



Australian Government
Australian Digital Health Agency



AUSTRALASIAN INSTITUTE
OF DIGITAL HEALTH



Australian Digital Health Capability Framework

A standard framework in digital health capabilities
for those working in health and care



Introduction

Digital health is a critical part of the modern healthcare industry. Its adoption is key to optimising access to services, the way health and care operates, and enabling new ways of delivering services and care.

For the health industry to fully embrace the digital evolution of the sector, it is vital that the health and care workforce has the capability to effectively understand, use, and apply digital technologies in the context of their work.

The need for a “digitally ready and enabled health and wellbeing workforce” is recognised in Australia’s National Digital Health Strategy 2023-2028. ¹

The Australasian Institute of Digital Health (AIDH) has been engaged by the Australian Digital Health Agency (‘the Agency’) to develop the Australian Digital Health Capability Framework. This framework aims to facilitate the advancement, growth, and evaluation of workforce knowledge and skills in the field of digital health.

Acknowledgements

The Australian Digital Health Agency and the Australasian Institute of Digital Health would like to acknowledge the important contributions of stakeholders who made time available to participate in the consultation, workshops, and process to inform the development and refinement of this framework.

We would also like to acknowledge the following frameworks and associated stakeholders which informed the development, which are also included in the reference list.

- National Nursing and Midwifery Digital Health Capability Framework (NNMDHCF), authored by Australian Digital Health Agency, published 2020 ²
- Digital Health in Medicine Capability Framework (DHMCF), authored by Australian Digital Health Agency and the Australian Medical Council, published 2022 ³
- Allied Health and Care Digital Capabilities Framework (AHCDCF), authored by Victorian Government, Department of Health, published 25 March 2022 ⁴
- Skills Framework for the Information Age (SFIA 8), authored by The SFIA Foundation, published 28 September 2021 ⁵

The framework development has been supported by contributions from educational experts, digital health subject matter experts, organisational representatives, and consumer representatives.

A final consultation was conducted in Quarter 3 2023, and the framework has been updated based on feedback and formally published in Quarter 1 2024.



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What is Digital Health?

Digital health is a broad term incorporating the movement of health and care into an ever-evolving digital society.

It can be referred to as “a range of technologies that can be used to treat patients and collect and share a person’s health information...and includes mobile health apps, electronic prescribing, electronic health records, telehealth, wearables and fitness trackers, robotics and artificial intelligence, among others. ⁶”

For the purposes of this Framework, digital health is described as health and care in the context of digital societies (i.e. the people, organisations and things engaged in digital interactions in ever-increasing ways).⁷ This trend in digital is happening in society and will continue to happen in health and care, where our lives will be enabled by or have some digital context.

Digital change is the driver and enabler of the shift in health and care towards greater consumer-centred services and personalised care. This is what consumers and society are demanding. It includes technologies, devices, and systems, as well as digital data and analytics, all of which are advancing and evolving rapidly. It promises advanced treatments and improved health and care experiences for health practitioners, patients, and consumers as we move towards more accessible and personalised delivery of health services.

“Digital health is the foundation for all modern health service delivery and should improve safety, quality, productivity and efficiency.” ¹

The need for an Australian Digital Health Capability Framework

Digital health is not just about the use of technology, but about improving the delivery of health and care services.

The framework provides overarching guidance and consistent way of thinking about workforce capability in digital health. Whilst the framework has been developed specifically for the health sector, it could equally apply to the health and care sector.

The National Digital Health Strategy 2023-2028 is a five-year plan that sets the vision and pathway for Australia’s Digital health future. This is a national strategy that has been developed in consultation with all Australian governments, consumers, healthcare providers and the software industry. The vision is an ‘inclusive, sustainable and healthier future for all Australians through a connected and digitally enabled health system’. A key priority is a health workforce competent and confident in delivering health and care using digital health.¹



Achieving this requires the definition of a national set of digital health capabilities towards which health workers of all types can professionally aspire, and on which workplaces can focus to build capability consistently across staff. A standardised, profession-agnostic approach will ensure consistency across the sector and increase opportunity for the development of transferable digital health capabilities which can be applied across a range of roles and settings.

Health consumers increasingly want to access their data through digital channels. In the 2021 National Digital Health Strategy 'Have your Say' Survey, 88% of the 6,622 respondents indicated a desire for digital access to their personal health information.¹ A workforce confident and capable in the use of digital health is vital to ensure that the health consumer can remain at the centre of the framework and ensure their desires and expectations can be met now and into the future.

*"Digital technologies and data provide people with better access to their health information, better quality care when and where they need it, and more seamless and personalised health outcomes."*¹

The Australian Digital Health Capability Framework has been developed in consultation with key stakeholders and informed by existing resources including the National Nursing and Midwifery Digital Health Capability Framework (2020), authored by the Australian Digital Health Agency and published in 2020.

Changes were made to existing frameworks to ensure applicability across all health workers and work settings. In addition, integrated feedback from key stakeholders was incorporated to inform a consumer-centred framework relevant to current and future approaches across the sector.

Purpose of the Framework

The Australian Digital Health Workforce Capability Framework is intended to act as a practical guide for organisations and individuals on the skills and knowledge required to effectively deliver health care in an increasingly digital world. It aims to:

- encourage the informed and critical use of digital technologies in the delivery of health and care services,
- contribute to improving the collection, management and use of administrative and clinical data,
- influence enhanced service and care interactions between health and care providers and consumers

We need consistency in our language and approach to influence efforts towards health system sustainability.



The audience for the Framework. Who is part of the 'health workforce'?

The Australian Digital Health Agency describes the 'health workforce' as 'all individuals who deliver or assist in the delivery of health services or support the operation of health care facilities'.¹

This definition includes health care professionals, such as primary and community care health workers, public health officers, and all other workers in the health system such as administrators, managers, and health technology professionals.

The health workforce also includes digital health specialists, such as health information officers, health data scientists, health information managers, health informaticians, health information technologists, and so on. These specialists work as practitioners, policy-makers, innovators, educators and researchers.

Therefore, the audience for this Framework is broad and includes:

- Administrative workers and managers in health and care organisations
- Health professionals across medical, nursing, allied health, community, and aged care
- Other health workers in monitoring, support and care roles, including hospital/health librarians
- Technical workers across digital health, including ICT etc.
- Researchers working with health information, knowledge, and technology beyond the scope of health data
- Educators working with health data, information, knowledge and technology, or educators training or teaching healthcare professionals or care workers



Scope and Assumptions

The Framework is intended to be applicable across the health workforce and all health and care settings. It is intended to augment existing profession-specific resources, however the context in which different professions use the Framework may vary.

This Framework deals specifically with digital health capabilities – it is not intended to address capabilities relating to basic computer literacy or profession-specific skillsets. Further, the Framework is underpinned by the following assumptions:

- Organisations and individuals, including workers and patients/consumers, have varying levels of digital literacy and access to technology.
- The health workforce and consumers increasingly work and live in a digitally enabled environment which must be used to optimise health processes and outcomes.
- Every health and care worker has the inherent capability to develop the knowledge and skills to use information and communication technologies and digital data, to optimise health processes and outcomes.

