

NATIONAL DIGITAL HEALTH STRATEGY

2023-2028

DELIVERY ROADMAP



Australian Digital Health Agency

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Acknowledgement of Country

All partners acknowledge and respect Aboriginal and Torres Strait Islander peoples as the Traditional Owners of Country throughout Australia and their continuing connection to land, seas and community. We pay our respects to their cultures and to Elders past and present.

Aboriginal and Torres Strait Islander peoples should be aware that this document may contain images of deceased persons.

Thank you to partners and contributors

Thank you to the partners, organisations, healthcare providers and Australians from all walks of life who contributed to the National Digital Health Survey 2021 and broader consultations. We appreciate all who gave their time, experience and expertise to contribute to Australia's digital health transformation journey.

Role of the Australian Digital Health Agency

The Australian Digital Health Agency (the Agency) is a corporate Commonwealth entity supported by all Australian governments to accelerate adoption and use of digital services and technologies across the Australian health ecosystem, as set out under the *Public Governance, Performance and Accountability (Establishing the Australian Digital Health Agency) Rule 2016* (Agency Rule). The Agency Rule was created under the Public Governance, Performance and Accountability Act 2013 (PGPA Act). Under the Agency Rule, the Agency is charged with developing digital health strategy at the national level for Australia.

The Agency has a key role in delivering the *Intergovernmental Agreement on National Digital Health 2023–2027* (Intergovernmental Agreement), which has been signed by all Australian governments. The Agency delivers cross-jurisdictional priorities, as set out in the Intergovernmental Agreement.

Along with our partners, the Agency is responsible for leading and coordinating the implementation of the strategy and maintaining a national view of its progress. The Agency is also responsible for some key elements of strategy, including the continued expansion of My Health Record and other platforms that support the secure and safe use of digital health systems across the nation.

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ABOUT THE STRATEGY DELIVERY ROADMAP

The Strategy Delivery Roadmap (the roadmap) supports the implementation of Australia's [National Digital Health Strategy 2023–2028](#) (the strategy). The strategy identifies 4 change enablers required for digital health to support the delivery of 4 health system outcomes. The roadmap outlines the scope, approach, governance, key inputs, partners and priority initiatives that will contribute to delivering the strategy's vision of an inclusive, sustainable and healthier future for all Australians through a connected and digitally enabled health system.

Progressing the strategy is premised on a strong, collaborative and innovative health and wellbeing ecosystem. Many partners and stakeholders have a critical role in driving the uptake and effective use of digital health, and the roadmap is intended to direct and focus collective effort.

While all partners are encouraged to align their work plans and efforts to deliver on the strategy and to share their results, this roadmap represents priorities agreed by the Australian and state and territory governments in partnership with key stakeholders.

The roadmap builds on extensive progress and uptake of digital health. It assumes that existing infrastructure, services and arrangements will be leveraged to deliver the initiatives. It is not intended to outline all digital health activity, rather it focuses on areas that require coordinated effort and shared investment over the next 5 years. It will be reviewed and updated as required to keep pace with technology developments and emerging health challenges and policy priorities.



DIGITAL INVESTMENTS ACROSS THE NATION

This roadmap is informed by, and acknowledges, the detailed work plans and proposals published by jurisdictions and other partners across Australia. It is intended to inform and guide future shared investment and work plan development of partners across health and care systems.

The National Digital Health Strategy 2023-2028 sets the vision for digital health transformation across Australia and guides the development of the digital health environment

National Digital Health Strategy

Sets the vision for **DIGITAL HEALTH** transformation

YOU ARE HERE



Identifies **PRIORITY AREAS** and **INITIATIVES** over 5 years

Partner Workplans

Demonstrate how partners in the ecosystem **IMPLEMENT** digital health activities across their health and care systems



Consumers and carers



Healthcare providers and organisations



Industry and technology vendors



Researchers

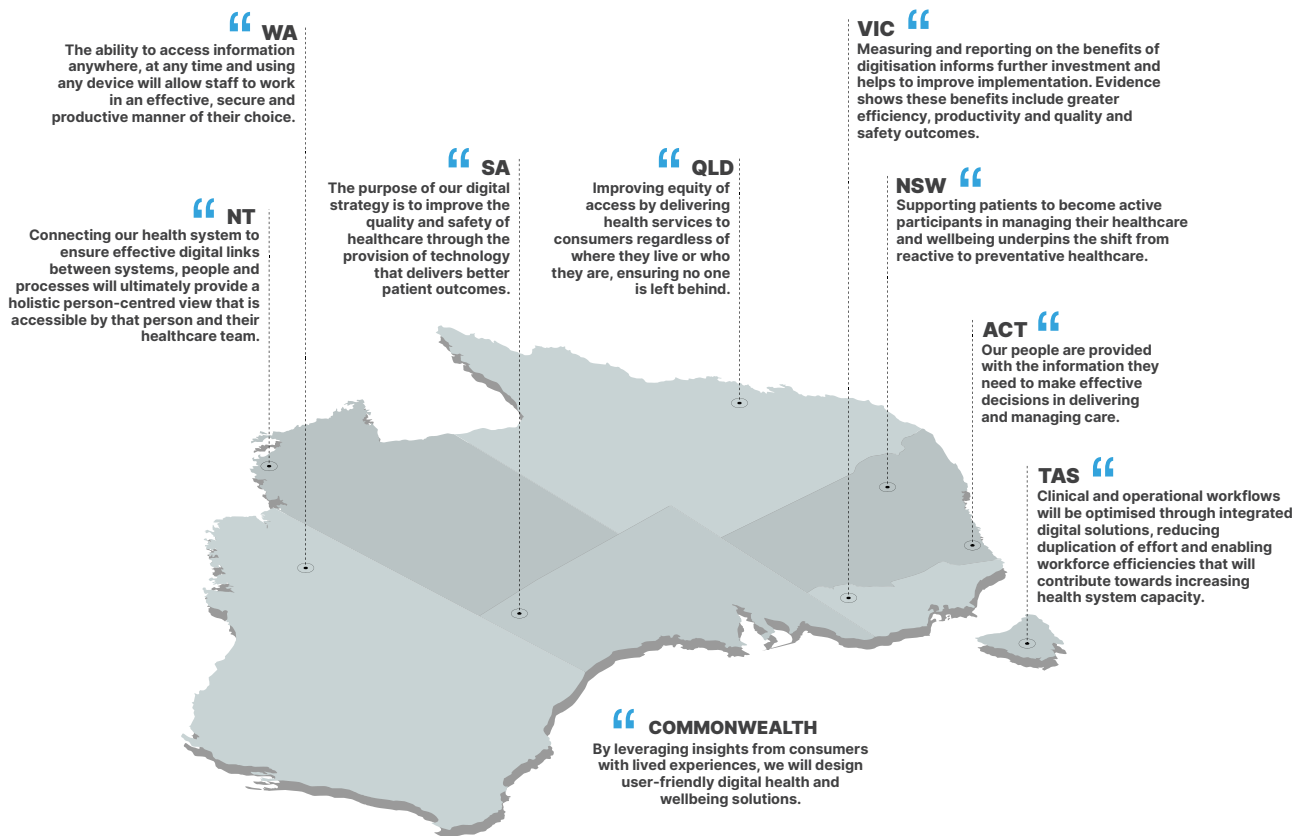


Governments

APPROACH AND SCOPE

Analysis of key literature, including national and jurisdictional health strategies and work plans, informed the development of this roadmap. The roadmap considers input received through extensive consultations during the development of the strategy and other key strategic documents, such as the *Connecting Australian Healthcare – National Healthcare Interoperability Plan 2023–2028* (the Interoperability Plan) and the *National Digital Health Capability Action Plan*.

