



Australian Government

Australian Digital Health Agency

## Council for Connected Care

*A better-connected healthcare system for all Australians*

### Communiqué

The seventh meeting of the Council for Connected Care (Council) was held in Sydney on 14 November 2024.

Conjoint Professor Anne Duggan, Chief Executive Officer of the Australian Commission on Safety and Quality in Health Care and Chair of the Council, welcomed members, noting the addition of new Member organisations Public Pathology Australia and Medical Technology Association of Australia.

Members reviewed the July 2024 to September 2024 [Quarterly Progress Report](#) on actions of the National Healthcare Interoperability Plan 2023-28. Updates were also provided on national healthcare identifiers, including federal legislative reforms which are being progressed to support their increased adoption across a range of digital health systems. A progress update on the national Health Information Exchange provider directory capability was provided, and the Australian Institute of Health and Welfare presented a My Health Record data quality assessment that highlighted the research and public health benefits that could be leveraged from MHR data.

The meeting focused on Aged Care and older Australians, with a deep dive into medication safety and transitions of care across the Australian health care system, including public, private, residential aged care and in-home care.

Ms Janet Anderson PSM, Aged Care Quality and Safety Commissioner, set the scene by providing compelling use cases about situations in which information was unavailable for older patients transitioning across the healthcare system during the Covid 19 pandemic and the issues that ensued from that. This provided for an extended discussion on the importance of a digitally connected aged care system that empowers older people, grows the sector's information sharing capability and supports better, more connected care outcomes.

Presentations from the Department of Health and Aged Care, the Australian Digital Health Agency and the Australian Commission on Safety and Quality in Health Care highlighted efforts to enhance digital maturity and literacy in aged care and traversed recently deployed digital health solutions including the Aged Care Transfer Summary and My Aged Care plans being available in My Health Record. These were highlighted as key steps towards improving connected care in the aged care sector.



A compelling, insightful consumer panel discussion explored how to enhance transitions of care through improved access to healthcare information, including medicines, to ensure safety and continuity of care. The panel also highlighted the importance of digital inclusion, culturally appropriate and accessible digital health services, and the challenges faced by older Australians and their carers in navigating the complex landscape of health and aged care services, products and providers.

The importance of emotional and technical support to help navigate the healthcare system were key concerns and the need for more education for consumers, their families, and the workforce. My Health Record and telehealth were discussed as valuable tools for supporting care, with improvement suggestions including the need for a front-page summary that focuses on essential care plans and care needs.

An expert panel also examined requirements for medications safety noting the importance of digital health standards, secure sharing of information, healthcare identifiers, and digital health capability across the sector.

An interactive workshop was held where members addressed consumer needs across four domains, navigating the aged and healthcare system, medication safety, trust and confidence with information sharing, digital inclusion and literacy. This will inform a path forward for future work of the Agency and council members.

The next meeting of the Council will take place in Melbourne on 25 February 2025. The focus of this meeting will be on vulnerable populations in the community.

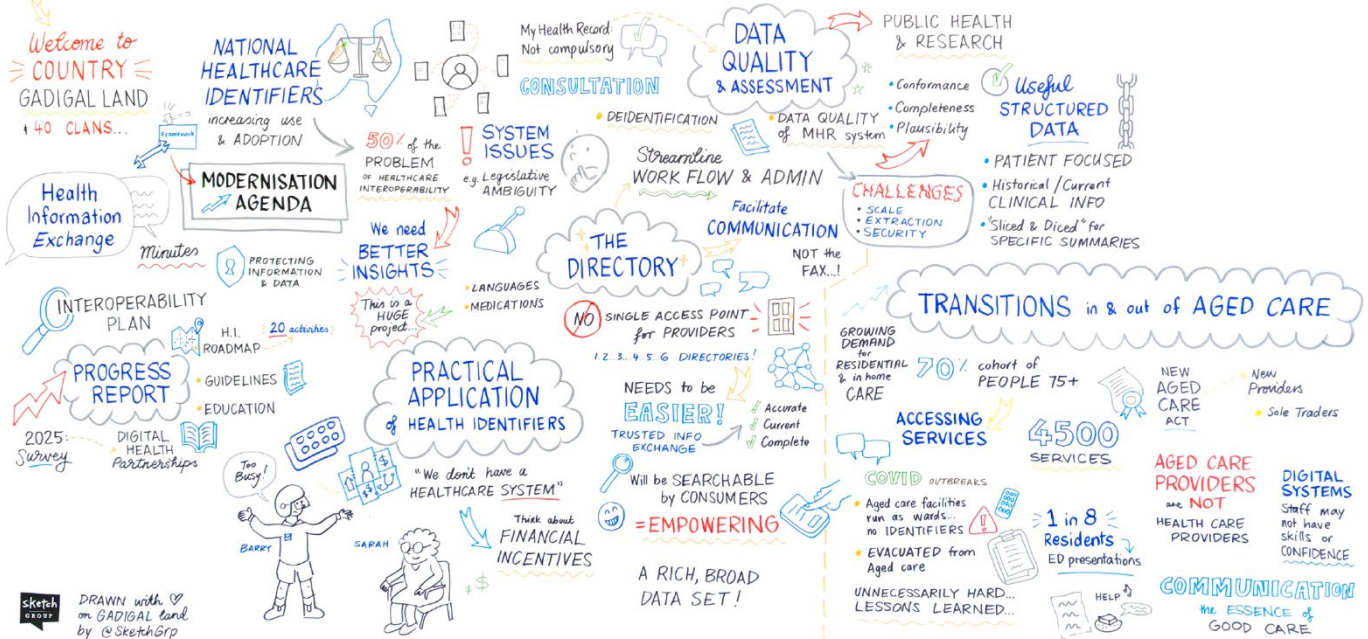


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AUSTRALIAN DIGITAL HEALTH AGENCY = COUNCIL for CONNECTED CARE: #7- Older People & Aged Care

SYDNEY 14th NOV. 2024



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