How the Framework Will Be Used

The Australian Digital Health Capability Framework is designed as a means for progressive upskilling in individuals and as a platform for the creation of new models of health delivery in organisations committed to safe and seamless consumer-centred care.

The Framework provides a foundation for digital health workforce capability programs nationally, both in assessing existing capabilities and planning for the training and assessment of new ones. Importantly, the Framework provides a common language and set of concepts and descriptions to inform discussions about digital health capabilities across the health workforce.



The Framework will also provide the basis for the future design of a suite of tools and resources targeted at health and care organisations and health and care professionals to help realise the goal of building digital health workforce capability. We anticipate the following intended uses:

- For organisations and individuals to assess their own digital health capabilities and identify workforce learning and development needs.
- To inform personal and professional development plans relevant to current or future workplace roles.
- For health services to use as part of their continuous quality improvement activities to assess organisational capacity and educational requirements.
- For educators and trainers to inform curriculum and courses.
- To develop tools to assist in extending workforce digital health capabilities.
- To inform pathways for career advancement in digital health.
- Inform organisations and health educators on the capability required of workers in health and care to deliver safe and seamless consumer-centred care. To increase awareness of and facilitate interoperability between digital technologies.

Acknowledging professional standards, workplace settings, and our different roles

The Framework acknowledges the complexity of the workforce and the variety of working environments and roles across health and care settings. This includes:

- Professional standards – relevant to our unique roles in health and care, whether they be clinical, technical, administrative, or research. There may be professional standards and education requirements for specific professions, which this Framework supports and aligns with, but does not replace.
- Workplace settings – health organisations will have specific regulations, policies, rules, and priorities for their staff which the Framework will support and provide additional information in the context of digital health.
- Roles – we all have different roles, responsibilities, and levels of influence. The Framework acknowledges this and provides a way for individuals to work with their own professional development on how they can be the best in their role using digital health.

The Framework is not meant to replace existing Frameworks or requirements in professional standards. Rather it supports, informs, and influences the success of those with the addition of digital health capabilities and a consistent way of thinking about digital health when it comes to the workforce.



The Framework

The Framework consists of five domains which support the National Digital Health Strategy of ‘an inclusive, sustainable and healthier future for all Australians through a connected and digitally enabled health system’. ¹

The five domains provide a standard and consistent approach to capabilities in digital health which can be applied across a range of people working in health and care, including clinical, non-clinical, technical, research, administrative, educational and support areas.

The health workforce group who are digital health specialists will have advanced capabilities that align with internationally authoritative recommendations and standards for digital health practice. These are out of scope in the present framework. The Framework acknowledges the varied and different professional standards, workplace settings, and roles across health and care. It acknowledges that individuals and groups will view a standard and generic framework looking for context in daily work and professional development.

The Framework should inform and influence how individuals can lift and build their understanding and capability in digital health to be confident in their role using digital technologies and solutions. As well as providing organisations, educators, and other stakeholders the ability to understand and build digital health capability in their workforce and professional groups in the key areas listed in the domains.

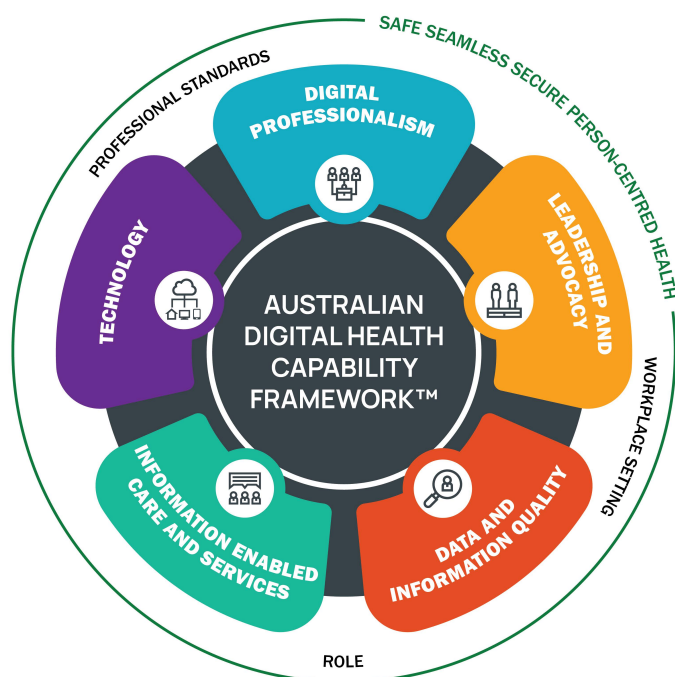


Figure 1. Australian Digital Health Capability

Domain A	Digital Professionalism
Domain B	Leadership and Advocacy
Domain C	Data and Information Quality
Domain D	Information Enabled Care and Services
Domain E	Technology

The Framework structure provides five Domains (A-E) with three sub-domains under each domain. The sub-domains are made up of four capability statements which describe the area in more detail and provide opportunity for individual reflection, assessment, and continual professional development. There are three levels of capability defined per capability statement.

Capability Levels

Each capability statement has three levels which depict the anticipated growth of knowledge, skills, and abilities in the capability area. The degree of capability at each level is illustrated by the level indicator statements. These statements are not intended to be an exhaustive list, and every indicator is not necessarily relevant to every role or work setting.

The three levels do not correspond to employment level or position, as different roles and settings may require and support capabilities at different levels. Most workers should aspire to achieving the highest level of capability possible relating to their role and work setting.

Capabilities associated with formal certifications or recognised qualifications in digital health and informatics fall outside the scope of this Framework. Those specialising in digital health and seeking to obtain formal qualifications or certification should refer to the relevant professional body or association for guidance.

CAPABILITY LEVEL	LEVEL STATEMENT
FORMATIVE	This level reflects healthcare workers who are beginning to use and understand digital health and the implications for their work and their sector
INTERMEDIATE	This level reflects healthcare workers who are developing increased confidence, knowledge, skill and capacity in the use of digital health in their role
PROFICIENT	This level reflects healthcare workers who are assuming leadership in the use and championing of digital health within their own work setting and the broader health sectors

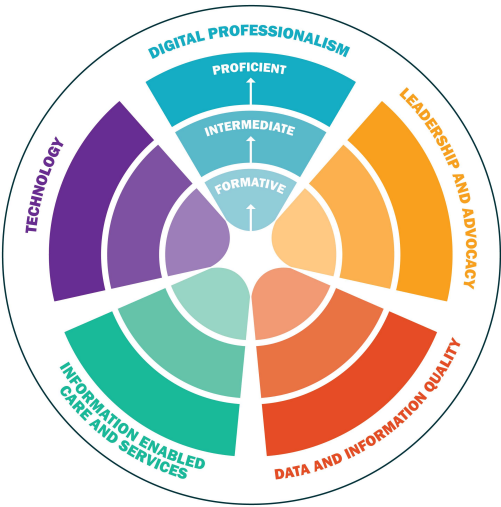


Figure 2. Australian Digital Health Capability Framework – Capability Levels





DOMAIN A

Digital Professionalism

Digital Professionalism



Health workers maintain professional attitudes and behaviours in the digital environment.

