



@phillettle

Assessing digital health maturity in Victorian public health services

Phillip Ettle

Principal eHealth Advisor
Victorian Department of Health





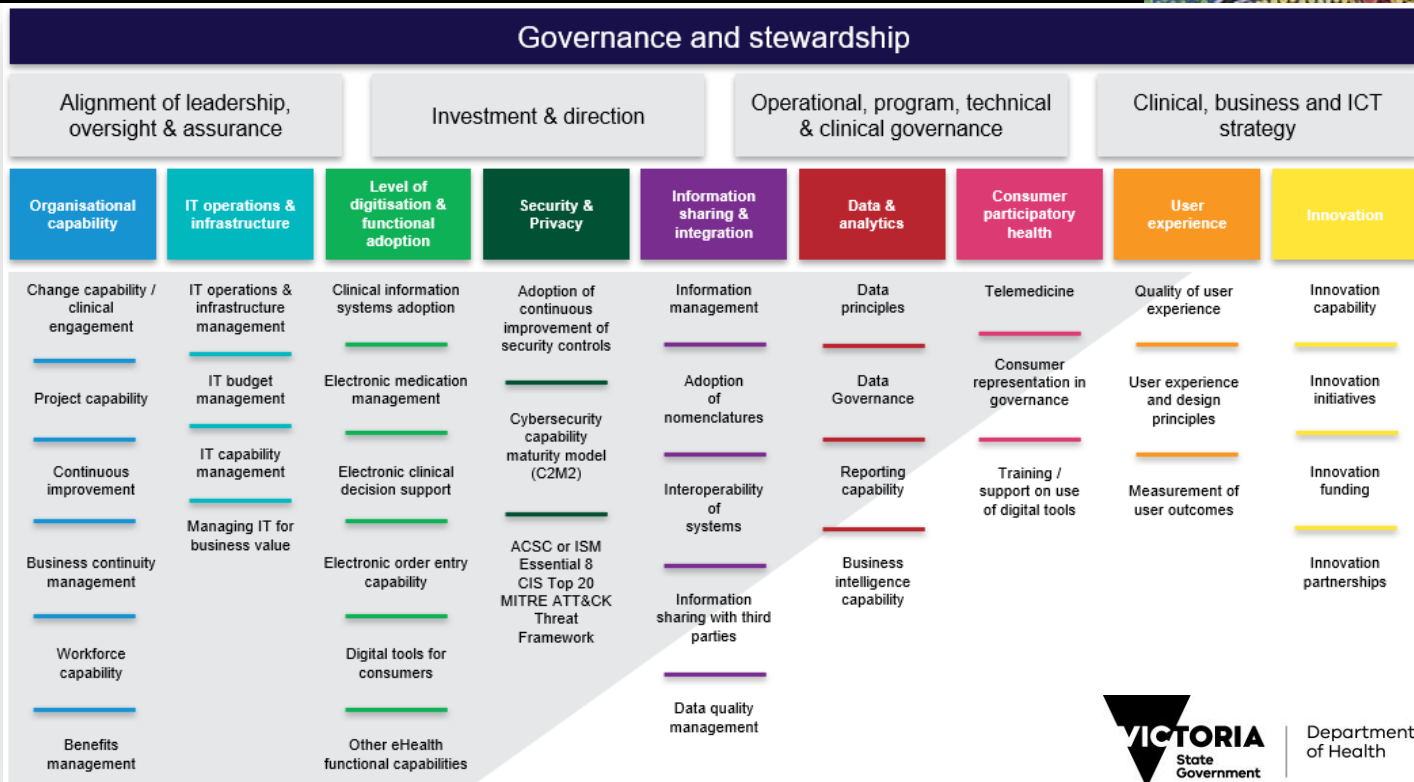
A brief history of time

- 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*](#)





The model



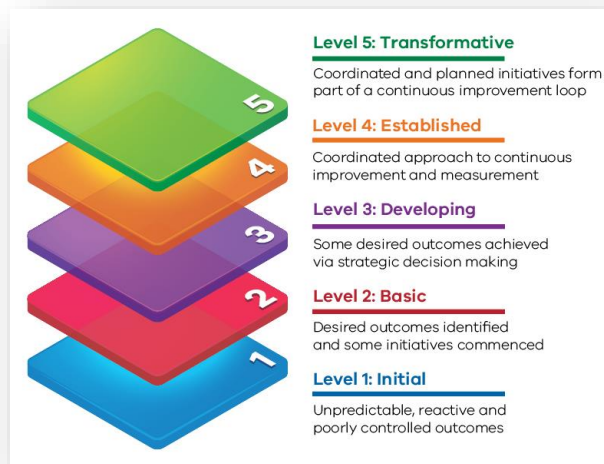


Benchmarks

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



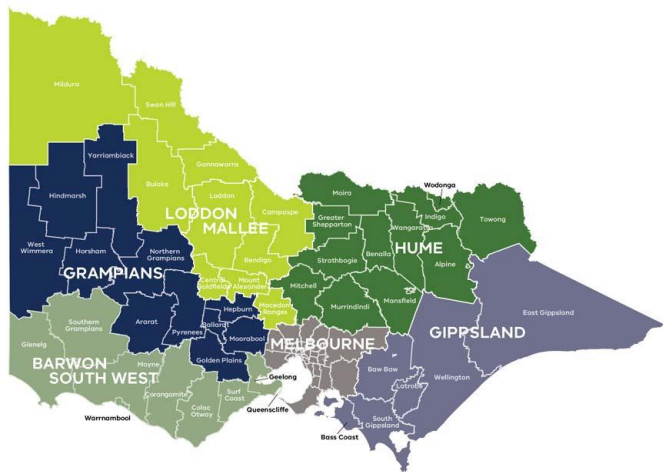


2022 assessment results (second round)

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