



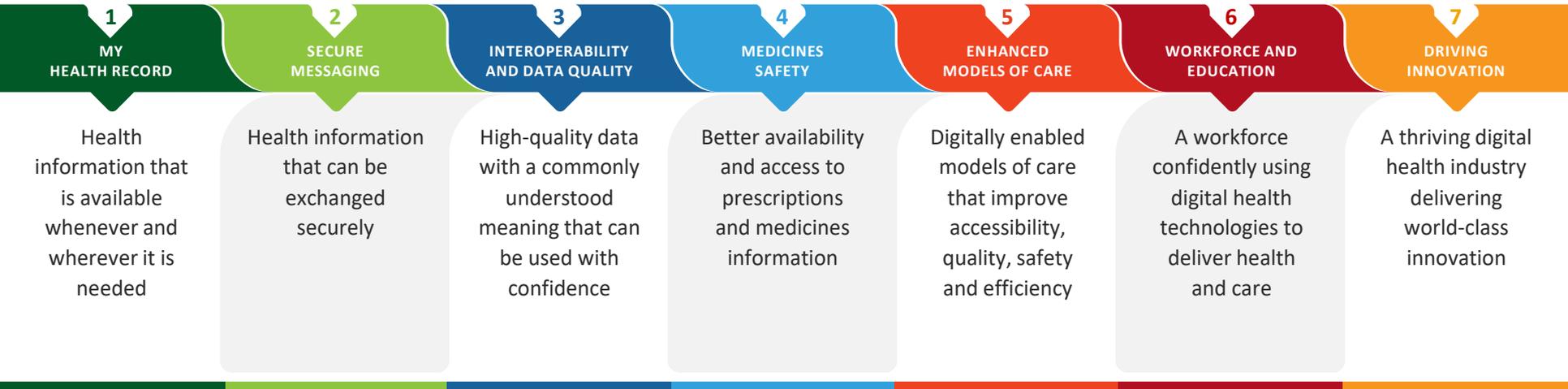
Australian Government
Australian Digital Health Agency

Creating a Digitally Capable Workforce

Angela Ryan RN FACHI
Chief Clinical Information Officer

National Digital Health Strategy – roadmap for delivery

Co-designed with all states and territories and agreed by COAG Health Council



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MY
HEALTH RECORD

2

SECURE
MESSAGING

3

INTEROPERABILITY
AND DATA QUALITY

4

MEDICINES
SAFETY

5

ENHANCED
MODELS OF CARE

6

WORKFORCE AND
EDUCATION

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DRIVING
INNOVATION

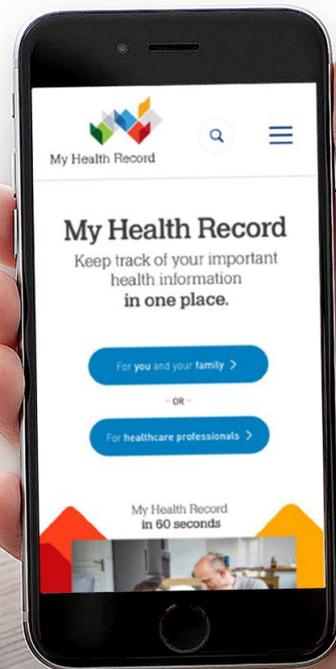
Framework for Action

- The Framework for Action promotes collaboration and information sharing
- Developed by all Australian governments, industry, and providers
- Acts as a guide for organisations recalibrating their work programs to deliver national priorities
- Priorities for delivery by 2022 include:
 - made available when and where needed.
 - health information that can be exchanged securely.
 - standardised so that it can be shared in real time.
 - A workforce confidently using digital health technologies to deliver health and care.



My Health Record

- Focus now is on using My Health Record to deliver better health services to Australians.
- Significant increase in use since January 2019 and many reports of it contributing to improved service delivery.
- Opportunities to leverage the national infrastructure to support more health programs.
- More than 90% national participation.
- Working closely with the OAIC on communications and improving privacy protections.



