eighty per cent of responses agreed or strongly agreed that the Council's purpose, objectives and responsibilities in the Terms of Reference are clear and appropriate.

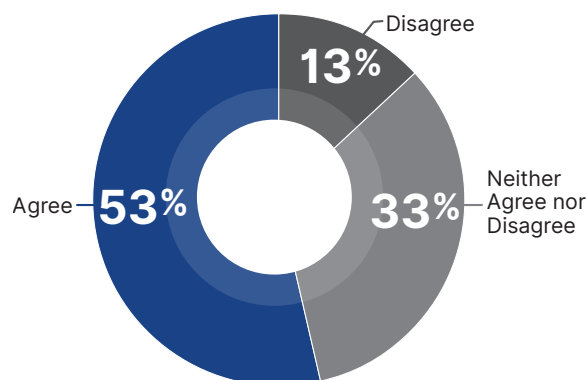
Figure 2: The Council's purpose, objectives and responsibilities in the Terms of Reference are clear and appropriate



Governance pathways

Fifty-three per cent of responses agreed or strongly agreed that the current structure, with only the Standards Advisory Group reporting to the Council, was appropriate for effectively fulfilling the Council's responsibilities.

Figure 3: Is the current structure, with only the Standards Advisory Group reporting to the Council, appropriate for effectively fulfilling the Council's responsibilities?



Membership

Sixty per cent of responses agreed that the Council had the right number of members and 93% of responses agreed or strongly agreed that members had the right skills and experience.

Figure 4: The Council has the right number of members

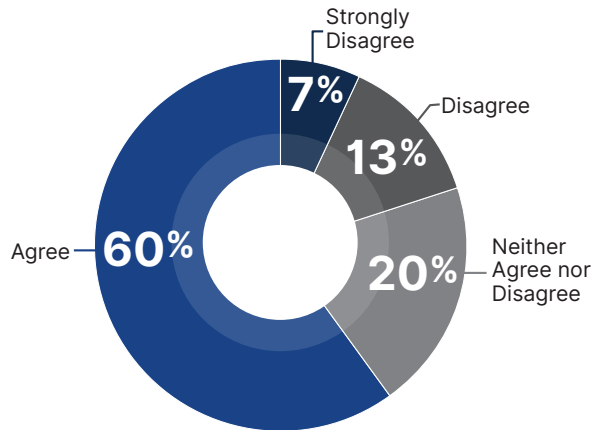
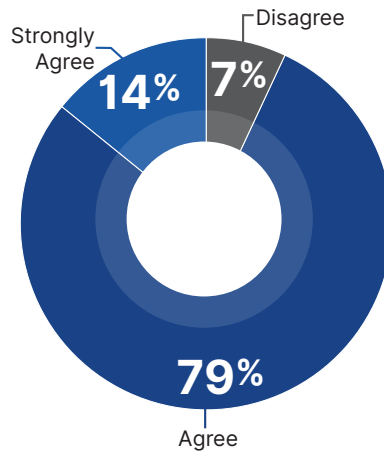


Figure 5: The Council has members with the right skills and experience



Meetings frequency

All responses (100%) agreed the quarterly meeting cadence was appropriate and 86% agreed that the time allocated to meetings and the format was appropriate.

Figure 6: The quarterly meeting cadence is appropriate

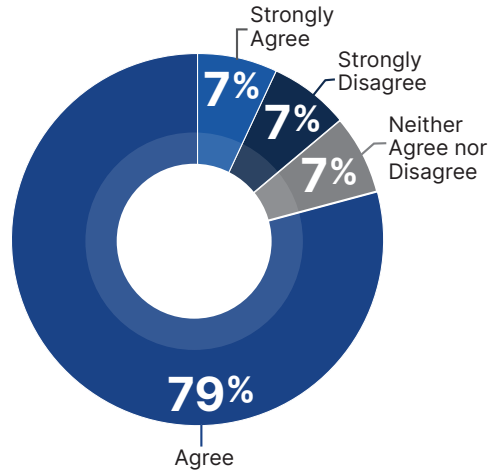
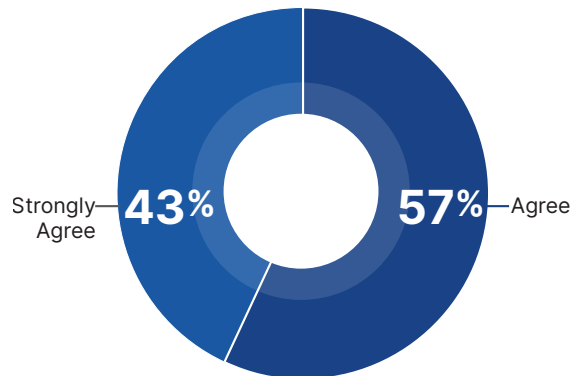


Figure 7: The time allocated to meetings and the format is appropriate



Meeting papers and communiqués

Ninety-two per cent of responses agreed or strongly agreed that the Council agendas and meeting packs were relevant and clear with an appropriate level of detail to prepare for meetings and 91% of responses agreed or strongly agreed that Council communiqués were relevant and clear with an appropriate level of detail.

