

The logo for ariia features the word "ariia" in a white, lowercase, sans-serif font. Above the 'i's are two small circles, one red and one pink. The logo is centered within a dark blue circular shape that is partially cut off at the top.

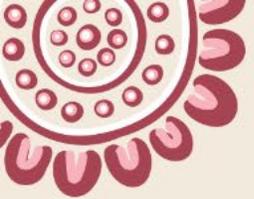
**ariia**

Shaping the future  
of aged care

# **Empowering data literacy and capability to drive quality of care**

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Aged Care Research & Industry Innovation Australia



# Acknowledgement of Country

We acknowledge the Kurna people, the traditional custodians whose ancestral lands we gather on today. We pay our respects to Elders past and present, and we value their ongoing connection to the land and cultural beliefs.

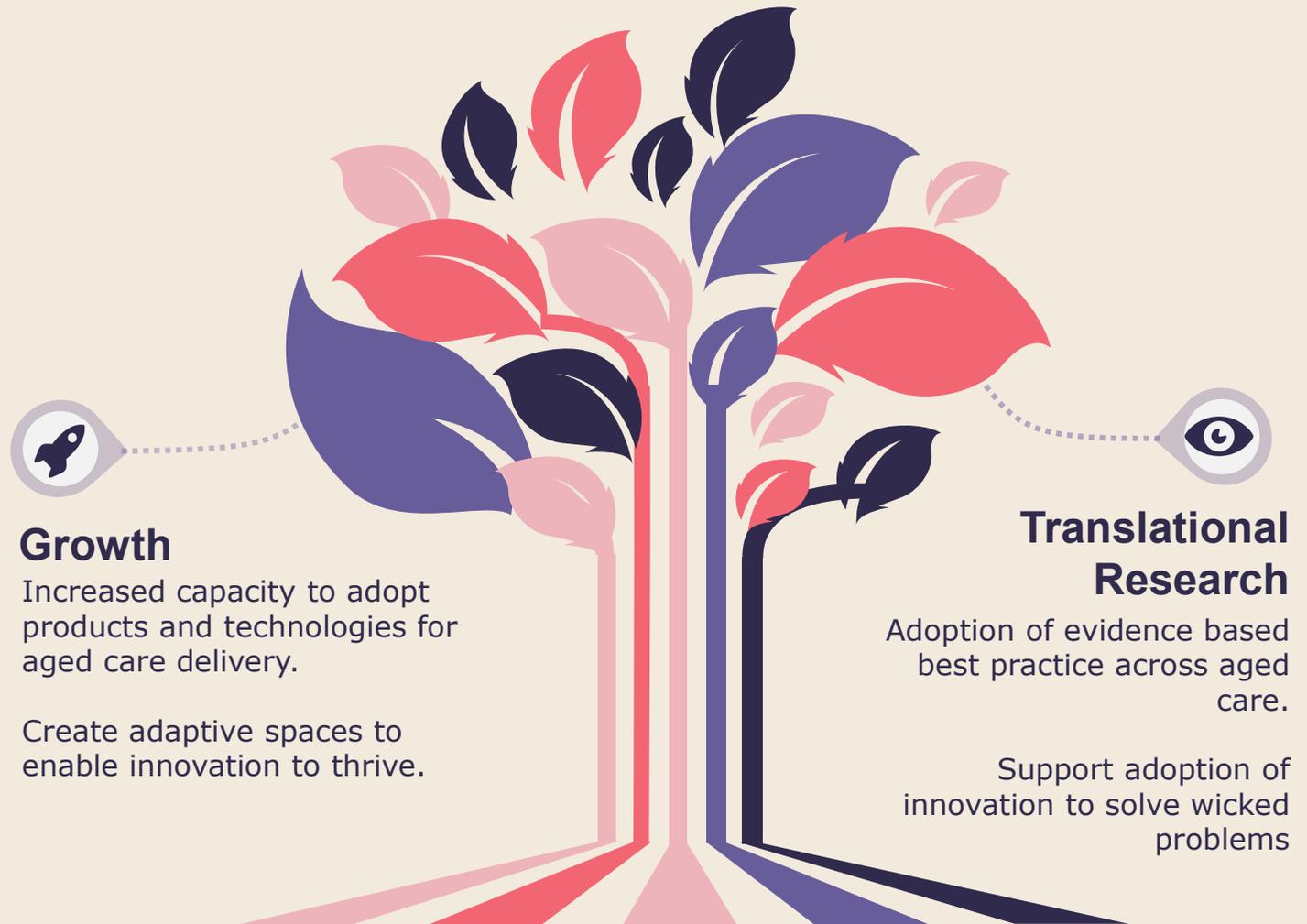




# Our Role

Increased aged care workforce capability

Est. 2021

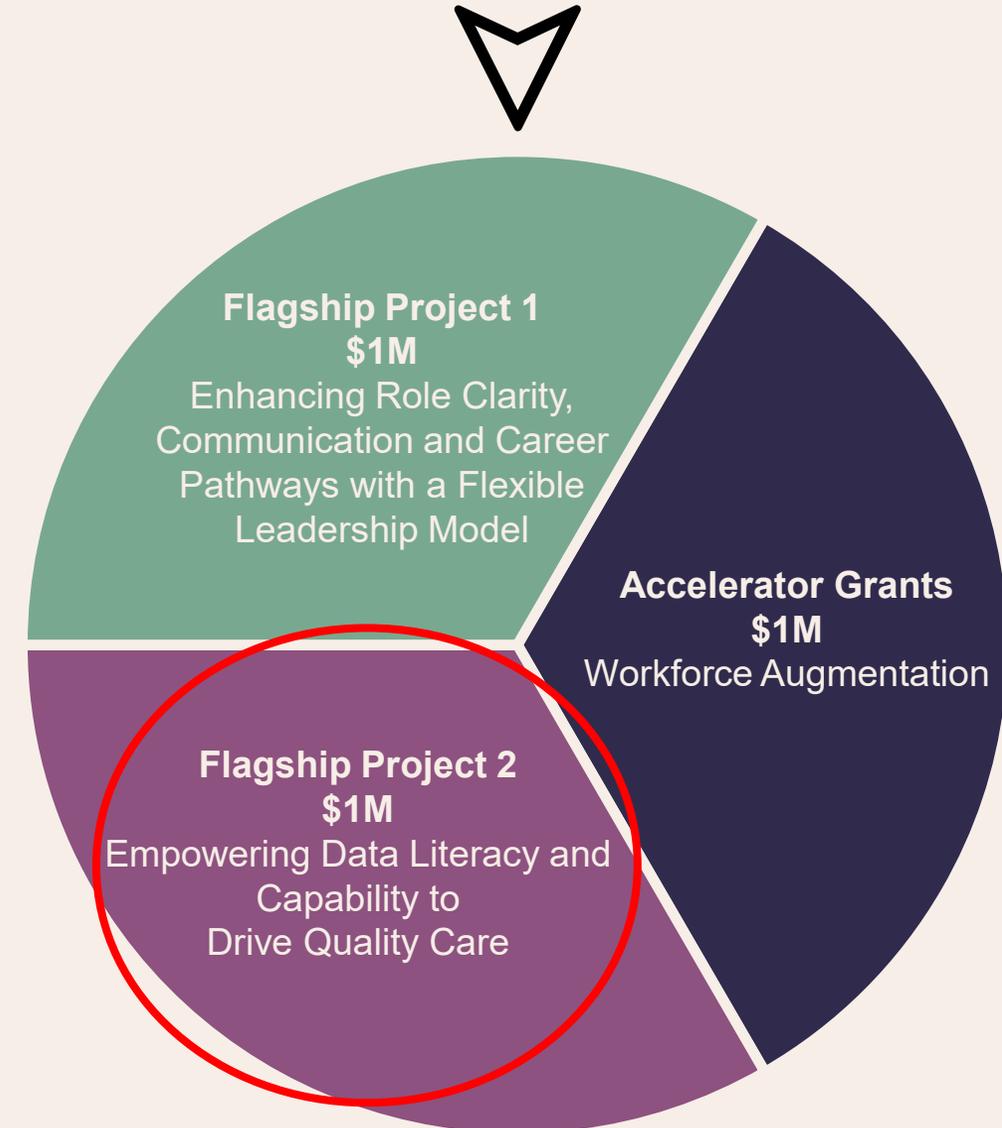


ARIIA is leading the positive transformation of aged care across Australia. Our initiatives include incubators, grants, programs, and events, and our website provides trustworthy information for aged care workers, service providers, older Australians, and their families.

A critical service we offer is the **Aged Care Collaborative**.

The **Aged Care Collaborative** is harnessing the collective wisdom of the aged care ecosystem to invest in and implement evidence-based solutions (*research*) that address complex (*wicked*) workforce challenges.

