



Australian Government
Australian Digital Health Agency

Secure Messaging Industry Offer

Industry Briefing
4 April 2019

The Australian Digital Health Agency



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Agenda

1. Introduction – Ian Davies
2. Background to the Industry Offer – Sari MacKinnon
3. Overview of Industry Offer criteria and process – Ian Davies
4. Review of technical requirements – Christian Holmes and Jakub Sielewicz
5. Software validation process – Odile Williams
6. Questions – All



Introduction

The Australian Digital Health Agency has published an Industry Offer that will incentivise providers of clinical information systems and secure messaging systems to implement technical standards relating to provider addressing and message payloads.

The purpose of today's session is to help prospective participants make an informed decision about whether they wish to submit an Expression of Interest to take part in the Industry Offer.

We will review key details of the offer and give webinar participants the opportunity to seek clarification as required.



The Australian Digital Health Agency

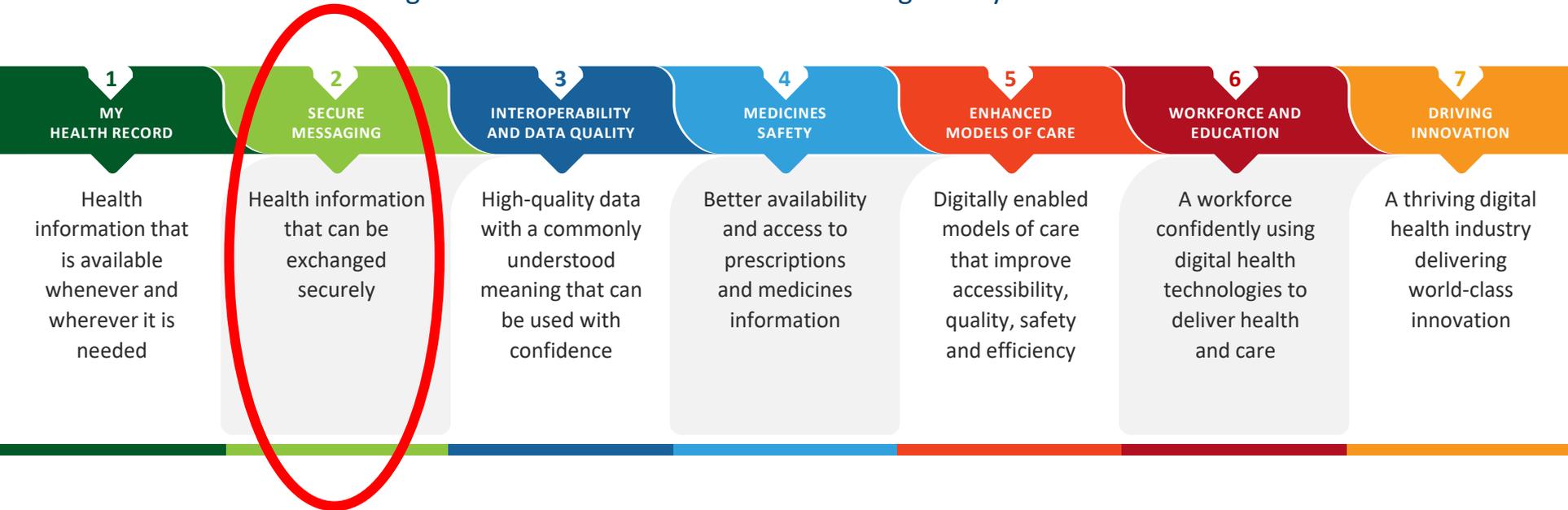
The Australian Digital Health Agency (the Agency) is funded by all Australian Governments. It designs and operates national digital health services and sets data standards that:

- Give consumers more control of their health and care when they wish it
- Connect and empower healthcare professionals
- Promote Australia's global leadership in digital health and innovation



National Digital Health Strategy

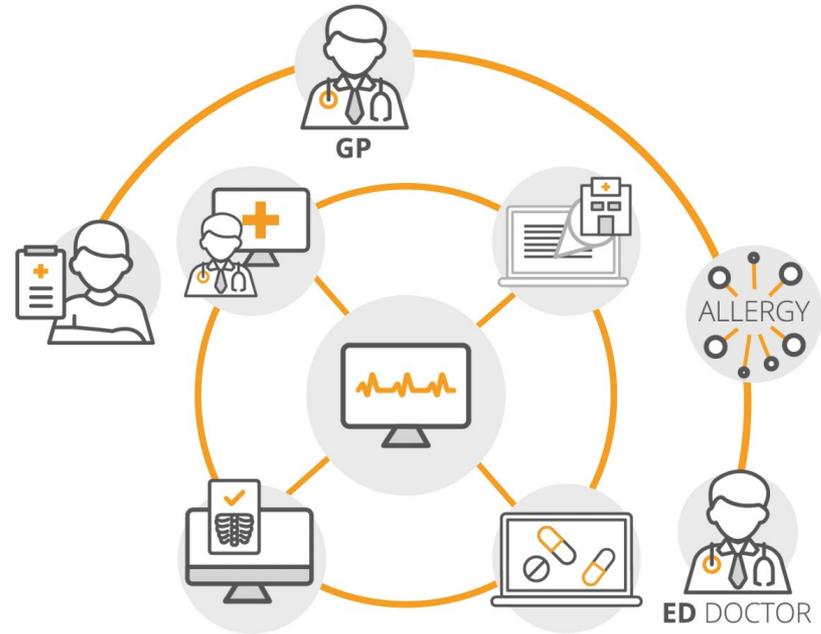
Co-designed with all states and territories and agreed by COAG Health Council