Figure 8: Council agendas and meeting packs were relevant and clear with an appropriate level of detail to prepare for meetings

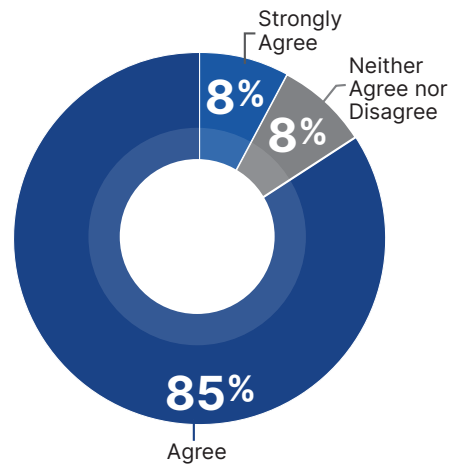
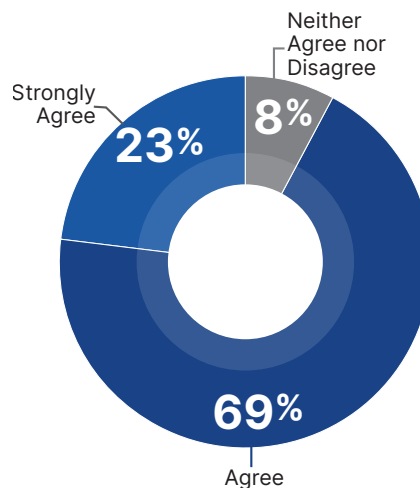


Figure 9: Council communiqués are relevant and clear with an appropriate level of detail



Meeting attendance

Since the commencement of the Council in June 2023, there has been a consistent growth in membership as additional key stakeholders have been added to the membership, increasing from 25 to 33 members in June 2024.

The table below shows member and proxy attendance for each Council meeting. The meetings have been well attended with a range from 83% to 100% of all member organisations in attendance.

	Meeting 1 - June 2023	Meeting 2 - August 2023	Meeting 3 - October 2023	Meeting 4 - February 2024	Meeting 5 - May 2024
Member attendees	20	21	19	24	25
Member apologies	5	7	10	7	8
Proxies	4	3	5	7	5
Total attendees (No.)	24	24	24	31	30
Total Membership	25	28	29	31	33
Total attendees (% of membership)	96%	86%	83%	100%	91%



Section 5

Looking forward – 2024-25 Priorities

Looking forward to 2024-25 the Council will support the following national activities to connect Australia's healthcare system:

- Implementing the national roadmaps for healthcare identifiers and a national health information exchange
- Enhancing national provider directory capability
- Strengthening governance for enduring adoption and implementation of national digital health standards
- Improving connections and conformance to national digital health products and services for developers and healthcare providers
- Harmonising legislation to support information sharing
- Establishing an online community forum to facilitate collaboration
- Building interoperability capability
- Monitoring progress and assessing maturity through the second national interoperability survey and the development of a global maturity model.

In 2024-25 the focus of the Council meetings will shift from the high-level overview of the five priority areas in the Interoperability Plan, to more specific topics under each of the five priority areas with discussions focusing on how members and the organisations and stakeholders they represent can work together to bring about real, meaningful change.

Thank you to partners and contributors

This plan is the result of extensive consultation.

Thank you to all the governments, agencies, organisations and individuals who provided their time, expertise and advice during its development.



Australian Government
Australian Digital Health Agency



Council for Connected Care Terms of Reference

8 August 2024 V1.5
Draft for external use
OFFICIAL

1 Background

A connected healthcare system is a cornerstone of the National Digital Health Strategy, the Australian Government Digital Health Blueprint and of state and territory digital health strategies. At a national level the Agency is charged with implementing the *Connecting Australian Healthcare – National Healthcare Interoperability Plan 2023-2028 (Interoperability Plan)* accepted by the Health Chief Executives Forum in March 2023. The Interoperability Plan focuses on five priority areas across 44 actions to support safe, secure, efficient, quality care through a connected healthcare system that conveniently and seamlessly shares high-quality data with the right people at the right time. Building on a series of successes the nationally agreed Interoperability Plan is a reference for all participants in Australian digital health.

