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Assessing digital health maturity in Victorian public health services

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A brief history of time

- Victoria's Digital Health Maturity Model (VDHMM) established in 2018
- Tool created to measure maturity across 10 pillars of digital health
- First survey 2019; second in 2022
- 67% completion rate across Victoria's public health services
- Supports *Victoria's digital health roadmap*





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The model

Governance and stewardship Alignment of leadership, Operational, program, technical Clinical, business and ICT Investment & direction oversight & assurance & clinical governance strategy Level of Consumer Information Organisational IT operations & digitisation & Security & Data & sharing & participatory capability infrastructure functional Privacy analytics integration health adoption Change capability / IT operations & Clinical information Information Data Quality of user Innovation Adoption of Telemedicine clinical infrastructure systems adoption continuous management principles capability experience engagement management improvement of security controls Consumer Electronic medication Adoption Data IT budget representation in Innovation User experience Project capability management Governance initiatives management and design governance Cybersecurity nomenclatures principles capability IT capability maturity model Continuous Electronic clinical management (C2M2) Reporting Training / Innovation improvement decision support Interoperability capability funding support on use Measurement of of digital tools user outcomes Managing IT for systems business value ACSC or ISM Business continuity Electronic order entry Essential 8 Business Innovation intelligence partnerships management capability CIS Top 20 MITRE ATT&CK Information capability Threat sharing with third Framework parties Workforce Digital tools for capability consumers Data quality management TORIA Department Benefits Other eHealth of Health management functional capabilities Government



Benchmarks

For each pillar, maturity scores are out of 5 points Health services compared to:

- Peer grouped health services
- Regionally proximate health services
- Maturity objectives
- Previous maturity scores

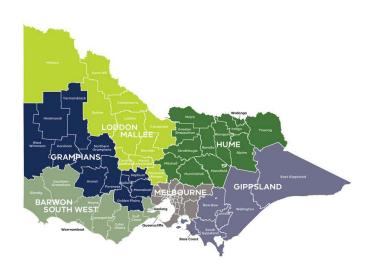




of Health



2022 assessment results (second round)



Improvement driven by metro health services

- Av. 2022 metro maturity has increased
 - 18% increase from 2019
- Av. 2022 regional maturity static
- Metro maturity scores more than double regional scores for 6 of 10 pillars

Regions present similar picture







2022 assessment results (second round)

Digitisation pillar growth



Information Sharing most mature









2022 assessment results (second round)

Innovation least mature



Organisational Capability growth







Challenges

Comparison with prior results:

- Changes to the environment / assessments
 - Virtual care
 - Cyber security
- Multiple independent assessments
- Subjectivity of some question answers

Timeframes for completion

• Effort and competing priorities





Next steps

- Assessment Cycle 3 in 2024
- Adaptation of the model for small organisations
 - Community Health
 - Mental Health
- Review of model for acute and community health services before 2024
 - Virtual care
 - Interoperability
 - Objective maturity