Figure 3. Domain A – Digital Professionalism

Digital professionalism has been defined as “the attitudes and behaviours (some of which may occur in private settings) reflecting traditional professionalism paradigms that are manifested through digital media”.⁸

As the use of digital systems becomes more widespread, it is vital that health workers understand and demonstrate appropriate behaviours online and when using digital tools, to promote public confidence and drive uptake of digital health.

The three sub-domains within **Domain A, Digital Professionalism** are:

A1 Learning and Development

Ongoing development of skills, knowledge and confidence in digital health

A2 Procedural Knowledge

Using digital tools in healthcare in a way that aligns with procedural, policy, legal and ethical requirements

A3 Online Identity

Using digital tools to develop and maintain appropriate online identity and reputation



The capability statements for each of the sub-domains are listed below:

A1 Learning and Development

Ongoing development of skills, knowledge and confidence in digital health

- | | |
|------|--|
| A1.1 | Employs digital technologies in personal and professional learning, displaying a commitment to ongoing development |
| A1.2 | Maintains currency with tools and innovations, and in relation to the changing application of digital in health and care |
| A1.3 | Uses technologies and data to improve work practices and support patient/consumer choice in accessing health and care services and information |
| A1.4 | Demonstrates and champions appropriate and innovative digital approaches to enhance learning and patient/consumer services |

A2 Procedural Knowledge

Using digital tools in healthcare in a way that aligns with procedural, policy, legal and ethical requirements

- | | |
|------|--|
| A2.1 | Understands and acts in accordance with relevant legislation, professional codes of conduct, and policy and ethics, including privacy and security requirements, as they relate to digital health and knows the implications of breaching any of these |
| A2.2 | Recognises and acts upon digital situations and events, including illegal practices or unprofessional conduct, that might compromise personal, professional or organisational security or reputation |
| A2.3 | Maintains awareness of cultural, ethical, and socioeconomic issues when accessing and using digital health information and uses the information respectfully |
| A2.4 | Recognises and acts upon cultural, ethical, and socioeconomic inequity related to access to, and use of, health information and services |

A3 Online Identity

Using digital tools to develop and maintain appropriate online identity and reputation

- | | |
|------|--|
| A3.1 | Understands the benefits and risks of different ways of presenting oneself online, both professionally and personally that will impact where they work |
| A3.2 | Understands that online posts can stay in the public domain and contribute to an individual's online footprint and reputation |
| A3.3 | Recognises that a professional online footprint, where it exists, should showcase the one's skills, education and professional experience |
| A3.4 | Understands the potential impact of online posts on public confidence and trust in health care |





DOMAIN B

Leadership and Advocacy



Leadership and Advocacy



Health workers lead and collaborate with others to promote appropriate use of digital health, contribute to improvements and embrace digital change

Figure 4. Domain B – Leadership and Advocacy

As new technologies and opportunities emerge, health workers will play a critical role in promoting and leading uptake of digital health across the sector. Workers will be expected to advocate for, and partner with, consumers/patients as they increasingly seek digital access to information and services. To fully leverage the benefits of digital health, workers must explore new technologies and approaches and embrace the changes associated with the digital evolution of healthcare.

The three sub-domains within **Domain B, Leadership and Advocacy** are:

B1 Digital Health Advocacy

Working in partnership with patients/consumers to advocate for access to information and use of digital health technologies

B2 Workplace Leadership

Participating as an active and visible player in digital health decision making in the workplace

B3 Leadership through Digital Change

Embracing the future of digital health through engaging with emerging technologies, understanding the challenges with implementing change, and participating in decision making to ensure the impacts and outcomes are positive





The capability statements for each of the sub-domains are listed below:

B1 Digital Health Advocacy

Working in partnership with patients/consumers to advocate for access to information and use of digital health technologies

- | | |
|------|---|
| B1.1 | Advocates for and supports, as appropriate, all individuals' access to their own health data and information, including via digital channels |
| B1.2 | Understands the benefits and possible risks of different digital health applications when working with individuals accessing health services |
| B1.3 | Uses digital health in partnership with patients/consumers to aid culturally and personally appropriate, informed decision making and health literacy |
| B1.4 | Assists individuals to use, and build confidence in, a range of communication technologies in their health interactions |

B2 Workplace Leadership

Participating as an active and visible player in digital health decision making in the workplace

- | | |
|------|--|
| B2.1 | Uses digital health to support communication in the workplace, as relevant to role and workplace setting |
| B2.2 | Understands and contributes to the development of digital health policies and procedures within the workplace |
| B2.3 | Advocates for appropriate digital health education within the workplace |
| B2.4 | Champions the use of digital health technologies and data in the workplace and with peers and leads change in digital practices, systems, and technologies |

B3 Leadership through Digital Change

Embracing the future of digital health through engaging with emerging technologies, understanding the challenges with implementing change, and participating in decision making to ensure the impacts and outcomes are positive

- | | |
|------|---|
| B3.1 | Promotes cross-sector collaboration in design, implementation and evaluation of emerging and innovative digital health technologies |
| B3.2 | Explores, promotes and contributes to exploring options and making decisions in regards to the potential of emerging digital data sources and systems to transform healthcare |
| B3.3 | Explores and advocates for data linkage with current and future systems |
| B3.4 | Engages with processes of digital health strategy and policy development |





Data and Information Quality



Data and Information Quality



Health workers ensure the collection and protection of quality health data and understand how such information supports decision making and the evolution of healthcare services

Figure 5. Domain C – Data and Information Quality

Effective use of digital health relies on quality data input across a range of health systems and settings. This means that all health workers have a critical role in the capture, creation and recording of increasingly large quantities of healthcare information. To effectively leverage digital health approaches, workers must not only capture accurate data, but also understand how this data is used and applied to enable practical change.

