

Digital Strategy

2025 - 2035

Our digital strategy aligns with local, state, and national digital strategies to strengthen rural and remote healthcare.

Vision

To use technology to deliver the best care possible, close to home

Purpose

To digitise care in ways that empowers clinicians, strengthens connections, and improves outcomes for our communities

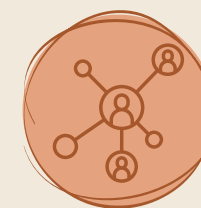
Digital Principles

- Improve staff and consumer experience
- Enhance quality, safety, and efficiency
- Strengthen decision-making based on evidence
- Improve information visibility
- Build resilience
- Improve maturity, governance and compliance

Priorities at a glance



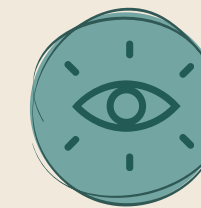
Operational efficiency
Digital technology enhances efficiency and improves service capacity



Human-centred design
Technology designed for people and experience



Connected care
Digital technology supports care outcomes for clinicians and community



Clinical transparency
Improved information visibility for clinical care through a unified system

Digital Maturity Model



Core	Foundation	Advanced	Visionary
The fundamentals are present <ul style="list-style-type: none">reliable connectivitycybersecurityproductivityrefreshed hardwarealigned support approach	Grow our digital capabilities <ul style="list-style-type: none">patient administrationfinancial managementbusiness intelligenceexternal information sharingbuilding and engineering systems	Increase digital enablement <ul style="list-style-type: none">digital hospital, aged care, primary careclinical dashboardspatient portalswellbeing appsvoice activated technologyintegrated biomedical systems	Support, activate and enable personal care <ul style="list-style-type: none">integrated health caresystem wide information visibilityvirtual healthe-prescribingperson led care planningrobotics, artificial intelligence

Footsteps to the future

Our digital transformation strategies

Focusing on Health

Focusing on Improvement

Focusing on First Nations

Focusing on Collaboration

Focusing on People



Visionary
within 10 yrs



Advanced
within 5 yrs



Foundation
within 2 yrs



Core

- Introduce consumer engagement technologies
- Increased new technologies to support remote care e.g., robotics
- Incorporate a single view across clinical records

- Expand virtual care
- Extend virtual emergency/other tele-services
- Improve safety and efficiency through digital technology
- Use AI to gain improvement with clinical notes, discharge, dictation and personal productivity
- Deliver ieMR and Lee Care
- Migrate Communicare to ieMR

- Expand telehealth for clinical handover, specialist services and home care
- Uplift data analytics and business intelligence
- Develop medical image accessibility strategy

- Improved Wi-Fi for patients receiving dialysis or chemotherapy

- Drones to improve transport of critical supplies between locations

- Virtual reality for staff education
- Staff safety technology and innovation
- Remote monitor critical equipment
- Implement firewalls

- Implement staff accommodation WiFi for HHS owned assets
- Single sign-on (RAWS) for compatible systems
- Uplift indoor mobile coverage at all sites
- Uplift WiFi at all sites
- Develop bandwidth management plan

- Resolve slow network issues at Mount Isa campus
- Improve backup approach to connectivity

- Clinicians can access all relevant patient information in real time across all health services for First Nations people, regardless of where care was previously provided.

- Increase ability to see clinical information end to end on one system of full patient journey between other HHSs for all patients including First Nations people

- Operate with the principle that technology should enable increased care delivery on country
- Improve bi-directional flow of information between ACCHOs and the HHS

- Improve information visibility/exchange for partners such as Gidgee Healing, RFDS, NWRH

- Information visibility between the health service and care partners
- Implement information sharing agreements to enable sharing by default with care partners

- Enable care providers to have access to HHS networks and systems

- Introduce system governance for HHS software
- Extend data and application custodianship
- Introduce data governance
- Uplift ICT support models
- Enhance digital technology staff awareness

- Develop digital workforce strategy for the digital age
- Introduce Application Specialist skills for HHS systems
- Introduce electronic faxing
- Implement Printer strategy

- Ongoing improvement of compliance with Health Service Directives/Digital Policies
- Ongoing uplift of digital governance
- Update the HHS ICT Disaster Recovery documentation
- Develop Printer Strategy
- Ongoing implementation of the ISMS