My Health Record – latest national statistics



90.1% Australians have a record (as at 28 May 2019)



15,900 healthcare provider organisations registered



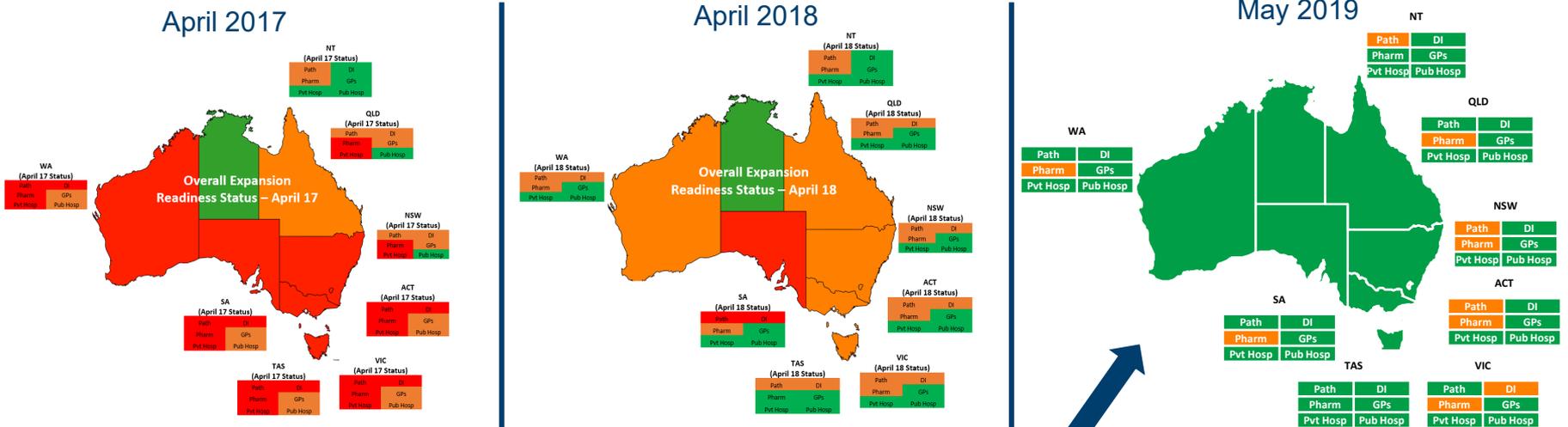
20 million clinical documents uploaded



49 million medication prescription and dispense records uploaded



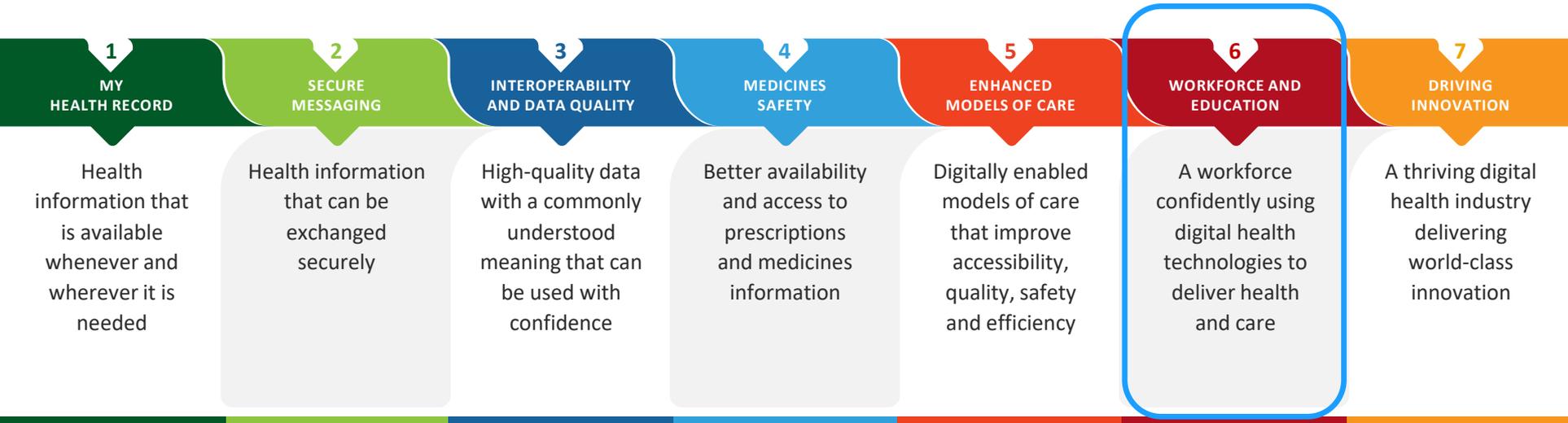
My Health Record – readiness for expansion



