



Australian Government  
Australian Digital Health Agency

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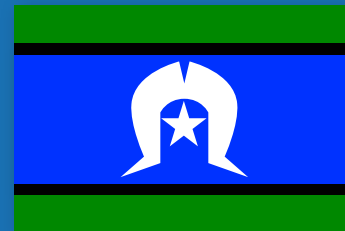
# Aged Care Industry Offer

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Industry Briefing  
Thursday, 4 November 2021



# Acknowledgement



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

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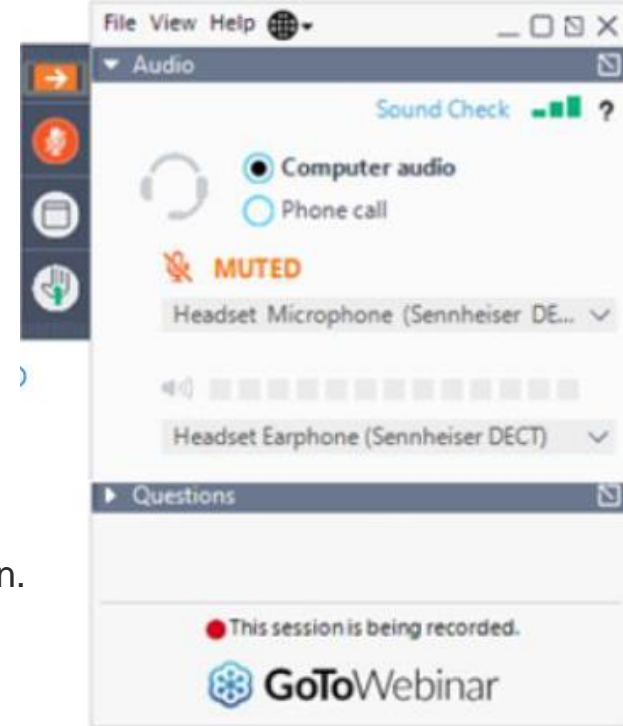


# Housekeeping



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- They will be answered at the end of the presentation in the panel session.
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- If your screen and sound don't match, it may be due to poor internet connection.
- This session is being recorded and will be available for viewing on the Agency's Developer Centre.



## Presenter

Aleth Sakai, Senior Project Manager Aged Care Program

## Panel Members

Carolyn Brown, Director Aged Care Program

Odile Williams, Developer Implementation Support Manager

Ben Skinner, Senior Solution Architect, Enterprise Architecture

## Moderator

Mark Macdonald, Partnership Manager



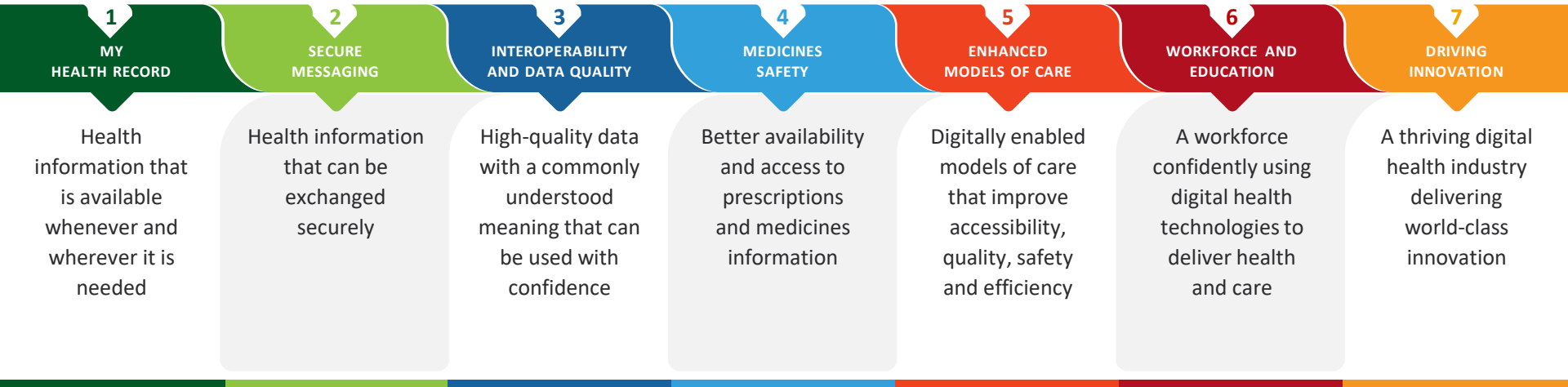
# Agenda

1. Overview of the Australian Digital Health Agency
2. Background to the Aged Care Industry Offer
3. Eligibility Criteria
4. Overview of the Phases
5. Questions



# National Digital Health Strategy – roadmap for delivery

Co-designed with all states and territories



## Background: Aged Care Industry Offer

- The Royal Commission into Aged Care Quality and Safety released their Final Report on 1 March 2021 containing 148 recommendations.
- Recommendations 56, 63, 68 and 109 relate to increasing the digital enablement of the aged care sector and Recommendation 66 relates to improving transitions of care.
- Recommendation 68 specifically calls out the Agency to support universal adoption by the aged care sector of digital technology and My Health Record.
- On 1 July 2021 the Agency established the Aged Care Program to implement the recommendations of the Royal Commission.