The three sub-domains within **Domain C, Data and Information Quality** are:

C1 Quality in Data Capture

Understanding own role in data capture and ensuring the collection of quality information

C2 Use of Information

Understanding and educating others, including patients/consumers, on how health information may be used and is protected including the importance of cyber security and applying this as relevant to own role

C3 Data Integrity for Decision Making

Understanding the importance of data integrity and how data and information translate to real-world action and change





The capability statements for each of the sub-domains are listed below:

C1 Quality in Data Capture

Understanding own role in data capture and ensuring the collection of quality information

- | | |
|------|---|
| C1.1 | Understands that health workers of all types can play a crucial role in the capture of quality data and information and takes responsibility for correcting inaccurate or incomplete data where appropriate |
| C1.2 | Understands how data and information is stored and used throughout the healthcare system and the business rules that underpin the data for indicator reporting to inform healthcare improvement |
| C1.3 | Ensures accurate, timely and complete collection and recording of health information relevant to role and workplace setting and reports any data anomalies or discrepancies appropriately |
| C1.4 | Understands the benefits and risks of using patient/consumer generated data in delivering health services |

C2 Use of Information

Understanding and educating others, including patients/consumers, on how health information may be used and is protected including the importance of cyber security and applying this as relevant to own role

- | | |
|------|--|
| C2.1 | Uses relevant data and information to support own decision making, within scope of role and healthcare setting |
| C2.2 | Understands the purpose, structure, use and storage of electronic health records and how privacy and security is maintained |
| C2.3 | Understands common terminology used in digital health, including in relation to emerging technologies and data sources |
| C2.4 | Understands who uses health data/information and how, including possible benefits for the patient/consumer, for research and for the healthcare system |

C3 Data Integrity for Decision-Making

Understanding the importance of data integrity and how data and information translate to real world action and change

- | | |
|------|--|
| C3.1 | Understands the ways in which health information may be categorised or structured, and the importance of these structures in healthcare |
| C3.2 | Maintains a degree of understanding about structured languages used in digital health systems in relation to information capture, aggregation, storage and use |
| C3.3 | Recognises the role of and can assess data integrity in healthcare and the importance of complete, timely and accurate information |
| C3.4 | Understands how data and information can tell a story and highlight key messages, and the transition to practical decision making and change |



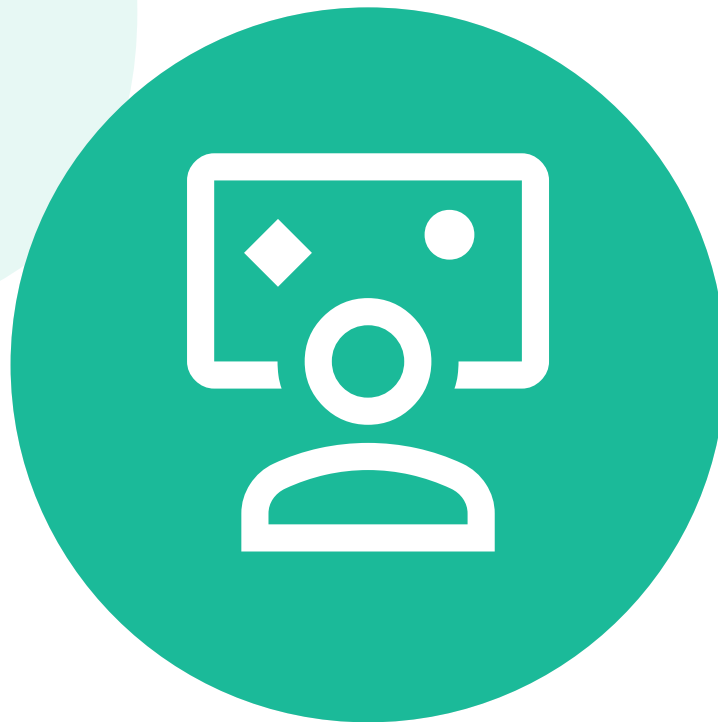
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DOMAIN D

Information Enabled Care and Services



Information Enabled Care and Services



Health workers use information and data to inform and evaluate decision making and to enhance and connect services and care through digital health

Figure 6. Domain D – Information Enabled Care and Services

Increasingly, health workers are required to use their critical thinking and analyse data to provide information in the provision of health and care services. Health workers must understand the importance of trusted digital data and information to better enable and connect service and care beyond one's own role or organisation. These capabilities are applicable across roles and settings and are vital to the effective use of digital health to inform health service delivery and development.

The three sub-domains within **Domain D, Information Enabled Care and Services** are:

D1 Information Sources

Understanding the principles and methods of data analysis, data linkage, and data visualisation and how it informs decision making in the healthcare setting

D2 Reasoning and Evaluation

Evaluating data and use of critical reasoning to provide information to support decision making and informed use of digital health applications inclusive of emerging technologies

D3 Digital Services

Promoting the evaluation of current and emerging digital health approaches to better link and connect services and care and support consumer experience





The capability statements for each of the sub-domains are listed below:

D1 Information Sources

Understanding the principles and methods of data analysis, data linkage, and data visualisation and how it informs decision making in the health setting

- | | |
|------|--|
| D1.1 | Understands concepts related to linking different sources of health information and data, including confidentiality, ethics and legal requirements |
| D1.2 | Understands the purpose, benefits and risks of aggregating, collecting, storing and accessing clinical data from multiple sources |
| D1.3 | Understands how data analysis can influence decision making and the delivery of healthcare and services including policies and procedures |
| D1.4 | Recognises the various information and data sources available and critically appraises their quality, including patient/consumer generated data |

D2 Reasoning and Evaluation

Evaluating data and use of critical reasoning to provide information to support decision making and informed use of digital health applications inclusive of emerging technologies

- | | |
|------|--|
| D2.1 | Understands and assesses the impact of emerging technologies on current legal, ethics and codes of conduct |
| D2.2 | Able to source and critically evaluate information to support decision making within own role |
| D2.3 | Able to support patients/consumers to confidently access and evaluate electronic health information and digital services |
| D2.4 | Able to use digital technologies to facilitate patient/consumer engagement, education, and self-management |

D3 Digital Services

Promoting the evaluation of current and emerging digital health approaches to better link and connect services and care and support consumer experience

- | | |
|------|--|
| D3.1 | Advocates for the use of digital health technologies and data to better support innovation, quality improvement and the consumer experience |
| D3.2 | Understands that using accurate data to assess health services and outcomes provides the opportunity to influence many aspects of health service management, including policy, resourcing, delivery and continuous improvement |
| D3.3 | Recognises the potential of digital health to support current practice/services and enable new services and models of care |
| D3.4 | Advocates for the use of digital health technologies and data to support innovation, quality improvement and consumer experience |





DOMAIN E

Technology



Technology



Health workers confidently use, critique, and troubleshoot a range of digital health devices, applications, and software to deliver safe, consumer-centric services

Figure 7. Domain E – Technology

Digital health technologies are increasingly providing improved recording and sharing of patient/consumer information, linked with continuity of care and decreased replication of data across the healthcare system. Not all health workers have the same level of access to digital health technologies, however there is a focus on increasing digitisation nationally “to provide people with better access to their health information, better quality care when and where they need it and more seamless and personalised health outcomes”.¹ Technology is therefore an important domain in the delivery of a digitally capable health workforce.