At the conclusion of record creation all jurisdictions had widespread public hospital connectivity to support uploading high value clinical content including discharge summaries, pathology reports and diagnostic imaging reports.

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National Digital Health Strategy: Pillar 6

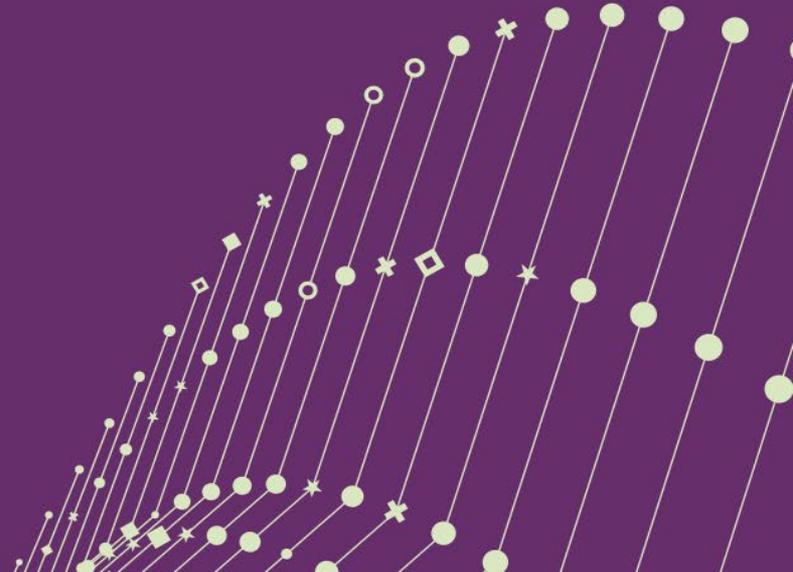
The benefits for Australians and the Australian healthcare system are:

- ✓ All healthcare practitioners will be able to confidently and efficiently use digital technologies and services to interact with patients, use and contribute to their health record and exchange clinical information with the rest of the health system.
- ✓ The next generation of health and care workforce will be exposed to and trained in new clinical pathways, digital technologies and the importance of high-quality data.
- ✓ The workforce will be positively engaged on the effect of digital technologies and services on their working lives.



Making *IT* Work: Harnessing the Power of Health Information Technology to Improve Care in England

Report of the National
Advisory Group on Health
Information Technology
in England



A Successful Digital Strategy Must be Multifaceted, and Requires Workforce Development

The NHS's digital strategy should involve a thoughtful blend of funding and resources to help defray the costs of IT purchases and implementation, resources for infrastructure, support for leadership and informatics training, as well as support for education of leaders, front-line providers, trainees and clinician and non-clinician informaticians. The Advisory Group was struck by the small number of leaders at most trusts who are trained in both clinical care and informatics, and their limited budgetary authority and organisational clout. This deficit, along with a general lack of workforce capacity amongst both clinician and non-clinician informatics professionals, needs to be remedied.



Pillar 6: Workforce and education

A workforce confidently using digital health technologies to deliver health and care will be required to address the technology adoption challenge, reflected in the needs expressed during the National Digital Health Strategy consultation process, which calls for supporting the workforce to better adapt to, use and embrace the changes and opportunities created by digital health innovation. This is even more important for the next generation of healthcare providers and patients, who rightly expect digital solutions available in other industries to help improve health and care.

Peak organisations are holding workshops, seminars and training days to provide instruction and promote adoption of digital technology in care settings. Some organisations are using digital tools, including virtual reality, to directly train their workforce. Australian governments are working to design, deliver and evaluate education and training programs to embed digital health into routine clinical practice for clinical, corporate and support staff, including VET, vocational, undergraduate, professional entry and clinical trainees and new graduates.



