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 healthcare

Introduction

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

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

The pressing need for a workforce "confidently using digital health technologies to deliver healthcare" is recognised in Australia's National Digital Health Strategy.

The Australasian Institute of Digital Health ('the Institute') has been engaged by the Australian Digital Health Agency ('the Agency') to develop the Australian Digital Health Capability Framework to support the promotion, development, and assessment of workforce understanding and capabilities in digital health.

Acknowledgements

The Australian Digital Health Agency and the Australasian Institute of Digital Health (AIDH) 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. These are included in the reference list.

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

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

A final review and feedback for final was conducted in Quarter 3 2023, and the framework has been formally published in Quarter 4 2023.

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What is Digital Health?

Digital health is a broad term incorporating the movement of healthcare 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.[1]"

For the purposes of this Framework, digital health is described as healthcare in the context of digital societies (i.e., the people, organisations and things engaged in digital interactions in ever-increasing ways).[2] This trend in digital is happening in society and will continue to happen in healthcare, where our lives will be enabled by or have some digital context.

Digital change is the driver and enabler of the shift in healthcare 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 healthcare experiences for health practitioners, patients, and consumers as we move towards more accessible and personalised delivery of health services.

> *"There is a changing focus on health service delivery and care models where there is a cultural and behavioural shift towards consumer and patient experience enabled by digital health."*

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 healthcare 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 healthcare sector, it could equally apply to the care sector.

The National Digital Health Strategy was formed after detailed consultations with patients, consumers, carers, healthcare professionals, industry, organisations and innovators. A key priority is a health workforce competent and confident in delivering healthcare using digital health.[2] 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.

1 Australian Institute of Health and Welfare, What is digital health? https://www.aihw.gov.au/reports/australias-health/digital-health
2 Rowlands, D, 2020, What is digital health? And why does it matter? https://digitalhealth.org.au/wpcontent/uploads/2020/02/DHWA_WHITEPAPER_2019.pdf

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.[3] 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.

> *"A workforce with strong digital health capability ultimately benefits the patient: driving safer, high-quality care and a positive experience where consumers and patients are empowered"*[4]

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.[5]

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 healthcare in an increasingly digital world. It aims to:

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

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

3 Rowlands, D, 2020, What is digital health? And why does it matter? https://digitalhealth.org.au/wpcontent/uploads/2020/02/DHWA_WHITEPAPER_2019.pdf

4 Australian Digital Health Agency, 2021, 'The National Digital Health Capability Action Plan', Australian Government, Sydney NSW.

5 Australian Digital health Agency, 2020, 'National Nursing and Midwifery Digital Health Capability Framework', Australian Government, Sydney NSW.

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'.*[6]

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 healthcare 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
- 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 workers

Scope and Assumptions

The Framework is intended to be applicable across the health workforce and all healthcare 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.

6 Australian Digital Health Agency, 2020, 'National Digital health Workforce and Education Roadmap', Australian Government, Sydney NSW.

- The health workforce and consumers increasingly work and live in a digitally enabled environment which must be used to optimize health processes and outcomes.
- Every healthcare 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 healthcare organisations and healthcare 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 healthcare 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 healthcare settings. This includes:

- Professional standards – relevant to our unique roles in healthcare, 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 'safe, seamless, and secure' healthcare services.[7]

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 healthcare, 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 healthcare. 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.

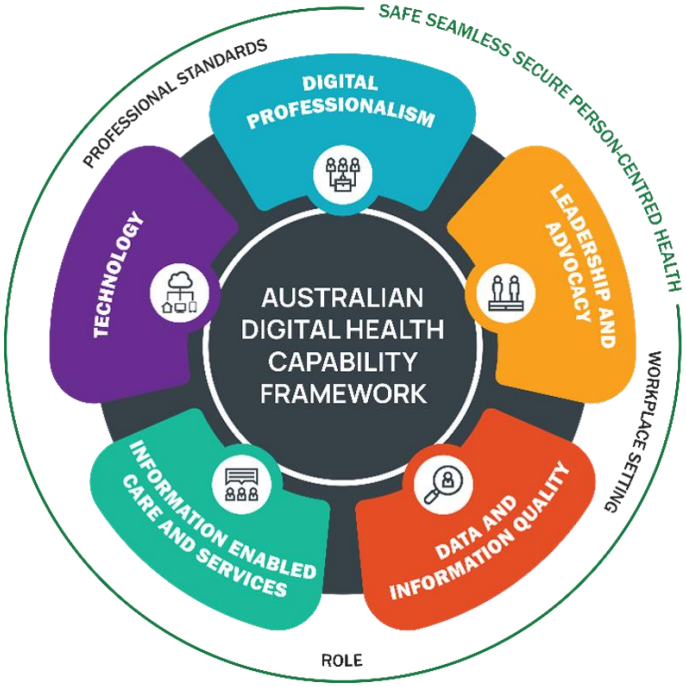


Figure 1. Australian Digital Health Capability

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.