## Background: Aged Care Industry Offer

- The Agency wishes to drive increased adoption of My Health Record in the Aged Care sector.
- Many Residential Aged Care Facility (RACF) Clinical Information Systems (CISs) and electronic Medications Management Systems (EMMS) are not integrated to My Health Record.
- The Agency wishes to adopt a flexible and collaborative approach in working with software providers to support the delivery of My Health Record related functionality that is optimised for the needs of Residential Aged Care Facility providers.
- The Agency wishes to do this in a way that recognises the diversity of Residential Aged Care Facilities and leverages the deep understanding that software developers who service this sector have of their customers.





# Introduction to Aged Care Industry Offer

- On 1 July 2021 the Agency established the Aged Care Program (the Program) to drive Residential Aged Care Facility adoption and interaction with My Health Record through enhancements to existing clinical software products.
- To support this, Aged Care industry offers will be undertaken aimed at RACF CIS and eMMS software vendors in the first instance.
- The purpose of today's session is to help prospective participants make an informed decision about whether they wish to submit a Tender to take part in the industry offers aimed at RACF CIS and eMMS software vendors.
- We will review key details of the offer and give webinar participants the opportunity to seek clarification as required.



# Process of Application

- Interested organisations must download and complete the DH3695 Request for Tender (RFT) form and submitted before **2pm AEDT 23 November 2021**. [Tender documents](#) are available on the AusTender website.
- Contracts will be issued to selected respondents based on the contract template contained in Schedule 4 of the RFT. The Agency reserves the right to withdraw any invitation to proceed if a selected respondent does not execute a contract with the Agency by mid December 2021.

Given the compressed timeframe for executing contracts, software providers who wish to participate are advised to review the contract template in Schedule 4 of the RFT in advance of submitting their application. If they perceive any “showstopper” issues in the contract terms, they should communicate them ASAP to the Agency via [AgedCareIndustryOffer@digitalhealth.gov.au](mailto:AgedCareIndustryOffer@digitalhealth.gov.au).



# Eligibility Criteria

Tenders are sought from organisations that:

- are the developer of a Clinical Information System (CIS) or an Electronic Medication Management System (eMMS), that as of date of Tender, is installed and being used in production in at least 5 Residential Aged Care facilities in Australia;
- are not a state or territory health department.



# Eligibility Criteria

Tenderers will need to justify how they identify as a CIS and/or an eMMS.

Software products that have been enhanced with My Health Record related functionality as part of any previous Industry Offer administered by the Agency since 2017 are not eligible for this industry offer.



# Eligibility Definitions

A Clinical Information System is defined as a software product that is primarily focused on clinical and care management and include tools to support effective management of clinical documentation, administration and care. This may include clinical tools such as assessment forms, care plans, progress notes, alerts and charting functionality. There may also be analysis and reporting tools that enable greater visibility and improve business processes.

An electronic Medication Management System is defined as a software product that is primarily focused on medication management and includes tools to support the quality management of medications.



# Description of Services

- This industry offer will be conducted in three streams:
  - Clinical Information System
  - electronic Medications Management Systems
  - Combined Clinical Information System and electronic Medications Management Systems
- Streams will operate over multiple Phases, deliverables will be grouped and contracted by Phase.



# Clinical Information System Requirements

- Phase 1:
  - Workshop attendance and planning document
  - Delivery of the Detailed Software Design Document
  - Complete all applicable conformance and notice of connection tests required to secure production access by the enhanced product to the Healthcare Identifiers Service and the My Health Record system.
  - Services developed must include the ability to view the My Health Record for a specific subject of care.
  - Services must upload and download Advance Care Planning documents and Advance Care Directives.



# Clinical Information System Requirements

- Phase 2:
  - Software enhancements to create, upload and download Aged Care Transfer Summary documents with the MHR.
  - Software enhancements to send and receive clinical documents via Secure Messaging.
- Phase 3:
  - Software must be installed and activated, operating as a Clinical Information System within at least 5 distinct Residential Aged Care Facilities.