The three sub-domains within **Domain E, Technology** are:

E1 Appropriate Technologies

Understanding the variety of digital health technologies available and identifying appropriate options

E2 Digital Health Controls

Understanding and demonstrating the use of effective controls to ensure safe and appropriate application and governance of digital health solutions

E3 Problem Solving and Feedback

Managing challenges that arise in the use of digital health technologies and providing feedback to inform future improvements





The capability statements for each of the sub-domains are listed below:

E1 Appropriate Technologies

Understanding the variety of digital health technologies available and identifying appropriate options

- | | |
|------|--|
| E1.1 | Maintains the ability to communicate appropriately with other health and care workers and patients/consumers using a range of electronic means |
| E1.2 | Uses a range of appropriate devices, applications and software for undertaking role responsibilities |
| E1.3 | Promotes public confidence in the health system by supporting, engaging and educating individuals about technologies available to support their healthcare needs |
| E1.4 | Recognises the right technology for the needs of both the patient/consumer and the work, including identifying when better alternatives may be available |

E2 Digital Health Controls

Understanding and demonstrating the use of effective controls to ensure safe and appropriate application and governance of digital health

- | | |
|------|---|
| E2.1 | Understands policies and procedures that govern the management, adoption and use of digital health technologies |
| E2.2 | Understands the principles of data and information governance, including privacy and security requirements and interoperability plans |
| E2.3 | Recognises the advantages and challenges of using the right digital health technologies in the right place and at the right time |
| E2.4 | Ensures timely reporting of all types of errors (including data breaches) and near misses and monitors outcomes |

E3 Problem Solving and Feedback

Managing challenges that arise in the use of digital health technologies and providing feedback to inform future improvements

- | | |
|------|---|
| E3.1 | Provides appropriate and informed feedback on the digital health technologies in use and participates in their improvement or customisation |
| E3.2 | Demonstrates the ability to think creatively and solve problems when using digital health technologies |
| E3.3 | Understands where to seek support and how to work around technology or process failures to maintain safe service delivery |
| E3.4 | Demonstrates an ability to detect, report and work through technology related errors |





Capability Statements and Levels



Digital Professionalism: Capability Statements

A1 LEARNING AND DEVELOPMENT

Ongoing development of skills, knowledge and confidence in digital health

Employs digital technologies in personal and professional learning, displaying a commitment to ongoing development			
A1.1	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning how I can use digital technologies in my personal and professional learning	I confidently use digital technologies in my personal and professional learning, and I understand the importance of ongoing development	I am an expert in my use of digital technologies in my personal and professional learning and I proactively seek opportunities for ongoing development
Maintains currency with tools and innovations, and in relation to the changing application of digital in health and care			
A1.2	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about the tools available in digital health and ensuring that as new technologies arise, I update my skills	I am confident in my knowledge about digital health tools and innovations and ensure that as new technologies are developed I update my knowledge	I have established knowledge about tools and innovations, and in relation to the changing application of digital in healthcare. I ensure I am constantly updating my skills and knowledge of digital technologies in healthcare
Uses technologies to improve work practices and support patient/consumer choice in accessing health and care services and information			
A1.3	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning to use technologies to improve my work practices	I confidently use technologies to improve work practices and support patient/consumer interactions with technology	I lead in the use of technologies to improve work practices, personalise care and support patient/consumer interaction with technology
Demonstrates and champions appropriate and innovative digital approaches to enhance learning and patient/consumer services			
A1.4	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about digital approaches to enhance learning and patient/consumer services	I confidently use appropriate and innovative digital approaches to enhance learning and patient/consumer services	I lead and champion the adoption and use of appropriate and innovative digital approaches to enhance learning and patient/consumer services

A2 PROCEDURAL KNOWLEDGE

Understands and acts in accordance with relevant legislation, professional codes of conduct, and policy and ethics, including privacy and security requirements, as they relate to digital health and knows the implications of breaching any of these

Employs digital technologies in personal and professional learning, displaying a commitment to ongoing development			
A2.1	FORMATIVE	INTERMEDIATE	PROFICIENT
	I understand and adhere to relevant legislation, professional codes of conduct, and policy and ethics, including privacy and security requirements, as they relate to digital health	I understand and adhere to relevant legislation, professional codes of conduct, and policy and ethics, including privacy and security requirements, as they relate to digital health	I lead by demonstrating expert understanding and adherence to relevant legislation, professional codes of conduct, and policy and ethics, including privacy and security requirements, as they relate to digital health
Recognises and acts upon digital situations and events, including illegal practices or unprofessional conduct, that might compromise personal, professional or organisational security or reputation			
A2.2	FORMATIVE	INTERMEDIATE	PROFICIENT
	I understand and can recognise digital situations and events, including illegal practices or unprofessional conduct, that might compromise personal, professional or organisational security or reputation	I confidently recognise and act upon digital situations and events, including illegal practices or unprofessional conduct, that might compromise personal, professional or organisational security or reputation	I lead others in recognising and acting upon digital situations and events, including illegal practices or unprofessional conduct, that might compromise personal, professional or organisational security or reputation





Maintains awareness of cultural, ethical, and socioeconomic issues when accessing and using digital health information and uses the information respectfully			
A2.3	FORMATIVE	INTERMEDIATE	PROFICIENT
	I understand and am developing awareness of cultural, ethical, and socioeconomic issues when accessing and using digitally held health information	I am confidently aware of cultural, ethical, and socioeconomic issues when accessing and using digitally held health information	I lead and engage others to constantly stay updated on cultural, ethical, and socioeconomic issues when accessing and using digitally held health information
Recognises and acts upon cultural, ethical, and socioeconomic inequity related to access to, and use of, health information and services			
A2.4	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning to recognise and act upon cultural, ethical, and socioeconomic issues related to access to, and use of, information	I confidently recognise and act upon cultural, ethical, and socioeconomic issues related to access to, and use of, information	I lead in recognising and acting upon cultural, ethical, and socioeconomic issues related to access to, and use of, information

A3 ONLINE IDENTITY

Using digital tools to develop and maintain appropriate online identity and reputation

Understands the benefits and risks of different ways of presenting oneself online, both professionally and personally that will impact where they work			
A3.1	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about the different ways of presenting myself online and about the inherent risks	I confidently understand the benefits and risks of different ways of presenting oneself online both professionally and personally	I confidently understand the benefits and risks of different ways of presenting oneself online both professionally and personally
Understands that online posts can stay in the public domain and contribute to an individual's online footprint and reputation			
A3.2	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about the contribution of all online posts to my online footprint	I confidently understand that online posts can stay in the public domain and contribute to an individual's online footprint	I am proactive in ensuring that others understand that online posts can stay in the public domain and contribute to an individual's online footprint
Recognises that a professional online footprint, where it exists, should showcase the one's skills, education and professional experience			
A3.3	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about my online footprint and its importance to my professional life	I confidently use my online footprint to showcase skills, education, and professional experience	I am proactive in supporting others in the development and use of their online footprint to showcase skills, education, and professional experience
Understands the potential impact of online posts on public confidence and trust in health care			
A3.4	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about the impact that online posts can have on public confidence in health services	I confidently understand the impact that online posts can have on public confidence in health services	I provide leadership and guidance to others in understanding the impact that online posts can have on public confidence in health services





