



Australian Government  
Australian Digital Health Agency

---

# CoNNMO

## Friday 4<sup>th</sup> October 2019

---

Angela Ryan RN MACN FACHI  
Chief Clinical Information Officer



My Health Record

---

## **Acknowledgement of country**

*I acknowledge the Gadigal people of the Eora Nation as the Traditional Owners of the land on which we meet today. I pay my respects to their Elders past, present and emerging. I extend that acknowledgment to any Aboriginal or Torres Strait Islander peoples who might be joining us today.*

---



# Purpose of Today

- To promote awareness and understanding of the National Digital Health Workforce and Education Roadmap and associated goals.
- To provide an overview of the National Digital Health Workforce and Education Roadmap findings to date.
- To provide an overview of the National Digital Health Nursing & Midwifery Capability Framework.
- Outline next steps.

# Background

The ADHA developed Australia's National Digital Health Strategy through extensive stakeholder consultation. The strategy:

- Draws on evidence of clinical and economic benefit from many sources within Australia and overseas;
- Was approved by COAG Health Council in August 2017;
- Is supported by a framework for Action – launched July 2018

The National Digital Health Strategy's roadmap for delivery comprises 7 pillars.

The National Digital Health Workforce and Education Roadmap aims to directly support the sixth pillar “Workforce and Education”.

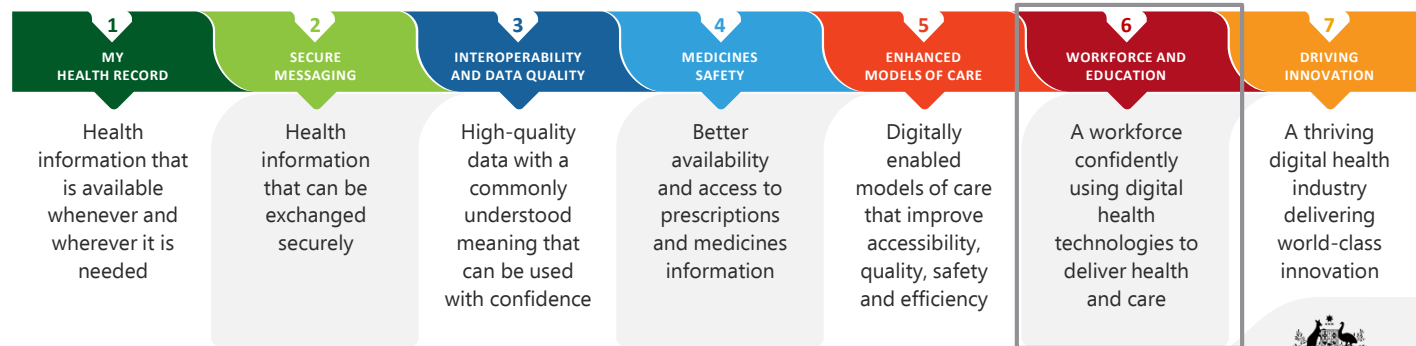


“

*We know that when consumers are activated and supported to better self-manage and coordinate their health and care, we get better patient experience, quality care, and better health outcomes.*

”