7 Australian Digital Health Agency, 2021, 'National Digital Health Strategy', Australian Government. Accessed 4 October 2022 at https://nationalstrategy.digitalhealth.gov.au/

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

8 Cain, J and Romanelli, F, 2009 'E-professionalism: a new paradigm for a digital age', Currents in Pharmacy Teaching and Learning, 1(2): 66-70.

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 healthcare
A1.3	Uses technologies and data to improve work practices and support patient/ consumer interaction with healthcare 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 digital health information and services

A3 Procedural Knowledge	
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 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

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

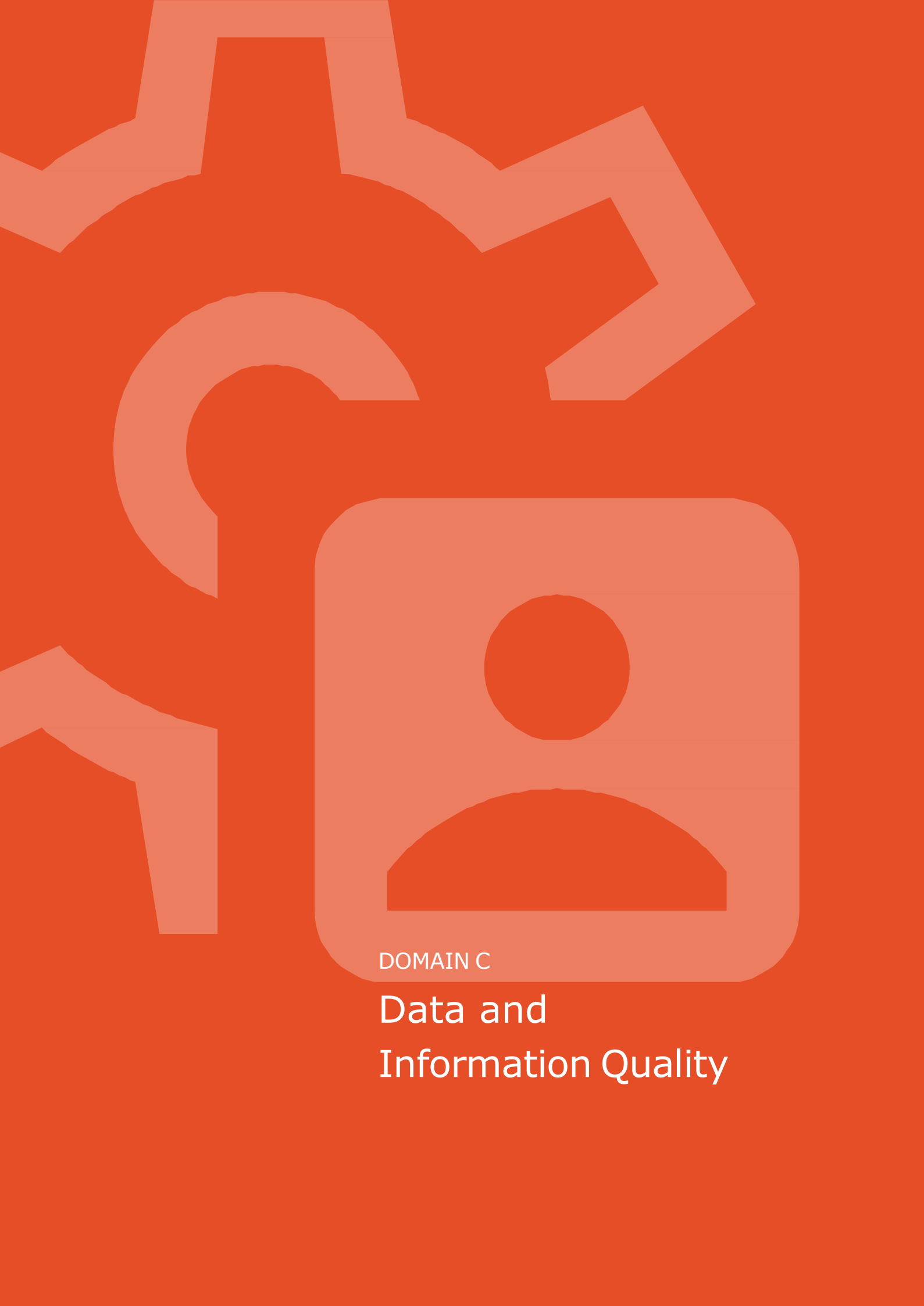
B3 Leadership through Digital Change
Embracing the future of digital health through engaging with emerging technologies, understanding the challenges with implementing change, and participating in decision making to ensure the impacts and outcomes are positive.