Leadership and Advocacy: Capability Statements

B1 DIGITAL HEALTH ADVOCACY

Working in partnership with patients/consumers to advocate for access to information and use of digital health technologies

Advocates for and supports, as appropriate, all individuals' access to their own health data and information, including via digital channels			
B1.1	FORMATIVE	INTERMEDIATE	PROFICIENT
	I understand the importance of individuals having access to their own health information	I confidently advocate for individuals' access to their own health information, including via digital channels	I champion the right for individuals to access their own health information, including via digital channels
Understands the benefits and possible risks of different digital health applications when working with individuals accessing health services			
B1.2	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am aware of the benefits and possible risks of different digital health applications	I confidently assist individuals in understanding the benefits and possible risks of different digital health applications	I champion the use of and support others in assisting individuals in understanding the benefits and possible risks of different digital health applications
Uses digital health in partnership with patients/consumers to aid culturally and personally appropriate, informed decision making and health literacy			
B1.3	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning to use my digital health skills in patient/consumer education	I confidently use my digital health skills in patient/consumer education and support them in informed decision making	I lead in use of digital health skills in patient/consumer education, partnering with them in informed decision making and enhancing health literacy
Assists individuals to use, and build confidence in, a range of communication technologies in their health interactions			
B1.4	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about how individuals can use communication technologies in their health interactions	I confidently assist individuals to use, and build confidence in, a range of communication technologies in their health interactions	I champion the use of and support others in assisting individuals to use, and build confidence in, a range of communication technologies in their health interactions

B2 WORKPLACE LEADERSHIP

Participating as an active and visible player in digital health decision making in the workplace

Uses digital health to support communication in the workplace, as relevant to role and workplace setting			
B2.1	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning how to use digital health tools to support communication in my workplace	I confidently use digital health to support communication within my workplace	I provide leadership, advocacy, guidance and support on the use of digital health to support communication within my workplace
Understands and contributes to the development of digital health policies and procedures within the workplace			
B2.2	FORMATIVE	INTERMEDIATE	PROFICIENT
	I adhere to digital health policies and procedures within my workplace	I confidently understand and contribute to the digital health policies and procedures within my workplace	I consistently engage and lead the development of digital health policies and procedures within my workplace





Advocates for appropriate digital health education within the workplace			
B2.3	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about what digital health education is available to me in my workplace	I engage with and provide feedback on digital health education available within my workplace and advocate for additional education where relevant	I lead the development delivery and/or sourcing of health education for my workplace
Champions the use of digital health technologies and data in the workplace and with peers and leads change in digital practices, systems and technologies			
B2.4	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning to encourage others to use digital health technologies and data in the workplace	I confidently discuss the use of digital health technologies and data in the workplace and with my peers	I champion the use of digital health technologies and data in my workplace and with my peers

B3 LEADERSHIP THROUGH DIGITAL CHANGE

Embracing the future of digital health through engaging with emerging technologies, understanding the challenges with implementing change and participating in decision making to ensure the impacts and outcomes are positive

Promotes cross-sector collaboration in design, implementation and evaluation of emerging and innovative digital health technologies			
B3.1	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about the importance of cross-sector collaboration in design, implementation and evaluation of emerging and innovative digital health technologies	I confidently promote the need for cross-sector collaboration in design, implementation and evaluation of emerging and innovative digital health technologies	I contribute to advancing cross-sector collaboration in design, implementation and evaluation of emerging and innovative digital health technologies
Explores, promotes and contributes to exploring options and making decisions in regards to the potential of emerging digital data sources and systems to transform health and care			
B3.2	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about the potential of emerging digital data sources and systems to transform health and care	I confidently explore the potential of emerging digital data sources and systems to transform health and care	I champion the potential of emerging digital data sources and data systems to transform health and care
Explores and advocates for data linkage with current and future systems			
B3.3	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am developing confidence in exploring options and making decisions regarding future digital health technologies	I am actively involved in exploring options and making decisions regarding future digital health technologies	I lead in digital health strategy and policy development by staying at the forefront of both emerging and existing technologies, understanding their implementation, and foreseeing their implications, enabling the creation of seamless turnkey solutions
Engages with processes of digital health strategy and policy development			
B3.4	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about digital health strategy and policy development	I confidently contribute to the processes of digital health strategy and policy development	I lead in digital health strategy and policy development





Data and Information Quality: Capability Statements

C1 QUALITY IN DATA CAPTURE

Understanding own role in data capture and ensuring the collection of quality information

Understands that health workers of all types can play a crucial role in the capture of quality data and information and takes responsibility for correcting inaccurate or incomplete data where appropriate			
C1.1	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about the role I play in collecting quality data and information and understand my responsibility in correcting or completing data capture where appropriate	I confidently understand the role that I and others can play in the capture of quality data and information and my responsibility in correcting or completing data capture where appropriate	I lead others in understanding the role each worker plays in the capture of quality data and information
Understands how data and information is stored and used throughout the healthcare system and the business rules that underpin the data for indicator reporting to inform healthcare improvement			
C1.2	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about database structures and functions	I am confident that I understand database structures and functions	I have expert understanding of database structures and functions
Ensures accurate, timely and complete collection and recording of health information relevant to role and workplace setting and reports any data anomalies or discrepancies appropriately			
C1.3	FORMATIVE	INTERMEDIATE	PROFICIENT
	I can collect and record health information relevant to my role and workplace setting and understand my responsibility in reporting data discrepancies	I confidently collect and record accurate health information relevant to my role and workplace setting and understand my responsibility in reporting data discrepancies	I systematically and accurately collect, record and review health information relevant to my role and workplace setting
Understands the benefits and risks of using patient/consumer generated data in delivering health services			
C1.4	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about the benefits and risks of using patient generated data in delivering health services	I am confident that I understand the benefits and risks of using patient/consumer generated data in delivering health services	I provide leadership and guidance to others to understand the benefits and risks of using patient generated data in delivering health services

C2 USE OF INFORMATION

Understanding and educating others, including patients/consumers, on how health information may be used and is protected including importance of cyber security and applying this as relevant to own role

Uses relevant data and information to support own decision making, within scope of role and healthcare setting			
C2.1	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am developing confidence in using relevant data to support my decision making	I confidently use relevant data and information to support my decision making	I provide leadership and guidance to others on the use of relevant data to support decision making
Understands the purpose, structure, use and storage of electronic health records and how privacy and security is maintained			
C2.2	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about the purpose, structure, use, and storage of electronic health records	I confidently understand the purpose, structure, use, and storage of electronic health records	I lead others in understanding the purpose, structure, use and storage of electronic health records





Understands common terminology used in digital health, including in relation to emerging technologies and data sources			
C2.3	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about common terminology used in digital health	I confidently understand terminology used in digital health, including in relation to emerging technologies and data sources	I have advanced understanding of terminology used in digital health, including in relation to emerging technologies and data sources
Understands who uses health data/information and how, including possible benefits for the patient/consumer, for research and for the healthcare system			
C2.4	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about different uses for health data	I am confident that I understand different uses for health data and the possible benefits	I lead others in understanding different uses for health data and the possible benefits