Leanne Wells  
CEO Consumers Health Forum



Australian Government  
Australian Digital Health Agency



My Health Record

# Roadmap Approach

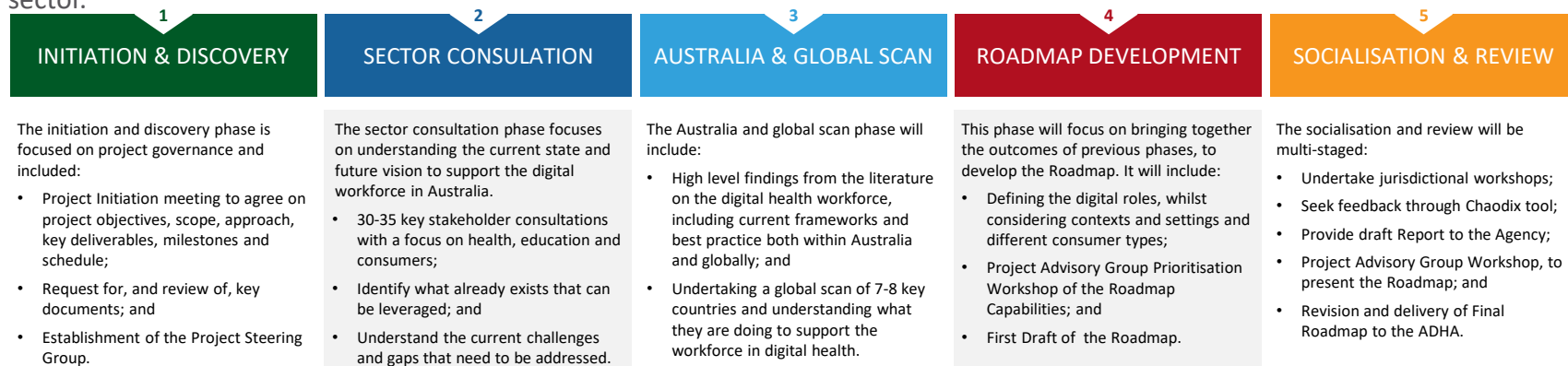
## Project Vision

The development of a National Digital Health Workforce and Education Roadmap acknowledges that in Australia, we need to shape how education and training enables our health workforce to realise the benefits of technology, integrate technologies into every day health care settings, whilst also recognising people as the most valuable asset of our health sector.

## Project Steps

In developing the National Digital Health Workforce and Education Roadmap, the Agency has been undertaking a five phased approach which is focused on strong stakeholder engagement across Australia.

The key focus is to create a Roadmap that resonates, has buy-in across health stakeholders and is implementable.



# Key Literature & Global Scan Findings



The **digital capability** of the health workforce is an emerging area.



There is a need to **better skill** the Australian workforce for the digital economy.



The United Kingdom demonstrated some **leading examples** in driving improvements in digital capability across the health workforce.



Digital health involves the **wider health workforce** and is not be constrained to information technology.



There is **no single agreed definition** of digital health.



Definitions of the digital capabilities needed from the health workforce are emerging, with **some frameworks developed**.



There is **significant variance in digital adoption** across the health sector and throughout the world.



There is a need to consider and address health equality and **the digital divide**.



New technologies will impact on tasks and functions of health roles and **challenge traditional approaches**.

# Key Stakeholder Consultation Findings



There are **pockets of recent innovation** across Australia focusing on improving digital health capability.



Consideration needs to be given to the **rural and regional context**, especially in remote and very remote areas of Australia.



At present, the most recognised certification in the area of digital health is the **CHIA training program**.



The **consumer needs and expectations** around digital health need to be addressed.



There have been **barriers to adoption**, but this is changing.



Recognised pathways need to be created for the **clinical and information technology bridging roles**.



Some professional groups are **leading the way in adoption** of digital technologies, while others are still predominantly using paper systems.



There will need to be a strong focus on **change leadership** to build digital health capability.



The **health context is important** to understand in terms of digital maturity.



Digital health will **drive substantial change**, then fade from view.

# The Digital Divide

In adopting new digital technologies, we need to be cognisant of the digital divide, and ensure that digital capability (or the lack of it) doesn't create further health inequalities.

**The Australian Digital Health Index in 2018<sup>1</sup> found that digital inclusion is lowest for:**

- Those who have lower levels of income.
- Older Australians.
- Those with lower levels of educational attainment.
- Those with a disability.
- Those living in remote parts of Australia.
- Persons residing in South Australia and Tasmania.
- Aboriginal and Torres Strait Islander persons.

In the UK the NHS invested in the Widening Digital Participation Programme. The program set up a network of UK Online centres in places the NHS termed as 'deprived' areas to facilitate work with digitally excluded persons to improve their skills.

<sup>1</sup> Thomas, J., Barraket, J., Wilson, C., Louie, Y. M., Holcombe-James, I., Ewing, S., & MacDonald, T. (2018). *Measuring Australia's Digital Divide: The Australian Digital Health Index, 2018*. RMIT University.



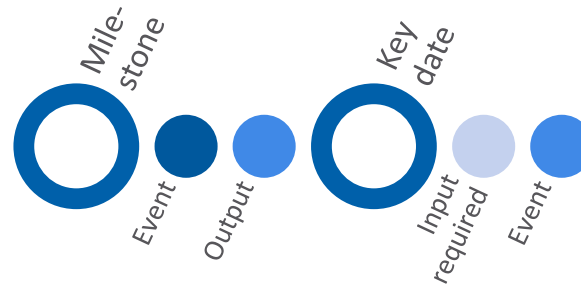
# Alignment with other Strategies and Planning