The roadmap also builds on the significant investments made by jurisdictions under the *National Digital Health Strategy 2018–2022* and during the COVID-19 pandemic, such as the Single Digital Patient Record in New South Wales, the Health Information Exchange in Victoria, the integrated electronic Medical Record (ieMR) in Queensland, the Digital Health Record in the Australian Capital Territory, the Electronic Medical Record in Tasmania and Territory Kidney Care in the Northern Territory. The roadmap was developed concurrently with the Commonwealth's *Digital Health Blueprint 2023–2033* to ensure alignment between the two documents and associated investments.



The roadmap brings together initiatives that are scalable and require national leadership, coordination and investment. It is not intended to be an exhaustive list of every digital health initiative. It should support decision making on shared investments and reduce duplication of effort.

The roadmap also includes key policy and behavioural changes that require leadership from governments and other partners to deliver health system reforms, such as improved consumer and workforce digital health capability.

Some roadmap initiatives will depend on the ongoing maintenance and uplift of existing infrastructure and services such as the My Health Record, Healthcare Identifiers Service (HI Service), Provider Connect Australia™ (PCA™), Real Time Prescription Monitoring (RTPM), the National Authentication Service for Healthcare (NASH), local electronic health records and clinical information systems.

A clear lesson from the COVID-19 pandemic is that priorities can change quickly and that flexible planning approaches are required to accommodate change. The roadmap identifies current priority initiatives and ongoing monitoring will occur so priorities can be adjusted to reflect the changing health landscape.

Principles

The roadmap initiatives are based on some key principles to guide partners and collaboration:

- Digital health solutions support a person-centred health and wellbeing system.
- Digital health is integral to care delivery and complements in-person care.
- Solutions are co-designed to reduce rather than create access barriers and to be fit for purpose and accessible.
- Solutions are developed to make information discoverable and accessible.
- Digital solutions are interoperable, reusable, coordinated, efficient and supported by the use of national healthcare identifiers.
- Governance, use and management of data is respectful, culturally responsive, meaningful and appropriate.
- Data and information are shared in accordance with jurisdiction and partnership actions under the National Agreement on Closing the Gap.
- Initiatives are developed and implemented with respect to consumer right on access, safety, respect, partnership, information, privacy and feedback. ¹



Governance

Successful and effective implementation of the roadmap relies on the contributions, collaboration and commitment of all partners.

The Australian Digital Health Agency's (the Agency) role is to develop the strategy and to implement aspects of the strategy as directed by Commonwealth, state and territory Health Ministers. The Agency Board approves the strategy prior to its provision to Health Ministers and has ongoing governance over implementation of the strategy.

Organisations identified in the roadmap as initiative 'leads' are responsible for driving implementation and coordinating activity with partners through existing governance and advisory structures.



Updates on progress of the strategy will be provided to the Agency's Jurisdictional Advisory Committee and the Agency Board to ensure transparency and allow for adjustments to the roadmap during the 5 year period. Amendments to this roadmap are subject to approval by the Agency Board and must be in accordance with Commonwealth, state, and territory accountabilities to their respective health ministers and relevant agreements such as the Intergovernmental Agreement on National Digital Health 2023-2027 (IGA).

PARTNERS

All partners have a role to play in supporting the adoption of digital health, ensuring it meets the needs of consumers, the healthcare workforce and governments.

For ease of reference, the following partner definitions apply:

- **Consumers** and carers include individuals, their families and carers along with consumer organisations and advocacy groups that represent consumer views.
- **Healthcare providers** and **healthcare organisations** includes, but is not limited to, individual clinicians and healthcare workers, public, private and not for profit healthcare organisations, Aboriginal Community Controlled Health Organisations, Aboriginal Medical Services, private health insurers, medical indemnity insurers, the health information workforce and administrators and peak professional, educational and accreditation bodies.
- **Industry and technology** vendors include, but are not limited to, clinical information system developers, software developers, entrepreneurs, secure messaging providers, the standards and health informatics community, and the therapeutic goods industry.
- **Researchers** include education and research institutions such as hospitals and universities, pharmaceutical, biotechnology and medical technology companies, and bodies that may fund or conduct research.
- **Government** refers to the Australian Government including relevant government agencies, and state and territory governments. In some instances, the roadmap specifically refers to health departments.
- In addition to the 5 roadmap partners, **care providers** encompass care and wellbeing services and institutions beyond healthcare such as aged care providers, residential aged care facilities, and disability, veterans and social services.
















ENABLING THE FUTURE

The strategy identifies opportunities for digital health to support planned national health system reforms and address contemporary and emerging health system challenges. Consistent and ongoing effort is required across 4 areas referred to as change enablers, so that digital health transformation can occur effectively and at a national scale. All 4 are necessary to drive progress and achieve the strategy’s full ambition and are embedded throughout the roadmap initiatives.

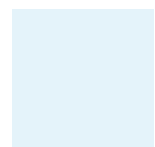
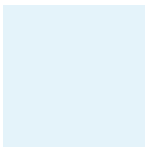
The 4 change enablers are:

- Policy and regulatory settings that cultivate digital health adoption, use and innovation
- Secure, fit-for-purpose and connected digital solutions
- Digitally ready and enabled health and wellbeing workforce
- Informed, confident consumers and carers with strong digital health literacy.

DELIVERY ROADMAP LEADS AND PARTNERS	
	Consumers & carers
	Healthcare providers & organisations
	Industry & technology vendors
	Researchers
	Governments
CHANGE ENABLERS	
 Policy and regulatory settings that cultivate digital health adoption, use and innovation	 Secure, fit-for-purpose and connected digital solutions
 Digitally ready and enabled health and wellbeing workforce	 Informed, confident consumers and carers with strong digital health literacy
SUPPORT HEALTH SYSTEM OUTCOMES	ROADMAP PRIORITY AREAS
 DIGITALLY ENABLED Health and wellbeing services are connected, safe, secure, and sustainable	Connect care Enable a digitally ready workforce Enhance and maintain modern and integrated digital solutions
 PERSON-CENTRED Australians are empowered to look after their health and wellbeing, equipped with the right information and tools	Support strong consumer digital health literacy Increase availability of health information Enhance consent management and flexible health information exchange
 INCLUSIVE Australians have equitable access to health services, when and where they need them	Improve and expand virtual care Integrate personal devices Support equitable health access
 DATA-DRIVEN Readily available data informs decision making at the individual, community and national levels, contributing to a sustainable health system	Use health information for research and public health purposes Plan for emerging data sources and technology such as artificial intelligence, spatial data, genomics Monitor and evaluate outcomes and progress

THE ROADMAP PRIORITY AREAS AND INITIATIVES

The roadmap has 12 priority areas that facilitate the strategy's 4 health system outcomes. Each priority area includes initiatives that roadmap 'leads' and 'partners' will need to advance. Leads are identified either by partner category or by individual organisations. The initiatives aim to guide partners on areas where they can contribute to achieving intended outcomes.