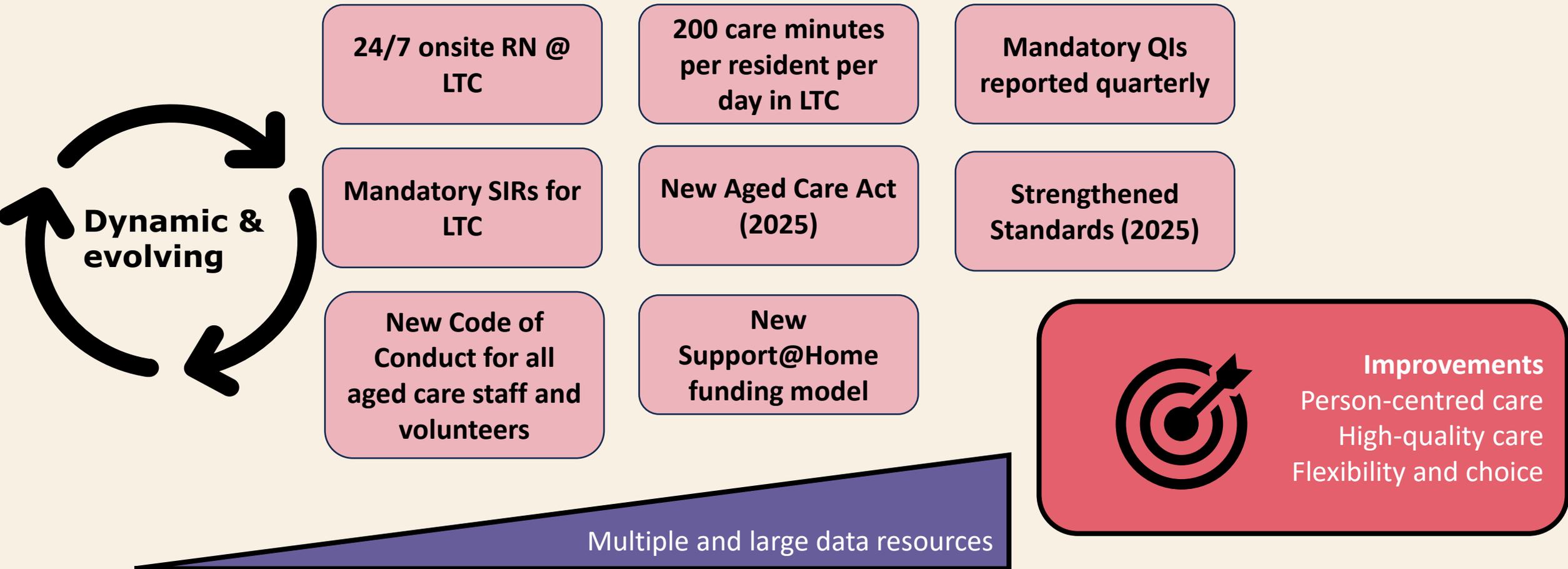
Government funded with 1:1 matching from grant recipients





# AUS aged care (2018 to now)

The AUS aged care sector has been in a dynamic of constant reform since the Royal Commission into Aged Care Quality & Safety Final Report: **148 recommendations.**





# Flagship 2: Empowering Data Literacy and Capability to Drive Quality Care

Aged care providers invest significant resources to capture clinical and person-centred data that demonstrates the quality of their care to consumers and governing bodies. Currently

- Data is underutilised
- Data sources are fragmented
- The workforce is under-resourced
- There are few resources to support data literacy and digital maturity

Data literacy and digital maturity have been identified by the Royal Commission into Aged Care Quality and Safety (2018) and the Aged Care Data and Digital Strategy (2024-2029) as important levers to deliver high quality care.