The Topol Review

Preparing the healthcare workforce to deliver the digital future

An independent report on behalf of the
Secretary of State for Health and Social Care
February 2019



Preparing the healthcare workforce to deliver the digital future

Topol proposed the following three core principles to guide workforce strategy:

1. ***Patient empowerment*** – Patients needs to be included as partners and informed about health technologies, with a particular focus on vulnerable/marginalised groups to ensure equitable access.
2. ***Driven by evidence*** – The healthcare workforce needs expertise and guidance to evaluate new technologies, using processes grounded in real-world evidence.
3. ***The gift of time*** – wherever possible the adoption of new technologies should enable staff to gain more time to care, promoting deeper interaction with patients.



Preparing the healthcare workforce to deliver the digital future

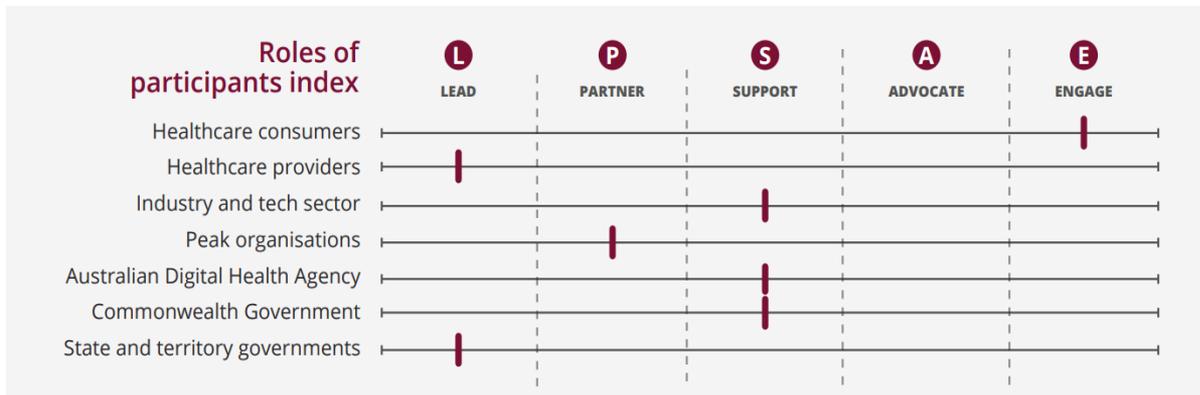
Educating the future workforce

- Within five years, we need to make sure that the education and training for future employees equips them to achieve their full potential as staff in the technology-enhanced NHS. To equip the future workforce:
- Education providers should ensure genomics, data analytics and AI are prominent in undergraduate curricula for healthcare professionals. Future healthcare professionals also need to understand the possibilities of digital healthcare technologies and the ethical and patient safety considerations.
- Education providers must ensure that students gain an appropriate level of digital literacy at the outset of their study for their prospective career pathway.
- Education providers should both offer opportunities for healthcare students to intercalate in areas such as engineering or computer science, and equally attract graduates in these areas to begin a career in health, to create and implement technological solutions that improve care and productivity in the NHS.



“There is an urgent need to develop a coordinated approach for developing and growing the digital health workforce for Australia that will address a potential skills and overall digital health workforce shortage, and address the challenges of attraction, retention and utilisation of healthcare workers to ensure that we are producing and supporting a skills mix that is equipped for the future healthcare needs of Australia.” Framework for Action 2018

Roles of participants in order to achieve benefits



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A workforce confidently using digital health technologies to deliver health and care

Workforce & Education

Actions across Australia

Below is a summary of some of the actions government, clinical, technology, industry and advocacy organisations told the Australian Digital Health Agency are already underway to ensure **the workforce is confidently using digital health technologies to deliver health and care.**



In an initiative with **Health Information Management Association of Australia** and the **Health Informatics Society of Australia (HISA)** the **Australasian College of Health Informatics (ACHI)** has established the Certified Health Informatician of Australasia (CHIA). The CHIA credential demonstrates that candidates meet the health informatics core competencies to perform effectively as a health informatics professional in a broad range of practice settings. The certification has been designed to address the lack of formal recognition for health informatics skills in the Australian health workforce.