OUTCOME 1: DIGITALLY ENABLED

Health and wellbeing services are connected, safe, secure and sustainable

PRIORITY AREAS

1.1. Connect care

Moving the health system from siloed clinical document repositories to near real-time data exchange to deliver efficient, responsive and effective healthcare, particularly at points of transition across primary, acute, aged and other care sectors. This includes developing regulatory settings and national infrastructure that enables health information to be securely discovered, shared and combined to provide a single view of an individual, regardless of where data is held.

1.2. Enable a digitally ready workforce

Building the digital and data capacity, competency and maturity of our health and wellbeing workforce to benefit consumers. With rapid access to relevant data, for example, healthcare providers have more time with patients and carers. The *National Digital Health Capability Action Plan* outlines the priorities required to build digital health capability across the health workforce so that it responds to the needs of consumers, now and into the future.

1.3. Enhance and maintain modern and integrated digital solutions

Through the Interoperability Plan, drive integration and utility across care settings to increase the amount of real-time information available to whole care teams and improve the efficiency, effectiveness and sustainability of the health system. Enhance and deliver digital solutions that support transition between care settings, including mandating the use of terminology and minimum system specifications required to support secure information sharing, as well as what information needs to be shared and when that should happen.

PRIORITY AREA 1.1. CONNECT CARE

UNDERWAY: These initiatives are underway.

Initiative	Lead	Partners
1.1.1 Develop and maintain a national secure messaging capability to enable the safe exchange of clinical documents <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> All health departments Government agencies Industry and technology vendors Healthcare providers Australian Centre for Disease and Control
1.1.2 Continue roll out of Provider Connect Australia™ to ensure availability of up-to-date information about healthcare providers <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> Services Australia All health departments Healthcare providers
1.1.3 Assist software vendors to connect residential aged care facilities to My Health Record <i>Target: delivery by 2025</i>	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> Department of Health and Aged Care Industry and technology vendors Healthcare and aged care providers
1.1.4 Connect multiple government services to newborn enrolment information by rolling out the Birth of a Child project nationally <i>Target: initiate planning by 2023</i>	<ul style="list-style-type: none"> ACT Government 	<ul style="list-style-type: none"> Services Australia All governments Australian Digital Health Agency Digital Transformation Agency Registries of Births Deaths and Marriages Healthcare providers Consumers

PLANNING COMMENCED: These initiatives have resources allocated or proposals to allocate resources. Leads will work with relevant partners on planning and implementation.

Initiative	Lead	Partners
1.1.5 Advance the use of electronic referrals, transfers of care and discharge summaries as business as usual <i>Target: adoption from 2025 to 2027</i>	<ul style="list-style-type: none"> Healthcare providers Healthcare organisations 	<ul style="list-style-type: none"> All health departments Consumers
1.1.6 Update healthcare provider systems to strengthen and support electronic prescribing <i>Target: update by 2025</i>	<ul style="list-style-type: none"> All health departments 	<ul style="list-style-type: none"> Healthcare providers Industry and technology vendors
1.1.7 Assist residential aged care software vendors to be conformant to My Health Record and uptake the Aged Care Transfer Summary <i>Target: delivery by 2025</i>	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> Industry and technology vendors Residential aged care providers and facilities Department of Health and Aged Care All governments
1.1.8 Finalise clinical information system standards for residential aged care facilities <i>Target: delivery by 2025</i>	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> Industry and technology vendors Residential aged care providers and facilities Department of Health and Aged Care All governments

FUTURE INITIATIVES: These are priorities identified for future consideration. Potential implementation may be dependent on linkages with existing work and the outcomes of other activities and consultation.

Initiative	Lead	Partners
1.1.9 Enhance and expand advance care planning documents to support end-of-life decisions, ongoing care and treatment preferences	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> Healthcare and aged care providers Consumers Government

PRIORITY AREA 1.2. ENABLE A DIGITALLY READY WORKFORCE

UNDERWAY: These initiatives are underway.

Initiative	Lead	Partners
1.2.1 Implement the <i>National Digital Health Capability Action Plan</i> <i>Target: implementation by 2028</i>	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> Australasian Institute of Digital Health Healthcare and aged care providers All health departments Industry and technology vendors Consumers
1.2.2 Develop a digital health workforce readiness framework for organisations to self-assess and plan their digital health workforce development <i>Target: implementation by 2025</i>	<ul style="list-style-type: none"> Australasian Institute of Digital Health 	<ul style="list-style-type: none"> Australian Digital Health Agency Healthcare and aged care providers Industry and technology vendors
1.2.3 Pilot and evaluate the national digital health capability framework and self-assessment tool to improve the digital health skills of the health and care workforce in residential aged care facilities <i>Target: completion by 2024</i>	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> Australasian Institute of Digital Health Department of Health and Aged Care Healthcare and aged care providers
1.2.4 Develop guidelines and resources for digital health learning, education and practice <i>Target: implementation by 2025</i>	<ul style="list-style-type: none"> Australasian Institute of Digital Health 	<ul style="list-style-type: none"> Australian Digital Health Agency Education providers Industry and technology vendors
1.2.5 Develop an online hub to host and connect curated digital health workforce content <i>Target: implementation by 2024</i>	<ul style="list-style-type: none"> Australasian Institute of Digital Health 	<ul style="list-style-type: none"> Australian Digital Health Agency Healthcare and aged care providers Industry and technology vendors

FUTURE INITIATIVES: These are priorities identified for future consideration. Potential implementation may be dependent on linkages with existing work and the outcomes of other activities and consultation.

Initiative	Lead	Partners
1.2.6 Uplift digital health capabilities in primary care to improve interoperability between systems and streamline and simplify data access	<ul style="list-style-type: none"> Department of Health and Aged Care 	<ul style="list-style-type: none"> Primary Health Networks Healthdirect Australia Healthcare providers Industry and technology vendors All health departments
1.2.7 Develop and operate digital solutions that support the career and learning pathways of healthcare providers and their mobility across the sector	<ul style="list-style-type: none"> Department of Health and Aged Care 	<ul style="list-style-type: none"> All health departments Australian Digital Health Agency

PRIORITY AREA 1.3. ENHANCE AND MAINTAIN MODERN AND INTEGRATED DIGITAL SOLUTIONS

UNDERWAY: These initiatives are underway.

Initiative	Lead	Partners
1.3.1 Continue modernising digital health infrastructure including My Health Record with contemporary architectures to make information more accessible and discoverable <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> Industry and technology vendors All health departments Consumers Healthcare providers Researchers
1.3.2 Develop accurate terminology, interoperability standards and conformance for sustained and widespread use <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> Industry and technology vendors Healthcare providers All health departments Government agencies
1.3.3 Develop Fast Healthcare Interoperability Resources® (FHIR®) core standards that set the minimum requirements to support consistent capture and sharing of health information <i>Target: initiate planning by 2023</i>	<ul style="list-style-type: none"> Australian Digital Health Agency CSIRO Department of Health and Aged Care HL7 Australia 	<ul style="list-style-type: none"> All health departments Industry and technology vendors Healthcare providers
1.3.4 Continue to implement standards and resilience measures to protect personal health information and digital health infrastructure from cyber-attack, natural disasters and climate events <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> All governments 	<ul style="list-style-type: none"> All health departments Healthcare providers Industry and technology vendors Consumers Australian Cyber Security Centre
1.3.5 Co-design technical, clinical terminology and exchange standards for a national electronic requesting capability for diagnostic imaging and pathology <i>Target: developed by 2025</i>	<ul style="list-style-type: none"> Department of Health and Aged Care CSIRO 	<ul style="list-style-type: none"> Healthcare providers Consumers Industry and technology vendors

PLANNING COMMENCED: These initiatives have resources allocated or proposals to allocate resources. Leads will work with relevant partners on planning and implementation.

