



# Transforming Aged Care with Digital Technology

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ELDAC is funded by the Australian Government Department of Health and Aged Care

# Acknowledgement of the country

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*ELDAC acknowledges the Traditional Custodians of the many ancestral lands and waters throughout Australia. We recognise the knowledge, strength and resilience of Aboriginal and Torres Strait Islander Peoples, and their continuing spiritual and cultural connections to land, water and community. ELDAC pays respect to Elders past, present and emerging.*

# Context

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Australia stands at the cusp of a significant transformation in aged care with reforms set to reshape the landscape by July 2025.

The new Australian aged care reforms—including the Support at Home program, the new Aged Care Act, and updated Quality Standards—create opportunities for digital technology to elevate care quality, enhance efficiency, and empower both seniors and care providers.

# Purpose

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- ❑ Digital technology transformation effect in Aged Care
- ❑ Recap on ELDAC's Digital Dashboard
- ❑ Call to Action - Digital Technology Sector

# Overview of Australia Aged Care Reforms

## Support at Home Program

Replacing Commonwealth Home Support Programme and Home Care Packages with a single integrated program focused on wellness and reablement



## Updated Quality Standards

Eight new standards coming into effect from July 1, 2025, focusing on person-centered care, dignity, and respect



## New Aged Care Act

Replacing the Aged Care Act 1997 with legislation that emphasizes rights-based care and greater transparency



## End of Life Pathway

Dedicated support system for palliative and end-of-life care within the Support at Home program





# Support at Home program

- Designed for people with 3 months or less to live
- Offers enhanced in-home aged care services
- Helps individuals stay at home as long as possible
- Provides support and resources for end-of-life care

# Digital Solutions for Support at Home (New End of Life pathway)

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## Integrated Care Management Platforms

Unified systems that streamline assessment, care planning, service delivery, and reporting across the continuum of home care services, providing seamless transitions as care needs change

- The Support at Home program represents a fundamental shift toward a more integrated, wellness-focused approach to home care.
- Digital technologies play a crucial role in this transformation by creating more efficient care coordination, enhancing independent living capabilities, and providing data-driven insights to improve outcomes.
- These solutions help providers deliver personalized care while meeting new regulatory requirements.

# End of Life Care Pathway: Digital Technologies



## Advanced Care Planning

Digital platforms for documenting preferences, sharing with healthcare teams, and ensuring wishes are respected



## Symptom Monitoring

Remote tracking tools for pain and comfort assessment with real-time alerts for care team intervention



## Family Connection

Communication platforms linking loved ones with care teams for updates, support, and involvement in care decisions



## Holistic Support

Digital resources for emotional, spiritual, and psychological well-being for both patients and families

These solutions help providers deliver personalized, high-quality palliative care while maintaining compliance with the new standards that emphasize dignity, comfort, and respect for individual choices at end of life.

# Recap – What is the Digital Dashboard?

## ELDAC Digital Dashboard

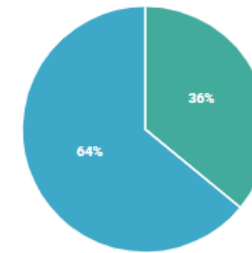
An integrated palliative care dashboard that can track and visually represent key end of life care processes and indicators relevant for reporting and clinical decision making. The dashboard can be shaped to your system and designed to your brand.

**ELDAC DIGITAL DASHBOARD**

- ADVANCE CARE PLANNING
- RECOGNISE END OF LIFE
- ASSESS PALLIATIVE CARE NEEDS
- PROVIDE PALLIATIVE CARE
- WORK TOGETHER
- RESPOND TO DETERIORATION
- Hospitalisation  
EOL Status
- MANAGE DYING
- BEREAVEMENT  
Bereavement
- DEATH RELATED DATA

### Hospitalisation Status

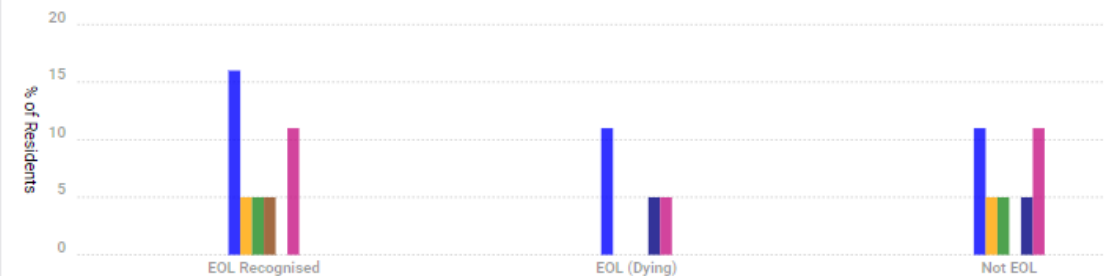
Percentage of Residents Hospitalised in the Last 6 Months