NSW Health provides their workforce access to a state-wide e-learning management system, My Health Learning, which includes over 100 modules and courses. My Health Learning provides easy access to learning and development courses and the ability to plan and log both formal and informal learning and professional development. Workers are also able to undertake ICT internship, cadet and graduate placements within eHealth NSW, including an Aboriginal ICT Cadet Program where participants are engaged in a range of projects providing them with opportunities to develop their knowledge and skills in the use of digital health technologies.



ACT Health is developing a program to encourage the nursing workforce to become digital champions and through a number of e-Learning packages to support staff to new ICT systems across the territory as well as including digital technologies in clinical training as a core competency.

Queensland Health is continuing the rollout of wireless networks and Bring Your Own Device (BYOD) initiatives which are already improving the mobility of clinicians. These networks will be pivotal in the design of new facilities, including wi-fi for patients and staff. It is also providing financial support for health professionals to complete the CHIA program to build Queensland Health's digital health workforce capacity and capability.

WA Health has a strong focus on expanding the telehealth service to increase staff access, capability and capacity through education, support and professional development and networking and increased patient access to the continuum of care and expertise in the country areas. Specialties include emergency telehealth service (24/7), asthma and COPD, diabetes, antenatal, mental health, oncology and stroke services.



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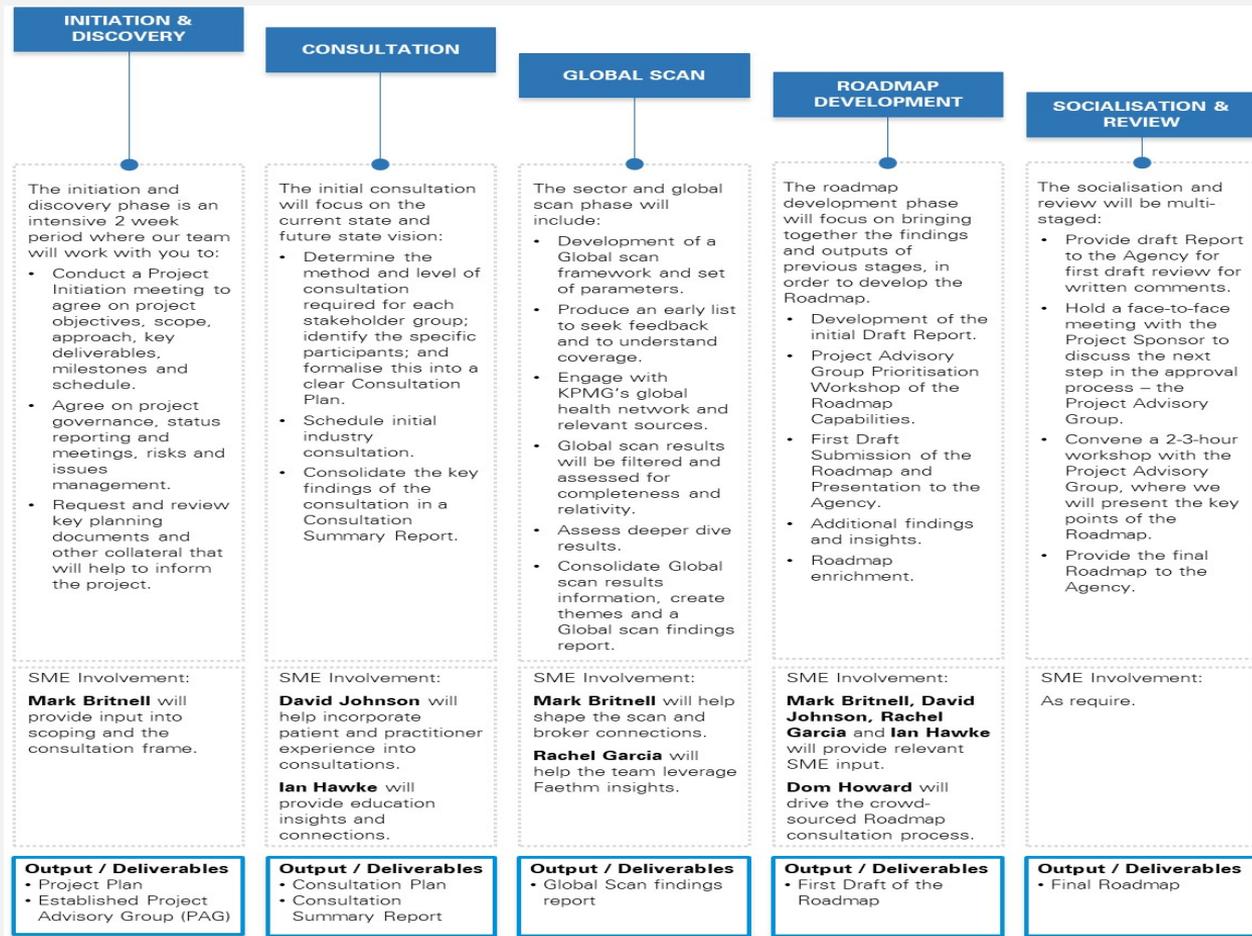
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In May 2018, the Health Information Workforce Census was conducted. The aim of the census project is to quantify and qualify the Australian health information workforce, specifically to delineate and count the workforce, consider the future configuration of the workforce, identify health information workforce shortfalls, and identify current health information training and career pathways.