Initiative	Lead	Partners
1.3.6 Embed interoperability in procurement in accordance with national interoperability procurement guidelines <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> All governments 	<ul style="list-style-type: none"> Industry and technology vendors Healthcare providers
1.3.7 Mandate electronic prescribing for medicines that are high cost and/or high risk through updates to technology, standards and regulation <i>Target: initiate planning by 2024</i>	<ul style="list-style-type: none"> Department of Health and Aged Care 	<ul style="list-style-type: none"> All health departments Healthcare providers Consumers Industry and technology vendors
1.3.8 Increase digital maturity to enable efficient data collection and analysis, and use of national clinical quality registries in line with the <i>Framework for Australian clinical quality registries</i> <i>Target: initiate planning by 2024</i>	<ul style="list-style-type: none"> All health departments Healthcare organisations 	<ul style="list-style-type: none"> Australian Commission on Safety and Quality in Health Care Australian Digital Health Agency



OUTCOME 2: PERSON-CENTRED

Australians are empowered to look after their health and wellbeing, equipped with the right information and tools

PRIORITY AREAS

2.1. Support strong consumer digital health literacy

Ensure all Australians have the resources and opportunity to improve their digital skills to navigate and benefit from digital health. All stakeholder groups must be engaged in the design and delivery of evidenced-based, best-practice digital literacy programs and initiatives.

2.2. Increase availability of health information

Connect health information sources to enable increased discoverability and sharing and assist multidisciplinary care. Consumers benefit from healthcare providers having access to their health information, irrespective of the care setting or provider, empowering them to take control of their health journey. Through greater access to health information, healthcare providers are supported in their decision making, improving outcomes, reducing clinical risks and delivering workforce efficiencies, as well as reducing duplication, wastage and hospital admissions.

2.3. Enhance consent management and flexible health information exchange

Australians expect to be in control of who can access their personal health information and how it's used. An enhanced my health app will enable consumers with a mobile phone to manage their health on the go and share their health information anywhere, quickly and securely. The vision of a connected, interoperable system is one that only shares personal data in secure, safe, lawful, ethical and culturally appropriate ways that are driven by the individual healthcare consumer.

PRIORITY AREA 2.1. SUPPORT STRONG CONSUMER DIGITAL HEALTH LITERACY

UNDERWAY: These initiatives are underway.

Initiative	Lead	Partners
2.1.1 Co-design, deliver, promote and participate in consumer digital health literacy programs and integrate them with broader government digital literacy programs <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> Consumers All governments Healthcare providers Researchers

PLANNING COMMENCED: These initiatives have resources allocated or proposals to allocate resources. Leads will work with relevant partners on planning and implementation.

Initiative	Lead	Partners
2.1.2 Use guidelines, such as the Assessment Framework for mHealth Apps, when developing consumer-facing digital health products that meet a range of consumer needs and levels of digital health literacy <i>Target: development and implementation from 2024 to 2028</i>	<ul style="list-style-type: none"> Industry and technology vendors 	<ul style="list-style-type: none"> Australian Digital Health Agency Department of Health and Aged Care Consumers Healthcare providers

FUTURE INITIATIVES: These are priorities identified for future consideration. Potential implementation may be dependent on linkages with existing work and the outcomes of other activities and consultation.

Initiative	Lead	Partners
2.1.3 Undertake research and evaluate the effectiveness of digital health literacy programs to inform program development	<ul style="list-style-type: none"> Researchers 	<ul style="list-style-type: none"> Australian Digital Health Agency All health departments Consumers
2.1.4 Consider digital health literacy in national safety and quality standards	<ul style="list-style-type: none"> Australian Commission on Safety and Quality in Health Care 	<ul style="list-style-type: none"> Department of Health and Aged Care Healthcare providers Consumers

PRIORITY AREA 2.2. INCREASE AVAILABILITY OF HEALTH INFORMATION

UNDERWAY: These initiatives are underway.

Initiative	Lead	Partners
<p>2.2.1 Develop a National Health Information Exchange Architecture and Roadmap that will establish the national technical infrastructure requirements and direction to enable consistent, secure, safe and discoverable near real-time sharing of health information across care settings, with consent, regardless of where the data is stored <i>Target: initiate planning by 2024</i></p>	<ul style="list-style-type: none"> • Australian Digital Health Agency • Department of Health and Aged Care 	<ul style="list-style-type: none"> • All health departments • Consumers • Healthcare providers
<p>2.2.2 Enable consumers, carers and healthcare providers to access key aged care information such as the aged care assessment summary in My Health Record <i>Target: implementation by 2025</i></p>	<ul style="list-style-type: none"> • Australian Digital Health Agency • Department of Health and Aged Care 	<ul style="list-style-type: none"> • Consumers • Healthcare and aged care providers • Industry and technology vendors • All governments
<p>2.2.3 Enable key health information to be made easily available to support the transfer of care between residential aged care and acute care settings <i>Target: initial implementation in 2024</i></p>	<ul style="list-style-type: none"> • Australian Digital Health Agency 	<ul style="list-style-type: none"> • Industry and technology vendors • Residential aged care providers and facilities • All governments
<p>2.2.4 Support Real Time Prescription Monitoring (RTPM) to provide clinical decision making support for prescribers and dispensers <i>Target: ongoing to 2028</i></p>	<ul style="list-style-type: none"> • Australian Digital Health Agency 	<ul style="list-style-type: none"> • Healthcare providers • All health departments
<p>2.2.5 Deliver a Prescription Delivery Service that supports the ongoing uptake of electronic prescribing, the expanded use of electronic medication charts and the use of electronic prescribing for high-risk and high-cost medicines <i>Target: ongoing to 2028</i></p>	<ul style="list-style-type: none"> • Department of Health and Aged Care 	<ul style="list-style-type: none"> • Australian Digital Health Agency • Services Australia • Australian Commission on Safety and Quality in Healthcare • Industry and technology vendors • All health departments • Healthcare providers
<p>2.2.6 Support the use and expansion of electronic prescribing, including the delivery of operational support such as incident management for the Prescription Delivery Service <i>Target: ongoing to 2028</i></p>	<ul style="list-style-type: none"> • Australian Digital Health Agency 	<ul style="list-style-type: none"> • Department of Health and Aged Care • Industry and technology vendors
<p>2.2.7 Establish regulatory requirements and changes to national accreditation standards to require private and public healthcare providers to share information to My Health Record by default, starting with diagnostic imaging and pathology. This will include providing technical and registration support, education and training <i>Target: implementation by 2025</i></p>	<ul style="list-style-type: none"> • Department of Health and Aged Care • Australian Digital Health Agency 	<ul style="list-style-type: none"> • Consumers • Healthcare and aged care providers • Industry and technology vendors
<p>2.2.8 Expand functionality and health information available in the my health app to better support consumers, such as structured pathology, electronic prescriptions, aged care transfer summaries and Medicare information <i>Target: by 2024</i></p>	<ul style="list-style-type: none"> • Australian Digital Health Agency 	<ul style="list-style-type: none"> • Consumers • Industry and technology vendors • Healthcare providers
<p>2.2.9 Engage consumers in co-design and improvements to digital health solutions such as my health app and My Health Record <i>Target: ongoing to 2028</i></p>	<ul style="list-style-type: none"> • Australian Digital Health Agency 	<ul style="list-style-type: none"> • Consumers • Industry and technology vendors • Healthcare providers

Priority 2.2 continued

PLANNING COMMENCED: These initiatives have resources allocated or proposals to allocate resources. Leads will work with relevant partners on planning and implementation.