The Interoperability Plan bridges the policy, technical and clinical discussions that influence the interoperability topic and shapes the way consumer health information will be shared across the health system to improve health outcomes and deliver personalised medicine and services in places and at times that best suit consumers. Digital transformation is accelerating across many industries though healthcare lags somewhat behind. The Interoperability Plan will support health service organisations through a period of intense and accelerated transformation while building and maintaining trust amongst consumers and clinicians.

2 Purpose

The Council for Connected Care (the Council) will play a critical role in achieving the connected healthcare system that Australians desire and ensuring that the foundational infrastructure builds confidence and trust in the integrity and provenance of health information. The Council is established to provide strategic advice on matters related to interoperability and support national implementation of the Interoperability Plan, including monitoring progress against the Interoperability Plan's actions and contributing to the quarterly reporting requirements.

The Council will provide a representative based, collaborative environment for consultation and allow the Agency to test approaches, understand pain points in digital and data connectivity and provide advice to support potential policy options. The Council will achieve its purpose through targeted consultation with health technology stakeholders, discussing foundational issues that are perceived as barriers to sharing consumer health information including identity, standards and consent and formulating strategic advice for the Agency on best ways to address these barriers. The Council augments sector consultation and does not replace existing consultative mechanisms between the Agency and its stakeholders.

3 Objectives

The Council's objectives are to:

- identify opportunities to accelerate interoperability in various parts of the health system and ways to harness these opportunities
- facilitate and support the implementation of the Interoperability Plan
- promote and garner support for digital health initiatives that drive connected healthcare
- identify barriers to achieving interoperability and ways to overcome them.

4 Responsibilities

The Council is responsible for providing strategic advice to the Agency on:

- implementation of actions in the Interoperability Plan including risks, issues within the health technology sector and dependencies
- key interoperability topics and promoting the adoption of interoperability standards by the health technology sector
- key reports and research produced during the implementation of the Interoperability Plan.

It is also tasked with:

- promoting digital health initiatives that connect healthcare and fostering stakeholder participation and engagement in these initiatives
- reviewing the annual workplan for the Interoperability Plan and annual review of progress against the actions prepared by the Agency for consideration by the Digital Health Oversight Committee (DHOC).

The Agency will convene and support the Council and stand up small, time limited working groups that focus on emerging problems or areas requiring focused effort as identified by the Council.

5 Governance pathways, reporting and escalation

The Council reports to the Agency through the Council Chair, Chief Digital Officer and Branch Manager for Connected Care.

6 Standing membership

The standing membership for the Council is drawn from a broad range of health technology sector stakeholders and includes the following members:

- Conjoint Professor Anne Duggan (Chairperson), Chief Executive Officer, Australian Commission on Safety and Quality in Health Care
- Professor Peter Sprivulis (Deputy Chairperson), Chief Clinical Information Officer, WA Health
- Dr Jason Agostino, Senior Medical Advisor, National Aboriginal Community Controlled Health Organisation
- Dr Zoran Bolevich, Chief Executive Officer, Australian Institute of Health and Welfare
- Mr Simon Bush, Chief Executive Officer, Australian Information Industry Association
- Ms Annie Butler, Federal Secretary, Australian Nursing and Midwifery Federation