C3 DATA INTEGRITY FOR DECISION-MAKING

Understanding the importance of data integrity and how data and information translate to real-world action and change

Understands the ways in which health information may be categorised or structured, and the importance of these structures in healthcare			
C3.1	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about data structures and their importance in healthcare	I am confident that I understand data structures and their importance in healthcare	I lead in my understanding of data structures and their importance in healthcare
Maintains a degree of understanding about structured languages used in digital health systems in relation to information capture, aggregation, storage and use			
C3.2	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about the structured languages used in digital health systems	I confidently understand the structured languages used in digital health systems in relation to information capture, aggregation, storage and use	I provide leadership and guidance to others in understanding the structured languages used in digital health systems in relation to information capture, aggregation, storage and use
Recognises the role of and can assess data integrity in healthcare and the importance of complete, timely and accurate information			
C3.3	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about data integrity in healthcare and the importance of complete, timely and accurate data	I confidently recognise the role of data integrity in healthcare and understand the importance of complete, timely and accurate data	I lead in promoting the role of data integrity in healthcare and ensure complete, timely and accurate data is available
Understands how data and information can tell a story, highlight key messages, and inform decision making and change			
C3.4	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about how data can tell a story and inform decision making and change	I confidently understand how data and information can tell a story, highlight key messages, and inform decision making and change	I provide leadership and guidance to others in understanding how data and information can tell a story, highlight key messages, and inform decision making and change





Information Enabled Care and Services: Capability Statements

D1 INFORMATION SOURCES

Understanding the principles and methods of data analysis, data linkage, and data visualisation and how it informs decision making in the health setting

Understands concepts related to linking different sources of health information and data, including confidentiality, ethics and legal requirements			
D1.1	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about concepts relating to linking information and data	I am confident that I understand concepts relating to linking information and data	I lead in my use of linked information and data
Understands the purpose, benefits and risks of aggregating, collecting, storing and accessing clinical data from multiple sources			
D1.2	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about the purposes, benefits and risks of aggregating clinical data from multiple sources	I confidently identify the purposes, benefits and risks of aggregating clinical data from multiple sources	I provide leadership and guidance to others in identifying and understanding the purposes, benefits and risks of aggregating clinical data from multiple sources
Understands how data analysis can influence decision making and the delivery of healthcare and services including policies and procedures			
D1.3	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about data analysis	I confidently understand the importance of data analysis and how it can influence decision making	I lead in the development, implementation and use of data analytics to influence the delivery of healthcare and services
Recognises the various information and data sources available and critically appraises their quality, including patient/consumer generated data			
D1.4	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about the various data sources available and how to judge their quality	I confidently recognise the various data sources available and judge their quality, including patient/consumer generated data	I lead in recognising available data sources and critically appraising quality

D2 REASONING AND EVALUATION

Evaluating data and use of critical reasoning to provide information to support decision making and informed use of digital health applications inclusive of emerging technologies

Understands and assesses the impact of emerging technologies on current legal, ethics and codes of conduct			
D2.1	FORMATIVE	INTERMEDIATE	PROFICIENT
	I can source information to support decision making within my role	I confidently source and critically evaluate information to support my decision making	I lead others in sourcing and critically evaluating information to support decision making
Able to source and critically evaluate information to support decision making within own role			
D2.2	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am developing confidence in using research and critical reasoning to guide my use of digital health approaches	I confidently research and apply critical reasoning skills to guide my use of digital health approaches, and to appraise emerging technologies and data sources	I provide leadership and guidance to others in undertaking research and applying critical reasoning skills to guide use of digital health approaches, and to appraise emerging technologies and data sources





Able to support patients/consumers to confidently access and evaluate electronic health information and digital services			
D2.3	FORMATIVE	INTERMEDIATE	PROFICIENT
	I can support patients/consumers to access electronic health information and digital services	I confidently support patients/consumers to access and evaluate electronic health information and digital services	I lead others in supporting patients/consumers to access and evaluate electronic health information and digital services, and to develop their confidence in doing so
Able to use digital technologies to facilitate patient/consumer engagement, education, and self-management			
D2.4	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about different uses for health data	I confidently use digital technologies to facilitate patient/consumer engagement and education	I lead in using digital technologies to facilitate patient/consumer engagement, education, and self-management

D3 DIGITAL SERVICES

Promoting the evaluation of current and emerging digital health approaches to better link and connect services and care and support consumer experience

Advocates for the use of digital health technologies and data to better support innovation, quality improvement and the consumer experience			
D3.1	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning how the use of digital health technologies and data can support innovation, quality improvement and consumer experience	I confidently use and promote digital health technologies and data to support innovation, quality improvement and consumer experience	I lead in the use and promotion of digital health technologies and data to support innovation, quality improvement and consumer experience
Understands that using accurate data to assess health services and outcomes provides the opportunity to influence many aspects of health service management, including policy, resourcing, delivery, and continuous improvement			
D3.2	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am developing my understanding of how data analysis and the assessment of health services outcomes can influence aspects of health service management	I confidently understand how data analysis and the assessment of health services outcomes can influence many aspects of health service management, including policy, resourcing, delivery, and continuous improvement	I lead others in developing their understanding of how data analysis and the assessment of health services outcomes can influence many aspects of health service management, including policy, resourcing, delivery, and continuous improvement
Recognises the potential of digital health to support current practice/services and enable new services and models of care			
D3.3	FORMATIVE	INTERMEDIATE	PROFICIENT
	I recognise the potential of digital health to support current practice/services	I confidently recognise the potential of digital health to support current and future practice/services	I proactively use digital health to support current practice/services and inform new services and models of health care
Advocates for the use of digital health technologies and data to support innovation, quality improvement and consumer experience			
D3.4	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning to understand and evaluate the impact of digital health on the role of the health worker and patient/consumer safety and experience	I confidently understand and evaluate the impact of digital health on the role of the health worker and healthcare service, quality of service and patient/consumer safety and experience	I provide leadership and guidance to others to understand and evaluate the impact of digital health on the role of the health worker and healthcare service, quality of service and patient/consumer safety and experience





Technology: Capability Statements

E1 APPROPRIATE TECHNOLOGIES

Understanding the variety of digital health technologies available and identifying appropriate options