Initiative	Lead	Partners
2.2.10 Develop a roadmap to support the allied health sector and software vendors to upload clinical content to My Health Record <i>Target: development by end of 2024</i>	<ul style="list-style-type: none"> Department of Health and Aged Care Australian Digital Health Agency 	<ul style="list-style-type: none"> Industry and technology vendors Healthcare providers
2.2.11 Implement widespread adoption and use of national healthcare identifiers for individuals, healthcare providers and healthcare provider organisations <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> Department of Health and Aged Care Australian Digital Health Agency All governments 	<ul style="list-style-type: none"> Services Australia Healthcare providers Industry and technology vendors

FUTURE INITIATIVES: These are priorities identified for future consideration. Potential implementation may be dependent on linkages with existing work and the outcomes of other activities and consultation.

Initiative	Lead	Partners
2.2.12 Connect hospital clinical information systems to the National Health Information Exchange	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> Health departments Healthcare providers Industry and technology vendors
2.2.13 Enable pregnancy and child health information to be shared through national digital health infrastructure	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> All health departments Healthcare providers
2.2.14 Uplift the Pharmacist Shared Medicines List to enable structured medicines information to be discoverable and available in the My Health Record System	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> Healthcare providers Industry and technology vendors
2.2.15 Share information by default to support multidisciplinary care, including aged care plans and GP management plans	<ul style="list-style-type: none"> Healthcare and aged care providers 	<ul style="list-style-type: none"> Industry and technology vendors Australian Digital Health Agency Department of Health and Aged Care

PRIORITY AREA 2.3. ENHANCE CONSENT MANAGEMENT AND FLEXIBLE HEALTH INFORMATION EXCHANGE

UNDERWAY: These initiatives are underway.

Initiative	Lead	Partners
2.3.1 Support secure information sharing by enhancing authentication services <i>Target: ongoing implementation to 2028</i>	<ul style="list-style-type: none"> Services Australia 	<ul style="list-style-type: none"> All health departments Healthcare providers Industry and technology vendors
2.3.2 Identify options to develop a national health legislative framework authorising health information sharing across care settings and borders <i>Target: development by June 2025</i>	<ul style="list-style-type: none"> Department of Health and Aged Care 	<ul style="list-style-type: none"> Australian Digital Health Agency All health departments Consumers Healthcare providers Industry and technology vendors

PLANNING COMMENCED: These initiatives have resources allocated or proposals to allocate resources. Leads will work with relevant partners on planning and implementation.

Initiative	Lead	Partners
2.3.3 Implement system changes to store and manage individual and organisational healthcare provider details <i>Target: implementation by 2026</i>	<ul style="list-style-type: none"> All health departments 	<ul style="list-style-type: none"> Healthcare providers Industry and technology vendors Australian Digital Health Agency
2.3.4 Progress integration between the national digital identity solution and healthcare systems <i>Target: initiate planning by 2023</i>	<ul style="list-style-type: none"> Department of Health and Aged Care 	<ul style="list-style-type: none"> Department of Finance Australian Digital Health Agency Industry and technology vendors

FUTURE INITIATIVES: These are priorities identified for future consideration. Potential implementation may be dependent on linkages with existing work and the outcomes of other activities and consultation.

Initiative	Lead	Partners
2.3.5 Review and implement regulatory requirements for consent management for access and use of patient health information	<ul style="list-style-type: none"> Department of Health and Aged Care 	<ul style="list-style-type: none"> Healthcare providers Industry and technology vendors All health departments
2.3.6 Ensure service provider details in healthcare provider directories are accurate and kept up to date	<ul style="list-style-type: none"> Healthdirect Australia 	<ul style="list-style-type: none"> Services Australia Healthcare providers All health departments Australian Digital Health Agency



OUTCOME 3: INCLUSIVE

Australians have equitable access to health services when and where they need them

PRIORITY AREAS

3.1. Improve and expand virtual care

Virtual care connects consumers with health professionals remotely to receive personalised and timely healthcare when and where it's needed, using real-time health data. It promotes flexible models of care, enabling a consumer and healthcare provider to engage a remotely located specialist in a consultation. Virtual care can include emails, messaging, push notifications, telehealth, video conferencing, remote monitoring, home monitoring devices and clinical information sharing between consumers and multiple healthcare providers. Emerging technologies and data sources are expanding the realm of virtual care.

3.2. Integrate personal devices

Consumers generate and control their data in a fully digital health ecosystem in which technologies – such as wearables, mobile apps, telehealth and medical monitoring devices – let them connect to and share data with their care team. With appropriate privacy, security and consent, real-time data integration encourages safe, agile and responsive healthcare delivery.

3.3. Support equitable health access

Timely, equitable and flexible access to healthcare is essential for all Australians, including those who face barriers accessing health services. This includes people with disability, people experiencing homelessness, consumers in outer metropolitan, rural and remote areas of Australia, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, veterans and people seeking sexual health and mental health services.

PRIORITY AREA 3.1. IMPROVE AND EXPAND VIRTUAL CARE

UNDERWAY: These initiatives are underway.

Initiative	Lead	Partners
3.1.1 Provide digital solutions to support the expanded delivery of home-based care, such as hospital services delivered in the home and services provided in residential care facilities <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> All health departments 	<ul style="list-style-type: none"> Healthcare providers Industry and technology vendors Care providers

PLANNING COMMENCED: These initiatives have resources allocated or proposals to allocate resources. Leads will work with relevant partners on planning and implementation.

Initiative	Lead	Partners
3.1.2 Evaluate virtual care models, policy tools and mechanisms that support team-based, multidisciplinary primary and specialist care and identify opportunities for further investment <i>Target: review by 2027</i>	<ul style="list-style-type: none"> All health departments 	<ul style="list-style-type: none"> Researchers Industry and technology vendors Consumers Healthcare providers

FUTURE INITIATIVES: These are priorities identified for future consideration. Potential implementation may be dependent on linkages with existing work and the outcomes of other activities and consultation.

Initiative	Lead	Partners
3.1.3 Identify, design and build digital capabilities to improve and scale virtual care, particularly in rural and remote areas	<ul style="list-style-type: none"> Industry and technology vendors 	<ul style="list-style-type: none"> All health departments Healthcare providers

PRIORITY AREA 3.2. INTEGRATE PERSONAL DEVICES

UNDERWAY: These initiatives are underway.

Initiative	Lead	Partners
3.2.1 Develop and design capabilities that support the sharing of health information from personal devices <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> Industry and technology vendors 	<ul style="list-style-type: none"> Consumers Healthcare providers

PLANNING COMMENCED: These initiatives have resources allocated or proposals to allocate resources. Leads will work with relevant partners on planning and implementation.