- Professor Wendy Chapman, Associate Dean of Digital Health and Informatics at the University of Melbourne and Director of the Centre for Digital Transformation of Health
- Mr Simon Cleverley, Assistant Secretary, Australian Government Department of Health and Aged Care
- Dr Elizabeth Deveny, Chief Executive Officer, Consumers Health Forum of Australia
- Ms Kirsty Faichney, Deputy Chief Executive Officer, Services Australia
- Ms Mary Ann Baquero Geronimo, Chief Executive Officer, Federation of Ethnic Communities' Councils of Australia
- Dr David Hansen, Chief Executive Officer, Australian e-Health Research Centre, CSIRO
- Dr Rob Hosking, Chair Expert Committee on Practice Technology and Management, Royal Australian College of General Practitioners
- Ms Emma Hossack, Chief Executive Officer, Medical Software Industry Association
- Dr Debbie Jaggars, NSW State Manager, National Disability Services
- Dr John Lambert, Chief Clinical Information Officer, NT Health
- Mr Chris Leahy, Chief Operating Officer, Australian Commission on Safety and Quality in Health Care
- Ms Anne Liddell, Head of Policy, Aged & Community Care Providers Association
- Mr Keith McDonald, Chief Executive Officer, South-Western Sydney PHN Cooperative
- Ms Bettina McMahan, Chief Executive Officer, Healthdirect
- Dr Danielle McMullen, Vice President, Australian Medical Association
- Adjunct Associate Professor Steven Morris, Chief Executive Officer, Pharmaceutical Society of Australia
- Ms Anja Nikolic, Chief Executive Officer, Australasian Institute of Digital Health
- Ms Jackie O'Connor, Policy Lead, Allied Health Professions Association
- Dr Christopher Pearce, Chair, Digital Health Committee, Australian College of Rural and Remote Medicine
- Chief Executive Officer, Australian Private Hospitals Association (TBC)
- Mr Richard Skimin, Member, Australian Patients Association
- National Rural Health Commissioner (TBC)
- Ms Lisa Todd, Economics, PBS and Data Director, Pharmacy Guild of Australia
- Mr Mark Upton, Director, Strategy, Information Management and Governance Office, Tasmanian Department of Health
- Professor Trish Williams, Flinders University, Digital Health Expert

ex officio

- Ms Amanda Cattermole, Chief Executive Officer
- Mr Peter O'Halloran, Chief Digital Officer

-
- TBC, Branch Manager, Connected Care
 - Mr Ryan Mavin, Branch Manager, Informatics and Standards

Council members are appointed as experts with the ability to provide strategic advice on interoperability and the implementation of the Interoperability Plan.

Membership will be for a three-year term.

6.1 Non-member attendees

The chairperson may, from time to time, invite other individuals or groups to attend meetings as expert advisers or observers. The invitation may extend to attend a portion or the whole meeting. Members may only invite an observer or a support person (to assist with a presentation for example) with the express approval in writing of the chair. Application can be made to the secretariat and a response will be coordinated here.

7 Member responsibilities

7.1 Chairperson

The Agency nominates the chairperson. The chairperson is responsible for:

- approving the agenda and agenda items
- overseeing the orderly performance of business based on the agenda
- leading discussion during the Council meetings and providing advice on the key topics
- determining when an issue should be escalated to the Agency when it can't be resolved otherwise.

7.2 Deputy Chairperson

The Agency nominates the deputy chairperson. The deputy chairperson is responsible for:

- Assisting with the approval of the agenda and agenda items
- Coordinating with the chairperson to ensure smooth conduct of business during meetings.
- Facilitating discussions during Council meetings in collaboration with the chairperson.
- Providing input and advice on key topics as requested by the chairperson.
- Collaborating with the chairperson to assess and address issues that may require escalation to the Agency.
- Chair the meeting in the absence of the Chairperson or when needed.

7.3 Secretariat

The Agency will provide secretariat support. The secretariat is responsible for:

- booking each meeting, based on advice from the chairperson
- preparing and distributing the meeting agenda and meeting pack that will include key interoperable topics presented as position papers and supported by evidence
- recording and distributing the meeting minutes, action items and communique.

7.4 Standing Members

Standing members provide input and support the effective operation of the Council. Members agree to provide specialist advice on areas within their expertise and meet due dates for input. This advice could be

in the form of a presentation, addressing the key interoperability topics and recommendations on how to address these to support interoperability implementation.

A member who is unable to attend a meeting may nominate a proxy to represent them. Members are to notify the secretariat if they wish to nominate a proxy to attend on their behalf for a particular meeting. Proxies will be accepted at the sole discretion of the chairperson.

8 Meetings

8.1 Frequency and location

The Council meets online once a year and face-to-face three times per year. Online meetings are expected to be around three hours in length and the face-to-face meetings will be half a day to a full day. At each meeting members will consider a critical aspect of interoperability implementation. The agenda will support these deliberations with regular business reported by exception.

Additional meetings can be called at the discretion of the chairperson when required to deliberate on key deliverables or documents.

The Secretariat will book any flights and accommodation required for members to attend the face-to-face meeting in accordance with the Agency's travel policies.

8.2 Meeting pack

Members are supplied with a "meeting pack" at least five working days before each meeting to provide time for members to review the content.

The meeting pack will include:

- meeting agenda
- previous meeting minutes as draft for approval
- supporting information, as necessary for agenda items.