Secure messaging is a national priority

Secure messaging will enable health and care providers to easily find each other online and securely exchange clinical information in real time.

- Search directory
- Send and receive information securely
- End paper based method



Recent secure messaging activity

- The Agency and a Technical Working Group, comprising software providers and government bodies, reached agreement on new standards for secure messaging in 2018.
- These standards specify how to lookup provider addresses using a federated provider directory model, and which message formats will be supported.
- These standards were successfully trialled in two proof-of-concept projects in 2018.
- The Industry Offer is designed to help software providers deliver enhanced secure messaging functionality in an accelerated timeframe, so healthcare providers experience the benefits more quickly.



In-scope systems

“Applicable Clinical Information Systems (ACIS)”: Clinical information systems, including practice management systems or electronic medical record systems, that send and receive messages over secure messaging infrastructure to other clinical information systems for the purpose of providing clinical care to patients (excluding clinical information systems that are installed exclusively in state or territory government-operated health services).

“Applicable Secure Messaging Systems (ASMS)”: Secure messaging systems that, as part of enabling the exchange of messages between clinical information systems:

- maintain a provider directory and
- deliver messages, and expose provider directory services, to other secure messaging systems.



Eligibility criteria

Expressions of interest (EOIs) are sought from organisations that:

- are the developer of an ACIS and/or an ASMS;
- as of 1 March 2019 have an ACIS and/or ASMS installed and being used in production for messaging purposes in at least two healthcare provider sites in Australia; and
- are not a state or territory health department.

Note: The fact that an organisation has participated in one or both of the consortia, led by Telstra Health and HealthLink respectively, that delivered the secure messaging proof-of-concept projects orchestrated by the Agency, will not render that organisation ineligible to participate in this offer.



Industry Offer process

1. Interested organisations must fill out and complete the EOI Response Template (Appendix B of the Industry Offer) and email it to SecureMessagingIndustryOffer@digitalhealth.gov.au by ~~5pm AEST Wednesday 17 April 2019~~. Note that the deadline for submitting Expressions of Interest in response to this industry offer has been extended from 5pm AEST Wednesday 17 April 2019 to **10am AEST Tuesday 23 April 2019**.
2. The Agency will review the submitted EOIs and advise the organisations that have submitted them whether they have been selected to proceed to the contracting stage – this communication is expected to commence in early May.
3. If this offer is very heavily subscribed and the number of respondents who meet the eligibility requirements exceeds the number that can be resourced, the Agency will select in favour of those software packages that are installed in the greatest number of healthcare provider organisations relative to other respondents.
4. Contracts will be issued to selected respondents based on the contract template contained in Appendix A of the Industry Offer. The Agency reserves the right to withdraw any invitation to proceed if a selected respondent does not execute a contract with the Agency by 21 June 2019.



Payment model

Contract execution payment	\$15,000 (ex. GST)
Completion payment <ul style="list-style-type: none">• Software development complete• Software validation complete• Enhanced software released to market• Software provider has publicly announced (e.g. via website) the release of the enhanced software and advised the Agency of this announcement	\$15,000 (ex. GST)



Summary of development requirements

1. Adoption of the Australian FHIR provider directory profiles developed and agreed through the Secure Messaging Technical Working Group (TWG) and balloted through HL7

Covers the capabilities required by both the clinical information system and secure message developers to implement an agreed and proven technical working group standard to find provider details across multiple directories.