# Clinical Information System Payment Model

Deliverable	Estimated delivery date	Unit price (GST exc)	GST component (Unit price)	Total Fees (GST inc)
Phase 1: Workshops, Planning Document, Detailed Software Design Document, MHR Conformance, MHR Viewing, ACP Uploads.	December 2022	\$100,000	\$10,000	\$110,000
Phase 2: ACTS Upload and Viewing, Secure Messaging	December 2023	\$60,000	\$6,000	\$66,000
Phase 3: Activations	June 2024	\$50,000	\$5,000	\$55,000
Total:	-	\$210,000	\$21,000	\$231,000



# electronic Medication Management System Requirements

- Phase 1:
  - Workshop attendance and planning document.
  - Delivery of the Detailed Software Design Document.
  - Complete all applicable conformance and notice of connection tests required to secure production access by the enhanced product to the Healthcare Identifiers Service and the My Health Record system.
  - Services developed must include the ability to view the My Health Record for a specific subject of care.
  - Services must develop capability to create and upload medication prescription and dispense records to the My Health Record.
- Phase 2:
  - Software enhancements to create, upload and download a Pharmacist Shared Medicines List.
  - Software enhancements to send and receive clinical documents via Secure Messaging.



# electronic Medication Management System Payment Model

Deliverable	Estimated delivery date	Unit price (GST exc)	GST component (Unit price)	Total Fees (GST inc)
Phase 1: Workshops, Planning Document, Detailed Software Design Document, MHR Conformance, MHR Viewing, Prescription and Dispense Records.	December 2022	\$100,000	\$10,000	\$110,000
Phase 2: PSML, Secure Messaging.	December 2023	\$60,000	\$6,000	\$66,000
Total:	-	\$160,000	\$16,000	\$176,000



# Combined CIS and eMMS Requirements

- Phase 1:
  - Workshop attendance and planning document.
  - Delivery of the Detailed Software Design Document.
  - Complete all applicable conformance and notice of connection tests required to secure production access by the enhanced product to the Healthcare Identifiers Service and the My Health Record system.
  - Services developed must include the ability to view the My Health Record for a specific subject of care.
  - Services must upload and download Advance Care Planning documents and Advance Care Directives.
  - Services must develop capability to create and upload medication prescription and dispense records to the My Health Record.



# Combined CIS and eMMS Requirements

- Phase 2:
  - Software enhancements to create, upload and download Aged Care Transfer Summary documents with the MHR.
  - Software enhancements to create, upload and download a Pharmacist Shared Medicines List.
  - Software enhancements to send and receive clinical documents via Secure Messaging.
- Phase 3:
  - Software must be installed and activated, operating as both a Clinical Information System and electronic Medication Management System within at least 5 distinct Residential Aged Care Facilities.



# Combined CIS and eMMS Payment Model

Deliverable	Estimated delivery date	Unit price (GST exc)	GST component (Unit price)	Total Fees (GST inc)
Phase 1: Workshops, Planning Document, Detailed Software Design Document, MHR Conformance, MHR Viewing, ACP Uploads, Prescription and Dispense Records.	December 2022	\$150,000	\$15,000	\$165,000
Phase 2: ACTS, PSML, Secure Messaging.	December 2023	\$80,000	\$8,000	\$88,000
Phase 3: Activations	June 2024	\$50,000	\$5,000	\$55,000
<b>Total:</b>	-	\$280,000	\$28,000	\$308,000



Evaluation Criteria	Detail
Quality of CIS/eMMS	<p>Describe the Clinical Information System and/or electronic Medication Management System that you offer to the Aged Care market.</p> <p>Examples could include extent of functionality, integration of clinical workflow, cadence of releases (version release/ease of update).</p>
Number of sites/beds	<p>In how many Residential Aged Care Facilities in Australia is your Clinical Information System and/or electronic Medication Management System currently being used in production? If responding in respect of multiple Clinical Information System and/or electronic Medication Management Systems, please provide separate counts for each product.</p>
Organisation Details/Service History	<p>Include any relevant information, such as your length of time in operation, major areas of capability and sector focus.</p>
Value Proposition	<p>Overview of the value proposition that substantiate benefits for your Clinical Information System and/or electronic Medication Management System participating in this Industry Offer, i.e. types of aged care settings using the product, throughput of Residential Aged Care Facilities, clinical use cases that the software supports.</p>





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# Questions

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For more information

AusTender Industry offer details: [www.tenders.gov.au](http://www.tenders.gov.au)

Further questions about this tender can be emailed to:  
AgedCareIndustryOffer@digitalhealth.gov.au



# Further information and support

## My Health Record

Web: [www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au)

Help line: 1800 723 471 (select 2 for providers)

## Australian Digital Health Agency

Web: [www.digitalhealth.gov.au](http://www.digitalhealth.gov.au)

Email: [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au)

Help line: 1300 901 001



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