Maintains the ability to communicate appropriately with other health and care workers and patients/consumers using a range of electronic means			
E1.1	FORMATIVE	INTERMEDIATE	PROFICIENT
	I can communicate appropriately using electronic means	I am confident in my ability to communicate with healthcare workers and patients/consumers using a range of electronic means	I provide leadership and guidance to others in communicating with health workers and patients/consumers via electronic means
Uses a range of appropriate devices, applications and software for undertaking role responsibilities			
E1.2	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning to use appropriate devices, applications and software for my role responsibilities	I confidently use a range of appropriate devices, applications and software for my role responsibilities	I provide leadership and guidance for others in using appropriate devices, applications and software
Promotes public confidence in the health system by supporting, engaging and educating individuals about technologies available to support their healthcare needs			
E1.3	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning to support, engage and educate individuals in identifying technology appropriate for their needs	I confidently support, engage and educate individuals to identify and use technology appropriate for their needs and preferences	I lead others in supporting, engaging and educating individuals to identify and use technology appropriate for their needs and preferences
Recognises the right technology for the needs of both the patient/consumer and the work, including identifying when better alternatives may be available			
E1.4	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning to recognise the right technology for patient/consumer and worker needs	I confidently recognise the right technology for the patient/consumer and worker, and identify when better alternatives may be available	I provide leadership, guidance and support for others in recognising the right technology for the patient/consumer and the worker and identifying when better alternatives may be available

E2 DIGITAL HEALTH CONTROLS

Understanding and demonstrating the use of effective controls to ensure safe and appropriate application and governance of digital health

Understands policies and procedures that govern the management, adoption and use of digital health technologies			
E2.1	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am aware of the policies and procedures around the use of digital health technologies in my workplace	I confidently understand and use the policies and procedures that govern management, adoption and use of digital health technologies	I contribute to and lead others to understand the policies and procedures that govern change management, adoption and use of digital health technologies
Understands the principles of data and information governance, including privacy and security requirements and interoperability plans			
E2.2	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about the principles of data and information governance	I confidently understand the principles of data and information governance	I lead in ensuring appropriate data and information governance





Recognises the advantages and challenges of using the right digital health technologies in the right place and at the right time			
E2.3	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning to recognise the advantages and challenges of using the right digital health technologies in the right place and at the right time	I confidently recognise the advantages and challenges of using the right digital health technologies in the right place and at the right time	I provide leadership and guidance to others to understand the advantages and challenges of using the right digital health technologies in the right place and at the right time
Ensures timely reporting of all types of errors (including data breaches) and near misses and monitors outcomes			
E2.4	FORMATIVE	INTERMEDIATE	PROFICIENT
	I understand how to report errors and near misses	I confidently ensure timely reporting of errors and near misses and monitor the outcomes	I champion the timely reporting of errors and near misses and monitor outcomes

E3 PROBLEM SOLVING AND FEEDBACK

Managing challenges that arise in the use of digital health technologies and providing feedback to inform future improvements

Provides appropriate and informed feedback on the digital health technologies in use and participates in their improvement or customisation			
E3.1	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about the digital health technologies in use	I confidently provide appropriate and informed feedback on the digital health technologies in use and contribute to improvements	I champion the provision of appropriate, informed feedback on the digital health technologies in use and lead their improvement or customisation
Demonstrates the ability to think creatively and solve problems when using digital health technologies			
E3.2	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning to solve problems when using digital health technologies	I confidently identify and apply solutions to problems that arise when using digital health technologies	I lead others in developing their understanding of how to identify and apply solutions to problems that arise when using digital health technologies
Understands where to seek support and how to work around technology or process failures to maintain safe service delivery			
E3.3	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about where I can seek support and how I can work around technology or process failures	I confidently understand where to seek support and how to work around technology or process failures to maintain safe service delivery	I provide leadership and guidance for others on understanding where to seek support and how to work around technology or process failures to maintain safe service delivery
Demonstrates an ability to detect, report and work through technology related errors			
E3.4	FORMATIVE	INTERMEDIATE	PROFICIENT
	I can detect and report technology related errors	I confidently detect, report and work through technology related errors	I lead others in understanding how to detect, report and work through technology related errors



Next Steps for Organisations

The Framework isn't just about digital health capabilities, it is a foundation for the delivery of health and care, now and into the future. Developing a digitally capable health workforce is an ongoing process and organisations will require a way to track impact and measure improvements over time.

Organisations can use the Australian Digital Health Capability Framework (ADHCF) to support their journey to a more digitally capable workforce. Supporting resources are available to guide the application of the Framework and include:

- Organisational Readiness Tool for the use of organisational leaders to assess their workforce's capability levels against the Framework. This is found online on the digital health hub ([Workforce Capability+ website](#)).
- Individual Digital Health Self-Assessment Tool for the use of health and care workers to assess their own capability levels against the Framework. This is found online on the digital health hub ([Workforce Capability+ website](#)).

Digital health capability vs competencies vs digital literacy

This Framework focuses on capability in the workforce as it relates to digital health.

Capability addresses professionalism in terms of an individual's life-long learning, adaptability to change, and self-efficacy. This is relevant for individual workers as our health sector and supporting systems change increasingly to using digital solutions in the workplace.

Therefore, capability frameworks like the Australian Digital Health Capability Framework focus on supporting continuous development in individuals and the workforce, rather than a formal assessment of a skill at a specific point in time. It is focused on improvement, development, and building understanding and capability to be the best in your role using digital health.

This contrasts with competency which is the specification of knowledge and skill to a role, and the application of that knowledge and skill, to a standard of performance expected in the workplace. In other words, knowledge and skills, when applied in context, support the demonstration of competence. This Framework supports workplace standards and competency requirements but does not seek to measure performance against individual roles and responsibilities.



Glossary

Care services	This is a broader term that encompasses not just medical treatment but also support and assistance for people with daily living needs. It might refer to long-term care, such as what's offered in nursing homes, or support for those with disabilities or chronic conditions. Examples include home care aides helping with personal hygiene, meal preparation for the elderly, or palliative care for terminally ill patients.
Data	Facts that can be interpreted or analysed to gain knowledge or aid decision-making.
Data Integrity/Quality	Data integrity is the accuracy, completeness, and quality of data as it's maintained over time and across formats. Data quality measures how well a dataset meets criteria for accuracy, completeness, validity, consistency, uniqueness, timeliness, and fitness for purpose, and it is critical to all data governance initiatives within an organisation.
Digital technologies	Broad term for the variety of technologies that use computers and computerisation.
Emerging Technology	Fast growing innovations which are in the early stages of acceptance or adoption.
Health Services	Refers specifically to services that are related to the diagnosis, treatment, and prevention of diseases, illnesses, injuries, and other physical and mental impairments. Examples include doctor visits, surgical procedures, laboratory testing, and vaccinations.
Information	Processed or analysed data that now have relevance for a specific purpose or context.
Interoperability	The ability to exchange and use information across different networks and applications.



Glossary

Media	Refers to various means of communication. The term can also refer to different types of data storage options.
Online footprint	An electronic trail of information that is left behind from online activity, such as using social media, paying bills online, sending emails or scrolling/ browsing the internet using digital devices.
Social media	Websites and applications that enable users to participate in social networking and to create and share content.
Virtual Care / Telehealth	Using information and communications technologies for long- distance clinical healthcare, health-related education, public health, and health administration.



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