2. Adoption of message payload standards agreed through the Secure Messaging TWG

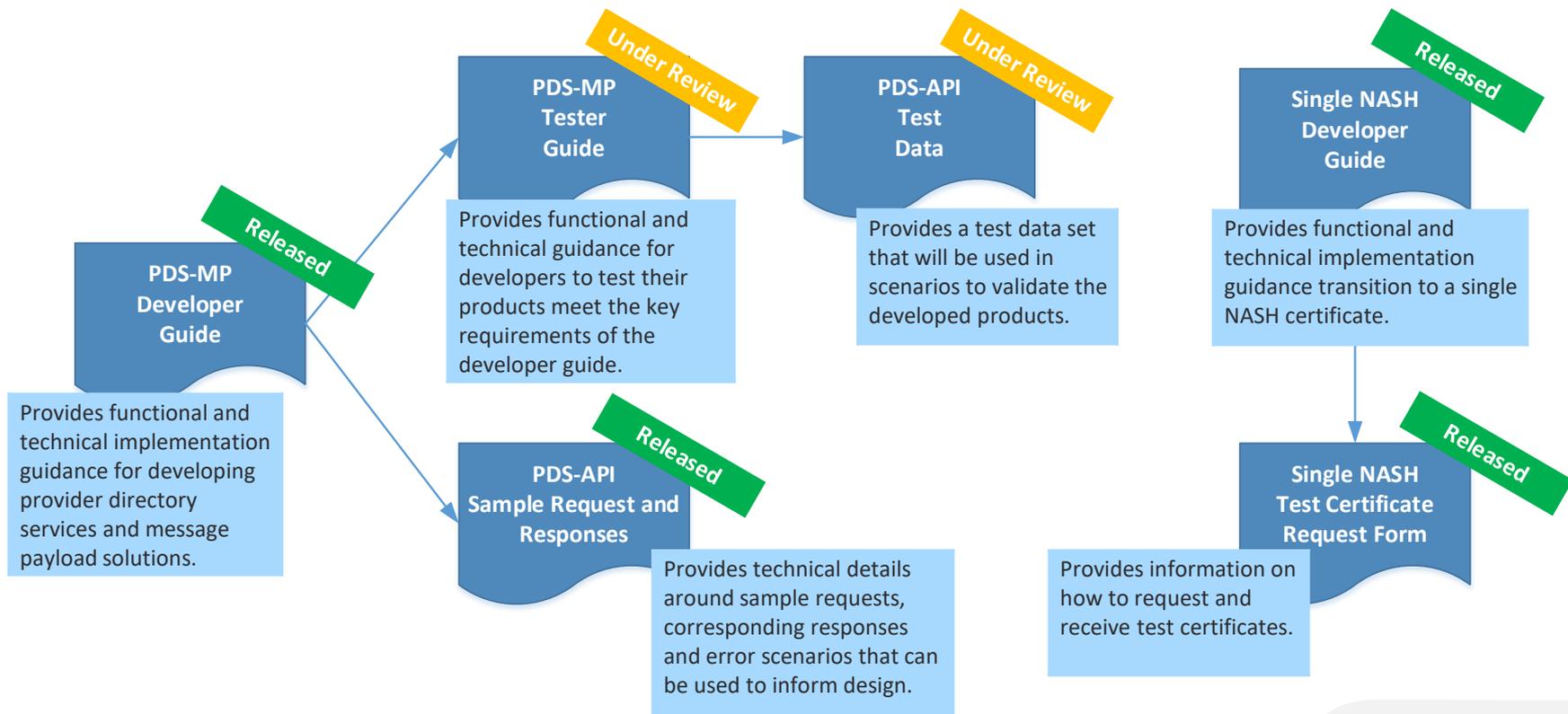
Covers capabilities required by the clinical information system developers to support creating one of two message payload types and processing both CDA and PDF based payloads wrapped in HL7 envelopes. This includes corresponding acknowledgement messages.

3. Support for a single NASH certificate with enhanced security

Covers the capabilities required by both the clinical information system and secure message developers to implement a single NASH certificate to sign messages and to use with the HI Service. The single NASH certificate requires an upgrade from SHA-1 to the more secure SHA-2 hashing algorithm. System-generated messages need to be implemented to alert users prior to a certificate's expiry.



Developer support work products



Software validation process

- The software validation process is summarised in the “Secure Messaging Industry Offer – Software Validation Process” document available at <https://developer.digitalhealth.gov.au/resources/articles/secure-messaging>
- In brief, it requires the software provider to provide to the Agency three things for review:
 - Screenshots or screen recordings illustrating the required functionality
 - Sample messages and payloads
 - A demonstration (via remote desktop) of the enhanced software functionality
- After the Agency has viewed the demo and reviewed the supplied material, it will advise the software provider by email whether they have successfully completed the software validation process
 - If any problems or deficiencies are uncovered, the Agency will advise these to the software provider and the software provider will be given the opportunity to rectify them



For more information

Industry Offer Details:

<https://www.digitalhealth.gov.au/about-the-agency/tenders-and-offers/secure-messaging-incentive-for-clinical-software-vendors>

Industry Offer Developer Resources:

<https://developer.digitalhealth.gov.au/resources/articles/secure-messaging>

Further questions:

SecureMessagingIndustryOffer@digitalhealth.gov.au





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Questions



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Thank you



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