The census project is a collaborative project between the University of Tasmania, University of Melbourne, Australian Digital Health Agency, Australian Library and Information Association Health Libraries Australia, Australasian College of Health Informatics, Health Informatics Society of Australia, Health Information Management Association of Australia, and the Victorian Government Department of Health and Human Services. The next census will be in May 2020 and every three years thereafter.



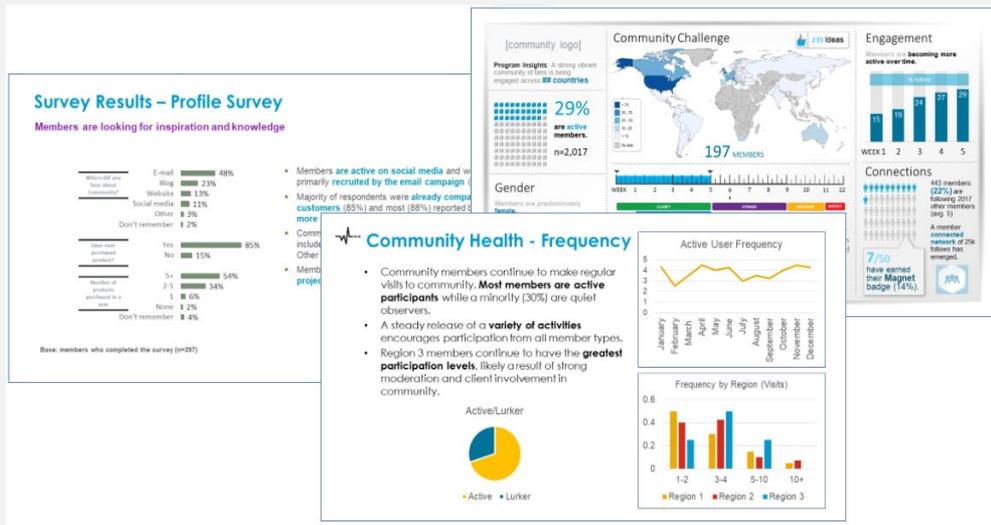


Workforce & Education Roadmap: Supporting Consultation Methods

- 1:1 Interviews
- Patient Experience Focus Groups
- Jurisdictional workshops
- Crowdsourcing*

*Crowdsourcing

- a way of quickly harnessing insights and ideas from large geographically dispersed groups, with activities structured around defined events. The activities are phased, build upon each other, and gather both quantitative and qualitative insights. One day it might be a quick survey, another a 'word association' game, or a facilitated in depth 'conversation'.
- The activities will address key elements of the Roadmap, and stakeholders will be invited to engage on specific topics, which will enable probing of specific issues.



Contact Angela Ryan if you would like to be involved: angela.ryan@digitalhealth.gov.au



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Thank you

Questions?

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