Initiative	Lead	Partners
3.2.2 Develop capabilities to enable healthcare provider systems to collect and display health information from personal devices <i>Target: development by 2028</i>	<ul style="list-style-type: none"> Industry and technology vendors 	<ul style="list-style-type: none"> Healthcare providers All health departments Consumers
3.2.3 Incorporate standards and develop infrastructure to support the sharing of health information from personal devices with healthcare providers <i>Target: development by 2028</i>	<ul style="list-style-type: none"> All health departments 	<ul style="list-style-type: none"> Industry and technology vendors
3.2.4 Establish governance and a framework to support adoption, use of personal devices and sharing of personal health information <i>Target: development by 2028</i>	<ul style="list-style-type: none"> All health departments 	<ul style="list-style-type: none"> Industry and technology vendors

PRIORITY AREA 3.3. SUPPORT EQUITABLE HEALTH ACCESS

UNDERWAY: These initiatives are underway.

Initiative	Lead	Partners
3.3.1 Support the design, development, and enhancement of digital infrastructure to enable integrated mental healthcare screening, assessment, navigation, referral and treatment <i>Target: development by 2025</i>	<ul style="list-style-type: none"> Department of Health and Aged Care 	<ul style="list-style-type: none"> Healthcare providers Industry and technology vendors Consumers
3.3.2 Identify options to improve data integration between the health and disability systems <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> Department of Health and Aged Care 	<ul style="list-style-type: none"> All governments Department of Social Services National Disability Insurance Agency

PLANNING COMMENCED: These initiatives have resources allocated or proposals to allocate resources. Leads will work with relevant partners on planning and implementation.

Initiative	Lead	Partners
3.3.3 Enhance digital systems and services that support team-based care for consumers registered with MyMedicare <i>Target: development by 2026</i>	<ul style="list-style-type: none"> Services Australia 	<ul style="list-style-type: none"> Department of Health and Aged Care Department of Veterans' Affairs Australian Digital Health Agency Industry and technology vendors
3.3.4 Support the development of new digital health standards with a focus on priority use cases and emerging technologies <i>Target: development by 2027</i>	<ul style="list-style-type: none"> Department of Health and Aged Care 	<ul style="list-style-type: none"> All health departments Healthcare and aged care providers
3.3.5 Align digital health plans and activities with actions in national, state, territory and Coalition of Peaks Closing the Gap Implementation Plans <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> All governments 	<ul style="list-style-type: none"> Healthcare organisations Aboriginal Community Controlled Health Organisations Aboriginal Medical Services

FUTURE INITIATIVES: These are priorities identified for future consideration. Potential implementation may be dependent on linkages with existing work and the outcomes of other activities and consultation.

Initiative	Lead	Partners
3.3.6 Engage consumers who experience barriers to healthcare access, and peak health and community organisations to uptake, access, use and co-design digital health solutions	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> Peak health and community organisations Healthcare providers Industry and technology vendors All health departments



OUTCOME 4: DATA-DRIVEN

Readily available data informs decision making at the individual, community and national levels, contributing to a sustainable health system

PRIORITY AREAS

4.1. Use health information for research and public health purposes

Connected digital health systems enable access to more accurate, meaningful and higher quality health information. That data can be used to inform policy development, planning, clinical practice and decision support, exploratory and simulation research, and the delivery of value-based care.

4.2. Plan for emerging data sources and technology such as artificial intelligence, spatial data, genomics

Australian governments, researchers, industry and healthcare providers will actively prepare for and embrace scientific innovations and cutting-edge technologies like AI, machine learning, quantum technology and big data analytics. These advancements will support greater system efficiencies, quality improvement and early intervention and prevention, while observing the necessary regulatory and ethical frameworks.

4.3. Monitor and evaluate outcomes and progress

Identifying, monitoring and evaluating the benefits of digital health will inform our progress, refine our priorities, identify models of high value and help us to send resources to where they are needed most. Using digital health tools to collect, analyse and report health information will support quality improvements in healthcare and patient-centred outcomes.

**PRIORITY AREA 4.1. USE HEALTH INFORMATION FOR RESEARCH
AND PUBLIC HEALTH PURPOSES**

UNDERWAY: These initiatives are underway.

Initiative	Lead	Partners
4.1.1 Undertake and share research into digital health models of care to inform public health decisions and the translation of the models into clinical practice <i>Target: ongoing to 2026</i>	<ul style="list-style-type: none"> • Researchers 	<ul style="list-style-type: none"> • Industry and technology vendors • Governments • Healthcare providers
4.1.2 Collect and share patient reported experience and outcomes data to inform decision making, shared care planning and care improvements <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> • Healthcare providers 	<ul style="list-style-type: none"> • Governments • Researchers
4.1.3 Deliver a data analytics capability and implement analytics programs to leverage identified data including for research and public health use once necessary governance and legislative arrangements are established <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> • Department of Health and Aged Care • Australian Digital Health Agency 	<ul style="list-style-type: none"> • All health departments • Researchers • Industry and technology vendors
4.1.4 Australia to participate in discussions to harmonise global aligned standard on health technology exports and reduce costs associated with customising imported global products <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> • Department of Health and Aged Care 	<ul style="list-style-type: none"> • Australian Digital Health Agency • Therapeutic Goods Administration • Department of Industry, Science and Resources
4.1.5 Australia is to continue international cooperation to advance secure and interoperable digital health as a core focus of the Global Digital Health Partnership and organisations including WHO, OECD, APEC and G20 <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> • Department of Health and Aged Care • Australian Digital Health Agency 	

PLANNING COMMENCED: These initiatives have resources allocated or proposals to allocate resources. Leads will work with relevant partners on planning and implementation.

Initiative	Lead	Partners
4.1.6 Develop mechanisms to ensure Aboriginal and Torres Strait Islander communities have access to data held by government and other relevant entities to support local planning and decision making <i>Target: by 2027</i>	<ul style="list-style-type: none"> • All governments 	<ul style="list-style-type: none"> • Healthcare providers • Researchers

FUTURE INITIATIVES: These are priorities identified for future consideration. Potential implementation may be dependent on linkages with existing work and the outcomes of other activities and consultation.

Initiative	Lead	Partners
4.1.7 Support the use of exploratory and simulation research activities to evaluate digital health solutions	<ul style="list-style-type: none"> • All health departments 	<ul style="list-style-type: none"> • Industry and technology vendors • Healthcare providers
4.1.8 Harmonise relevant policy and legislation across jurisdictions to support the safe and secure use of and access to health information	<ul style="list-style-type: none"> • All governments 	<ul style="list-style-type: none"> • Industry and technology vendors • Healthcare providers

PRIORITY AREA 4.2. PLAN FOR EMERGING DATA SOURCES AND TECHNOLOGY SUCH AS ARTIFICIAL INTELLIGENCE (AI), SPATIAL DATA AND GENOMICS

UNDERWAY: These initiatives are underway.

Initiative	Lead	Partners
4.2.1 Develop plans for emerging and highly dimensional data such as AI, image analysis and genomics <i>Target: ongoing development to 2028</i>	<ul style="list-style-type: none"> All governments 	<ul style="list-style-type: none"> Industry and technology vendors Healthcare providers Researchers
4.2.2 Uplift national and jurisdictional digital health infrastructure to flexibly accommodate AI, machine learning, deep learning technologies and genomics <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> All health departments 	<ul style="list-style-type: none"> Australian Digital Health Agency Industry and technology vendors Healthcare providers Researchers
4.2.3 Monitor and identify emerging data sources and technology that support healthcare <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> All health departments Industry and technology vendors Researchers

FUTURE INITIATIVES: These are priorities identified for future consideration. Potential implementation may be dependent on linkages with existing work and the outcomes of other activities and consultation.