**This Flagship Project aims to empower aged care providers with the knowledge and capability to leverage their existing rich data sources to increase quality of care.**

## Flagship 2: Participants



Eight aged care providers (EOI)

- Incl two Support@Home
- Mostly urban locations
- Private and NFP
- Large and small

“*At XX, we know good data is at the heart of good care. By improving how we collect, interpret, and apply information, we can make more informed decisions that benefit our residents and support our teams in delivering best practice care.*”

Vehicle: Mandatory Pressure Injury Data

# Flagship 2: Project Phases (12 months)



ONE Project onboarding & data discovery	TWO Workshops at data interrogation	THREE Workshops, co-design evidence-based solution	FOUR Quality improvement project implementation
2 months	2 months	2 months	6 months
Data literacy assessment (individuals)	3 data literacy workshops	4 Project management workshops	7 projects
Data and digital maturity (Organsiation)	SME support	SME support	SME support
QI data discovery	ARIIA support	ARIIA support	ARIIA support
			Evaluation

## Aged Care Collaborative

### Flagship 2: Empowering Data Literacy and Capability to Drive Quality Care

#### Digital & Data Maturity Self-Assessment Survey

Version 1: 29/08/2025

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### Development

- Industry tools
- Research
- SMEs
- Internal validation

### Distribution

- Paper-based to encourage team activity
- Qualtrics for final data collection

**PURPOSE:** To get a sense of the current state of digital and data maturity of each organisation, and to tailor the education to organisation's current state.

**IMPACT:** To demonstrate how learnings have impacted on quality of clinical care and achieving data and digital maturity goals



# Digital and Data Maturity Domains

Domain	Definition
<b>Governance of Quality-of-Care Clinical Data</b>	Structured policies, roles, and procedures to ensure data quality, security, and compliance.
<b>Infrastructure &amp; Tools</b>	Technology platforms and tools that support data integration, interoperability, and analytics.
<b>Data Quality</b>	Processes to ensure accuracy, completeness, and timeliness of data.
<b>Analytics &amp; Reporting</b>	Use of data to generate insights, forecasts, and performance metrics.
<b>People &amp; Culture</b>	Staff capability and organisational culture around data use.



## Governance

Governance of quality-of-care clinical data is embedded within each site's governance structures with supporting policies and procedures.

50% had a data steward to oversee data management and quality.

63% referenced electronic systems as central to clinical data governance and reporting.

## Infrastructure & Tools

63% have some extent of integration of clinical, ops and financial systems.

50% of sites have partial integration with government platforms.

System integration continues to be a significant barrier to both large and small aged care providers. This is due, in part, to inconsistent data definitions across systems, system access limitations and resource constraints. Poor integration can lead to unnecessary data handling, data errors and mistrust in the results.

*"Integrated Assessment Tool (IAT) content cannot be transferred into our clinical assessment systems, requiring duplication of effort for both clients and staff. This can only be accessed as a pdf doc."*



## Data Quality

Whilst most sites are confident in their data quality, there remain challenges which include subjective data, variation in data/digital maturity and staff skills and lack of standardised reporting forms.

**\*This finding does not align with the data discovery activities for majority of sites.\***

## Analytics & Reporting

All sites (100%) have standardised reporting implemented to fully implemented across the organisation with consistent templates and metrics.

50% use predictive analytics or machine learning for care planning.

75% communicate data insights to governance.

38% communicate data insights to care recipients or family members.

“At the organisational level, data is used to evaluate how well our quality indicators and standards are being met. By tracking performance across departments and services, we can identify gaps, benchmark progress, and implement targeted improvements to strengthen overall care outcomes”



## People & Culture

Data literacy training is not offered (38%) or only offered to specific staff (38%).

63% staff use data in decision making frequently.

63% have implemented a culture of continuous data driven quality of care.

**\*This finding does not align with the roundtable discussions for majority of sites.\***

## Future state

Priority domains for improvement include:

- Data quality – data literacy skills to support consistent processes and high-quality data.
- Infrastructure & Tools – integration to support predictive analytics and care planning.

“Without making improvements to Data Entry and Data Quality this then limits downstream transformations and reporting abilities for quality data.”

“Accuracy and reliability of data inputs: Ensuring that data entered by staff is objective, consistent, and validated through cross-checking with electronic systems.”

“By prioritising data quality and incorporating triangulation, we aim to build a robust foundation for evidence-based decision-making and quality-of-care improvement across all levels of the organisation.”



# Key messaging

The sector recognises the need for improved data/digital maturity and is ready to engage within a supportive environment.

Assessing digital and data maturity alongside data discovery activities provided a 'realistic' appraisal.

Data literacy is a core skill set for aged care providers and education is currently lacking – poor quality data and incorrect interpretation of results.

You must provide a safe space for aged care providers to reveal their data concerns.

Quality data  
in =  
trustworthy  
results

Data is  
everyone's  
business

Be curious  
not furious



# Thank you

[www.ariia.org.au](http://www.ariia.org.au)

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