**Multiple Planning Processes and Stakeholders across the NSW health sector**



**The Digital Health Workforce and Education Roadmap should inform and be informed by other work**

**Understanding priorities and planning timelines**



# Horizons and workforce and capability shifts

Horizon 1: Embedding safe ethical use of systems of record	Horizon 2: Integrating new technologies & ways of working	Horizon 3: Digital Health Transformation
<i>Workers in healthcare &amp; consumers have access to digital health tools and increased access to information, equipping them with greater decision making power.</i>	<i>Systems &amp; organisations are better connected to analyse information, &amp; plan &amp; respond to health demands. Digital Health innovations will re-shape health tasks &amp; roles.</i>	<i>Healthcare delivery is transformed for example through scaled adoption of care outside hospital settings, value based healthcare &amp; personalised medicine.</i>
<ul style="list-style-type: none"> <li>• Electronic medicines management minimising Adverse Drug Events</li> <li>• Reduced duplication of diagnostics scans &amp; pathology tests through access to existing results</li> <li>• Consumer and patient experience improvements as My Health Record improves the flow of information</li> </ul>	<ul style="list-style-type: none"> <li>• Secure Messaging &amp; eReferral enhancing the flow of information through the health system</li> <li>• Consumer &amp; patient apps giving patients access to information and enabling greater self care.</li> <li>• AI-based diagnostic support for medical professional (e.g. Dermatologists and Radiologists)</li> <li>• Genomics applied widely in pathology to identify risks &amp; preventative treatments</li> </ul>	<ul style="list-style-type: none"> <li>• Improvements to the health system through secondary use of data (e.g. population medicine)</li> <li>• Precision medicine tailoring healthcare interventions to individual needs</li> <li>• Big data &amp; the Internet of Things providing predictive analysis to guide health system investments and operations</li> </ul>

Now to beyond 2027

Now to ~2027

Now to ~2022



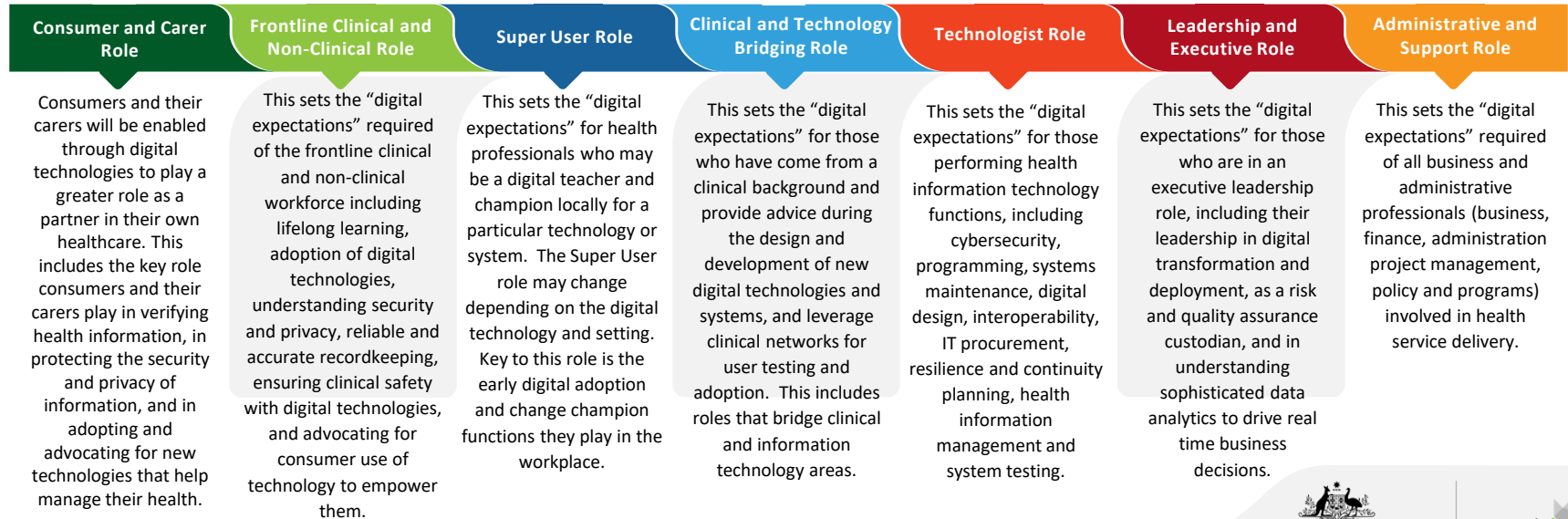
Australian Government  
Australian Digital Health Agency



My Health Record

# Digital Roles Framework

The purpose of the Digital Roles Framework is to describe the “digital expectations” of the health workforce into the future. It is designed to provide clarity for key education and health partners who will develop curricula, training and resources to assist the workforce, and to empower health professionals and consumers to recognise and grow their digital knowledge, skills, capabilities, behaviours and mindsets into the future. In recognition that the health workforce is diverse, it is proposed that these be defined according to seven “digital roles”.