The "meeting pack" will also be published on the Council's webpage and will include:

- meeting agenda
- all non-sensitive agenda items

8.3 Minutes and communique

Minutes of the meeting will record advice provided. A meeting communique that summarises the topics discussed will be circulated to members and published on the Agency's website.

8.4 Out-of-session papers

Urgent matters that cannot be deferred until the next Council meeting can be managed as an out-of-session paper. The out-of-session paper and cover sheet will be sent to members via email with a requested response date.

9 Confidentiality

The Council may consider and discuss material that is of a sensitive or commercial nature. Members and attendees acknowledge their responsibility to maintain confidentiality of all material that is not in the public domain. Meeting minutes prepared by the Council are to be kept confidential. Agenda items

prepared by the Council or Council members should be developed with the understanding that they will be published on the Council's webpage and as such no sensitive information should be included.

10 Conflicts of interest

If a member has a real, apparent, or potential conflict of interest relating to a matter before the Council, that member is required to inform the chairperson or, in the case of the chairperson, he or she will inform the Agency member prior to consideration of the matter by the Council. If the chairperson, or the Agency (as the case may be) concurs that a real, apparent, or potential conflict of interest exists, the member faced with such conflict will not participate in the consideration of the matter. Details of interests declared, and actions taken, will be recorded in the minutes.

11 Intellectual Property

The Agency will own all intellectual property rights in material created for the Council and will make any such material available to other members for their use under broad licensing arrangements.

12 Performance and review

The performance of the Council will be measured at least annually. The Council will conduct a self-assessment of its performance and opportunities for improvement. Performance measures will include:

- timely delivery of meeting packs supporting effective operations
- attendance by standing members
- effectiveness of meetings
- effectiveness of members in completing assigned tasks.

Version history

Version	Date approved	Comments
1.0	24 July 2023	
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Australian Digital Health Agency ABN 84 425 496 912, Level 25, 175 Liverpool Street, Sydney, NSW 2000 digitalhealth.gov.au
Telephone 1300 901 001 or email help@digitalhealth.gov.au

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Council for Connected Care

Agenda Item 7: Showcasing the work in aged care by the Aged & Community Care Providers Association

Meeting: 8 August 2024

OFFICIAL

RECOMMENDATIONS

That Members:

- 1 **Note** the vision and activities of the Aged & Community Care Providers Association’s innovation strategy and the anticipated significant contribution this will bring to innovation and digital maturity across the aged care sector.

PURPOSE

The purpose of this item is to provide an overview of the Aged & Community Care Providers Association’s (ACCPA’s) innovation strategy “InnovAGEING” and current activities under each of its four pillars: data insights, technology transformation, research, and capacity building. This includes the transition of the Aged Care Industry Information Technology Council (ACIITC) and the work of ACIITC now embedded within ACCPA.

BACKGROUND

ACCPA is the national association for providers of residential aged care, home and community care, retirement living and related services. ACCPA unifies the many voices in aged care to provide a single, authoritative, and trusted message to build capacity, secure funding and reduce barriers to innovation and technology transformation.

SUMMARY OF ISSUES

Following the Royal Commission into Aged Care Quality and Safety Final Report handed down in March 2021, the sector is facing one of the most significant periods of change and reform in our history. And as a result, a considered response strategy is required.

When ACCPA formed, it identified innovation and continuous improvement as key components of our strategy. ACCPA wants to encourage a capable, innovative, and trusted sector that has continuous improvement at its heart.

Through its innovation – or ‘InnovAGEING’ – strategy, ACCPA are creating opportunities for collaboration across the sector. The purpose of InnovAGEING is to champion sector-led initiatives that are evidence-based and scalable, driving impactful change throughout the aged care sector. This is done by:

- leveraging data insights and supporting collaboration of innovation leaders to drive continuous improvement across the sector
- enabling best practice technology in support of a sustainable and responsive sector
- listening to the sector and translating evidence-based research into practice
- empowering our workforce and building skills and knowledge they need to thrive in a transformative landscape.



Council for Connected Care Agenda Item 8: Other business

Meeting: 8 August 2024

OFFICIAL

RECOMMENDATIONS

That Members:

- 1 **Raise** any other business items for consideration or discussion by the Council
- 2 **Note** the next meeting will be held on 14 November 2024.

PURPOSE

The purpose of this item is for members to raise any business items for consideration or discussion by the Council.

BACKGROUND

This is a standing agenda item.

SUMMARY OF ISSUES

The next meeting is scheduled for 14 November 2024 with details on timing and location to follow.