Initiative	Lead	Partners
4.2.4 Identify healthcare related opportunities and risks arising from broader, whole-of economy approaches to the regulation of AI	<ul style="list-style-type: none"> Department of Health and Aged Care 	<ul style="list-style-type: none"> Australian Digital Health Agency All partners
4.2.5 Support the adoption of and regulate new medical technology including bioinformatics, AI and mixed reality in settings such as radiology, ophthalmology and triaging	<ul style="list-style-type: none"> Industry and technology vendors Governments 	<ul style="list-style-type: none"> Healthcare providers Therapeutic Goods Administration
4.2.6 Support the implementation of data sharing frameworks for data such as genomics and for My Health Record	<ul style="list-style-type: none"> Department of Health and Aged Care Australian Digital Health Agency 	<ul style="list-style-type: none"> States and territories Healthcare providers Researchers

PRIORITY AREA 4.3. MONITOR AND EVALUATE OUTCOMES AND PROGRESS

UNDERWAY: These initiatives are underway.

Initiative	Lead	Partners
4.3.1 Measure, monitor and report on changes in digital health maturity, adoption, meaningful use and benefits to inform national and local planning <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> All health departments Researchers All governments Healthcare providers Consumers Industry and technology vendors
4.3.2 Participate in evaluations and provide feedback on experiences of digital health <i>Target: ongoing to 2028</i>	<ul style="list-style-type: none"> Consumers 	<ul style="list-style-type: none"> Researchers Industry and technology vendors All health departments

PLANNING COMMENCED: These initiatives have resources allocated or proposals to allocate resources. Leads will work with relevant partners on planning and implementation.

Initiative	Lead	Partners
4.3.3 Support increased digital health maturity, adoption and meaningful use through increased awareness of digital health benefits among consumers and healthcare providers <i>Target: by 2025</i>	<ul style="list-style-type: none"> Australian Digital Health Agency 	<ul style="list-style-type: none"> Researchers All health departments Healthcare providers Consumers Industry and technology vendors

FUTURE INITIATIVES: These are priorities identified for future consideration. Potential implementation may be dependent on linkages with existing work and the outcomes of other activities and consultation.

Initiative	Lead	Partners
4.3.4 Increase access to and integration of clinical quality registries in the broader digital health ecosystem to support patient-centred care and clinical practice improvement.	<ul style="list-style-type: none"> Department of Health and Aged Care 	<ul style="list-style-type: none"> Australian Commission on Safety and Quality in Healthcare Industry and technology vendors Healthcare providers

THE ROADMAP IN ACTION

The Strategy Delivery Roadmap represents a coordinated effort on digital health in the primary, secondary, tertiary, community and aged care sectors across Australia. Simultaneously, the roadmap aims to deliver on shared government priorities, supporting the coordination of healthcare reform across all jurisdictions. This section provides examples of how the roadmap may be applied to show alignment between the strategy and the priorities of:

1. the Strengthening Medicare Taskforce, which focussed on primary care reform
2. the Intergovernmental Agreement on National Digital Health 2023–2027
3. consumers
4. the National Agreement on Closing the Gap implementation.

STRENGTHENING MEDICARE

The Australian Government established the [Strengthening Medicare Taskforce](#) in 2022 to identify the highest priority reforms needed in primary care. The recommendations focussed on increased access to primary care, multidisciplinary team-based care, modernising primary care and change management, and cultural change.²

In April 2023, National Cabinet agreed a shared vision for ‘a patient-centred and sustainable Australian healthcare system that delivers the best outcome for our community’. To support this, a range of tangible *Strengthening Medicare* measures were agreed to make health care more accessible and affordable, which included investing in digital health to improve health outcomes. Specific data and digital-related measures focussed on modernising My Health Record to significantly increase the health information available, better connecting health data across the system, investing in health data for research and evaluation and to inform planning, and ensuring consumers can give and withdraw informed consent. There was also a focus on improving primary care IT infrastructure, making it easier for consumers to manage, access, understand and share their health information and strengthening digital health literacy and navigation.

In developing the strategy and roadmap, consideration was given to the Strengthening Medicare Taskforce’s recommendations and the Australian Government’s vision for digital health through the *Digital Health Blueprint 2023-33* to ensure consistency and alignment between the initiatives.



INTERGOVERNMENTAL AGREEMENT ON NATIONAL DIGITAL HEALTH

The [Intergovernmental Agreement on National Digital Health 2023–2027](#) (IGA) is a 4-year funding agreement that reflects the ongoing commitment of the Commonwealth, states and territories to programs and services that deliver on national digital health strategic priorities to improve the health and wellbeing of Australians. With a changing health environment driven by environmental and climate-related emergencies, growing consumer expectations and rapid technological advancement, the IGA focuses on enabling interoperability and the flow of data across care settings. This supports high-quality care and promotes efficiency, effectiveness and sustainability in the health system.

The IGA supports national and foundation services, such as the National Authentication Service for Health, and the implementation of the National Healthcare Interoperability Plan 2023–2028. It also supports strategic priority projects to enable national sharing of health information through:

- establishing National Health Information Exchange capabilities that support patients as they transition through care settings and across state and territory borders
- expanding electronic prescribing to public hospitals and health services
- supporting healthcare providers connections with My Health Record.

CLOSING THE GAP

Under the [National Agreement on Closing the Gap](#) between the Coalition of Aboriginal and Torres Strait Islander Peak Organisations and all Australian Governments, each party to the agreement has an Implementation Plan to be delivered in partnership with Aboriginal and Torres Strait Islander peoples.

When developing and implementing roadmap initiatives across all priority areas, partners should ensure their initiatives harness digital health to support Aboriginal and Torres Strait Islander peoples to overcome inequality and achieve life outcomes equal to all Australians.

This roadmap calls for partners to align their digital health plans and activities to the Closing the Gap Implementation Plans of national, state and territory governments and the Coalition of Peaks. It also calls for partnerships with Aboriginal Community Controlled Health Organisations to provide access to data held by partners to support local planning and decision making. Digital literacy programs should be tailored to the needs of Aboriginal and Torres Strait Islander peoples.

CONSUMER PRIORITIES

The Consumers Health Forum of Australia (CHF) contributed to the development of the strategy by undertaking a series of 15 'Kitchen Table Discussions' across Australia to hear the views and experiences of a wide range of consumers.

Recommendations from the Kitchen Table Discussions reflected many of the issues that consistently arose in other CHF consumer consultations. They also corresponded with insights from a survey of 8,000 Australians the CHF conducted in partnership with Deloitte, Curtin University and the Digital Health Cooperative Research Centre and published in [Australia's Health Reimagined](#).³

The survey revealed some important findings about consumer preferences for consideration in the roadmap. While consumers expressed a preference for in-person consultations with their healthcare providers, cost and travel are key factors that influence their preference. Most consumers are happy to participate in telehealth consultations, particularly with a healthcare provider they know and where the reason for the consultation is not about a new condition.⁴

The roadmap priority areas respond to many of the recommendations of the 'Kitchen Table Discussions' and in Australia's Health Reimagined and address areas such as:

- consumer inclusive co-design as being central to the ongoing development of digital health strategies and innovations
- barriers to using My Health Record, including for diagnostic imaging and pathology, and consumer control over content and use of their My Health Record
- improving digital literacy in relation to My Health Record and digital health
- expansion and improvement of virtual care, including telehealth
- issues related to sharing of health information such as consent.