● Hospitalised ● Not Hospitalised

### Reason for Hospitalisation

Hospitalisations in the Last 6 Months by EOL Status and Reason



● Sudden unexpected deterioration ● Following a fall ● GP unavailable ● Other ● Request by resident/family ● Symptom management

# How does the Dashboard support aged care reporting?

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- Dashboard helps **meet 17 out of the 34 outcomes** of the upcoming Aged Care Quality Standards.
- The Dashboard supports the process of **clinical governance** and helps to establish and promote a **culture of safe and quality care at the end of life**.
- Comprehensive care process to support care at the end of life can help early **mitigation of consumer and family complaints**.

# Optimising Aged Care Systems with the Digital Dashboard to Meet Standards

## Upcoming Aged Care Quality Standards supported by the ELDAC Digital Dashboard

The ELDAC Digital Dashboard helps aged care services provide high-quality palliative care. It enables you to track and demonstrate how your service meets over half of the Aged Care Quality Standard outcomes in relation to end of life caregiving.

★ Supports service level

☑ Tracks the data

Dashboard supports service level:	Aged Care Quality Standard Outcome	Essential element of palliative care tracked by the Dashboard									
		Advance Care Planning	Recognise End of Life	Assess Palliative Care Needs	Provide Palliative Care	Work Together	Respond to Deterioration	Manage Dying	Bereavement	Death Related Data	
Standard 1: The Person											
Person-centred, and choice driven palliative care. ★★	1.1 Person-centred care.	☑				☑					
	1.2 Dignity, respect and privacy.										
	1.3 Choice, independence and quality of life.	☑			☑						
	1.4 Transparency and agreements.										
Standard 2: The Organisation											
Culture of quality, safety, and accountability. ★★	2.1 Partnering with older people.										
	2.2 Quality and safety culture.										
	2.3 Accountability and quality system.										
	2.4 Risk management.						☑			☑	
	2.5 Incident management.										
Information management ★	2.6 Feedback and complaints management.										
	2.7 Information management.	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
	2.8 Workforce planning.										
	2.9 Human resource management.										
	2.10 Emergency and disaster management.										
Standard 3: The Care and Services											
Coordinated care that aligns with the older person's preferences. ★★	3.1 Assessment and planning.	☑	☑	☑	☑	☑	☑	☑	☑		
	3.2 Delivery of care and services.	☑			☑	☑		☑			
	3.3 Communicating for safety and quality.	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
	3.4 Coordination of care and services.					☑	☑				

# So...the hard work is done!



Australian Government  
Australian Institute of Health and Welfare

## METEOR

Metadata Online Registry

Find metadata ▾      Metadata management ▾      How to use METEOR

### Aged Care National Minimum Data Set 2023-24

#### Identifying and definitional attributes

**Metadata item type:** i Data Set Specification

**METEOR identifier:** i 774715

**Registration status:** i Aged Care, Standard 30/06/2023

**DSS type:** i National Minimum Data Set (NMDS)

**Scope:** i The Aged Care National Minimum Data Set (NMDS) is a core set of standardised data items for mandatory collection and reporting at a national level about aged care.

The purpose of the Aged Care NMDS is to improve data quality, comparability and usefulness of data collected across the aged care sector. This means that data must be collected in accordance with the NMDS data specifications at the point of care, capture or record creation (as applicable).

In scope is aged care - which includes both care and assessments - that is funded by the Australian Government.

## Mapped to the Aged care National Minimum Data Set 2023-2024

## Mapped to Strengthened Aged Care Quality Standards Final Draft 2023



# Call to action!!

## What's happening?

- The Dashboard is already live – tested, used, and working in aged care
- Big changes are coming on **July 1**, and the digital space is evolving fast

## Why we need you? Your input will help us:

- ✓ Understand current **workflows and systems**
- ✓ Spot gaps or pressure points
- ✓ Make the Dashboard **more useful and responsive**



# Help shape the future of the ELDAC Digital Dashboard

## What's the goal?

- A tool that truly supports aged care teams
- Better care, better outcomes

## Get involved – co-design – co-create – co-deliver!

- Share your insights
- Join a feedback session
- Help shape the future of digital care



# Any Questions or comments?

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thank you

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