# Applying Digital Roles Framework

It is not intended that there will be a 1:1 mapping between an individual's role and a Digital Role from the framework. Rather an individual will apply capabilities from more than one Digital Role in different aspects of their role. The following is an illustration of how Digital Roles might relate to an individual's job..

**Meet Eric:** Eric is a nurse in a major metro hospital. In Eric's busy role he utilises capabilities related to three Digital Role Profiles:

In his 'day job' as a nurse Eric draws upon **Frontline Clinical** capabilities to use hospital systems and to access and manage patient data.



Eric is also the 'go-to-guy' for the e-Discharge system. Here he draws upon **Super User** capabilities to promote use of the system and others if they get stuck.

As a carer for his elderly mother, Eric draws upon **Consumer** capabilities to manage access to his mum's medical information and to get it updated if he notices it gets out of date.

# National Nursing & Midwifery Digital Health Capability Framework

- The project is building a digital health capability framework for the nursing and midwifery workforce in Australia. The project is sponsored by the Australian Digital Health Agency and will be delivered by HISA in collaboration with key stakeholders including but not limited to:
  - The Australian Nursing & Midwifery Federation (ANMF);
  - The Australian College of Nursing (ACN);
  - The Australian College of Midwives (ACM);
  - The Australian Nursing and Midwifery Accreditation Council (ANMAC), the Congress of Aboriginal and Torres Strait Islander Nurses and Midwives (CATSINaM);
  - Nursing Informatics Australia (NIA);
  - State Jurisdictional Representative - Shelley Nowlan, Chief Nursing and Midwifery Officer, Queensland, Clinical Excellence Queensland;
  - International Subject Matter Expert – Professor Paula Procter, Sheffield Hallam University;
  - The Digital Health CRC; and
  - Linking with the Chief Nursing and Midwifery Officers from all Federal and State Government departments.
- The project commenced in late May 2019 and is scheduled to be completed on the 7th June 2020 in preparation for the release at the International Nursing Informatics (NI) Congress in 2020 to be held alongside HIC in Brisbane.

# National Nursing & Midwifery Digital Health Capability Framework

- The proposed high-level outcomes of the program are to:
  - Build a national digital health capability framework for nurses and midwives
  - Build an accompanying resource kit to advance digital health capability across the workforce
  - Formalise a national Nursing Informatics Champions program
  - Launch the outcomes of the Program at the NI 2020 conference in Brisbane in August 2020
- Existing work and materials to inform the Capability Framework include:
  - eHealth Capability Framework for clinical professionals – NSW Health and Digital Health CRC
  - Certified Health Informatician Australasia (CHIA) – Skills and Competency Framework and associated Practitioner's Guide
  - National competency standards for the registered nurse – The Nursing and Midwifery Board of Australia
  - Using clinical health data for better healthcare – MOOC via University of Sydney
  - Relevant marketplace education and training products
  - Relevant tertiary and university-based informatics programs
  - Relevant research and publications and themes
  - International digital health programs – in particular from the NHS, USA and Canada

# Australian College of Nursing

- Education and awareness (fact sheets, webinar series), nurse champion program, Nursing Now roadshow.
- The proposed high-level outcomes of the program are to:
  - Fact sheets on My Health Record access in Jurisdictions
  - Co-develop, review, present and CPD accredit a My Health Record webinar series
  - Nurse Champion Program: Summary sheets developed with the help of 15 recruited nurses in the Champion program
  - National Nursing Now Roadshows and Final Report: MHR Panel discussion in over 18 cities and regional towns Nationwide

# Next Steps

- A National Digital Health Workforce and Education Summit will be held in November 2019, and this will provide a further platform for the ideas in the Roadmap to be discussed and agreed.
- The intention is to present to AHMAC following the Summit (following the same trajectory as the National Digital Health Strategy and the Framework for Action).
- There are opportunities for continued consultation and engagement with the Roadmap.
  - The draft Roadmap will be provided to CoNNMO member organisations to review and provide feedback.
  - Consultation with CoNNMO on the development of the Framework for Action.
- There are opportunities for continued consultation and engagement with the National Digital Health Nursing & Midwifery Capability Framework as it develops.

*The change ahead is exciting, and the development of the National Digital Health Workforce and Education Roadmap recognises the workforce in health as central to serving the Australian community, both now and into the future.*





Australian Government  
Australian Digital Health Agency

---

Thank you

---



My Health Record

# Contact us

Help Centre	1300 901 001
Email	<a href="mailto:Angela.Ryan@digitalhealth.gov.au">Angela.Ryan@digitalhealth.gov.au</a>
Website	<a href="https://digitalhealth.gov.au">digitalhealth.gov.au</a>
Twitter	<a href="https://twitter.com/AuDigitalHealth">twitter.com/AuDigitalHealth</a>