HOW WILL SUCCESS BE MEASURED?

Understanding the impacts of the strategy will help us to digitally transform the healthcare system for better outcomes.

All partners have a key role in identifying the impacts of their specific initiatives and how they contribute to achieving the strategy outcomes. By promoting a culture of learning, transparency and accountability, progress on implementing the strategy will be easily understood and we can collaboratively respond to changes in the digital health landscape.

Social, economic and financial benefits will drive the adoption and meaningful use of digital health solutions by consumers, healthcare providers and organisations. Therefore, it is essential that investment in digital health is accompanied by a robust and data-driven benefits evaluation framework that justifies the value to stakeholders. A holistic view of benefits measurement and realisation is best placed to measure success, with the central principles being:

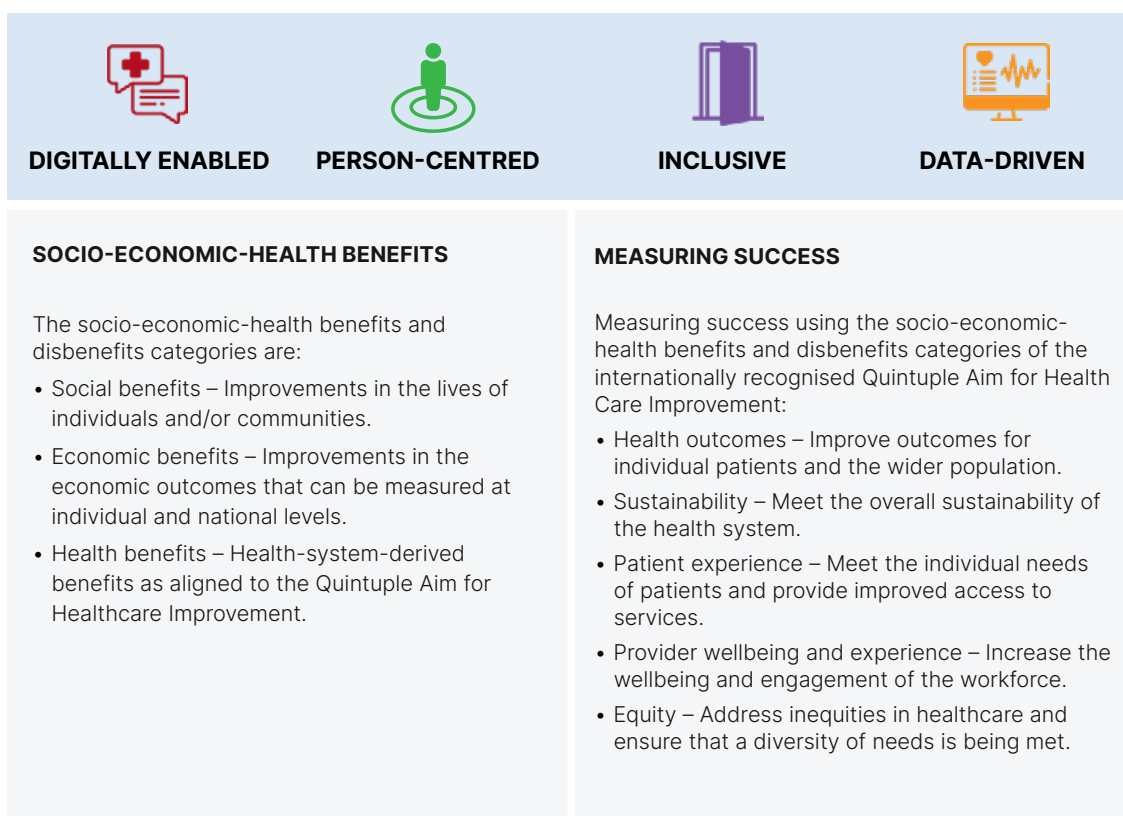
1. A focus on consumers, healthcare providers and organisations – who are at the centre of implementing digital health solutions that support care delivery
2. Comprehensive coverage of new and emerging benefits – considering government and non-government system-wide influences on care delivery
3. A future-facing and scalable approach – integrating new information as the digital landscape and nature of healthcare matures
4. That it is practical for day-to-day use – production of digital health solutions to improve the consistency of information use and refine benefits measurement.

Measuring success should capture both quantitative and qualitative benefits that digital health solutions bring to care delivery. The benefits management framework used by the Agency will leverage the Quintuple Aim for Healthcare Improvement⁵ to measure success in health outcomes, sustainability, patient experience, provider wellbeing, and experience and equity. Ongoing monitoring of health system impacts will allow us to identify and capture additional new and emerging benefits realised through digital enablement as they arise.



This will enable us to identify how outcomes manifest in the Australian healthcare system in ways such as:

1. Health system capacity – Efficiencies accrue where digital health capabilities contribute to increased health system capacity. For example, reducing the average length of stay for an inpatient hospital admission or reducing GP/specialist administration time.
2. Financial (cashable) benefits – Potential savings accrue where digital health capabilities contribute to reducing the level of unnecessary goods and services being provided. For example, offsets in particular programs (such as Medicare Benefits Schedule items) or reduction in unnecessary prescription, pathology tests and diagnostic images.
3. Consumer capacity – Benefits accrue where digital health capabilities enable health systems to be more efficient and adapt to better meet the needs of the consumer. For example, savings in time or out-of-pocket costs.
4. Qualitative benefits – Some benefits may be expressed qualitatively as they may not yet have sufficient evidence to quantify or capture the richness of the patient experience. For example, improved decision support for family and carers or reductions in information asymmetry improving ability to diagnose and treat.



The Agency will commence evaluation in 2023/24 to inform the ongoing monitoring and review of the roadmap over the life of the strategy to ensure it is fit for purpose as the digital landscape and adoption of digital health evolves. A baseline report will be developed in the first year and implementation partners will be asked to collaborate on the evaluation and provide visibility of how they are delivering on the strategy and responding to emerging changes in the digital health landscape.

REFERENCES

ENDNOTES

- 1 Australian Commission on Safety and Quality in Health Care (CSQHC), [Australian Charter of Healthcare Rights](#), ACSQHC, Sydney, 2020
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- 3 Deloitte, Digital Health Cooperative Research Centre, Consumers Health Forum Australia and Curtin University, [Australia's Health Reimagined](#), 2022.
- 4 [Consumers Health Forum of Australia, Annual Report 2021–2022](#).
- 5 S Nundy, LA Cooper, KS Mate, '[The Quintuple Aim for Health Care Improvement: a new imperative to advance health equity](#)', Journal of the American Medical Association, 2022, 327:521–522, doi:10.1001/jama.2021.25181



NATIONAL
DIGITAL HEALTH
STRATEGY
2023-2028
**DELIVERY
ROADMAP**

Developed by the Australian Digital Health Agency on behalf of the Commonwealth, state and territory governments, in collaboration with industry, partners, providers and healthcare consumers across Australia.

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