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	
Participation 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



DOMAIN C

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 accurate 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 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 healthcare 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	
C1.1	Understands the ways in which health information may be categorised or structured, and the importance of these structures in healthcare
C1.2	Maintains a degree of understanding about structured languages used in digital health systems in relation to information capture, aggregation, storage and use
C1.3	Recognises the role of and can assess data integrity in healthcare and the importance of complete, timely and accurate information
C1.4	Understands how data and information can tell a story and highlight key messages, and the transition to practical decision making and change

DOMAIN D

Information Enabled Care and Services

Information bled 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 healthcare 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	Ability to source and critically evaluate information to support decision making within own role
D2.3	Ability 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. It is recognised that not all health workers have the same level of access to digital health technologies, but it must also be recognised that there is a focus on the digitisation of health nationally "as key to improving service delivery and health outcomes".[9] 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

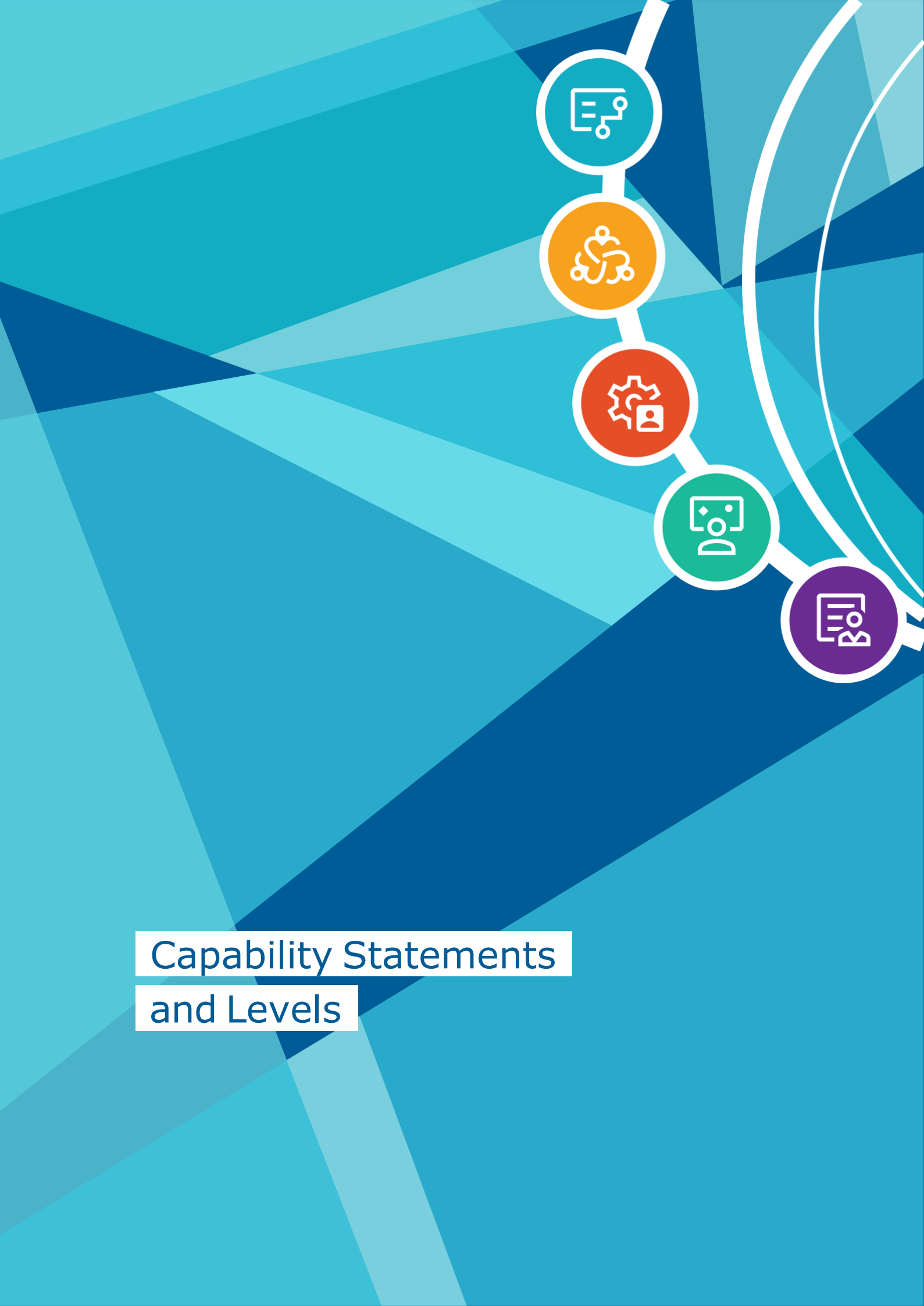
9 Australian Digital Health Agency, 2018, 'Safe, seamless and secure: evolving healthcare to meet the needs of modern Australia. Australia's National Digital Health Strategy', Australian Government, Sydney NSW

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 healthcare 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 patient/consumer and 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 approaches

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

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

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

eadership & 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

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

Participation 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		
	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
B2.2	Understands and contributes to the development of digital health policies and procedures within the workplace		
	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
B2.3	Advocates for appropriate digital health education within the workplace		
	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

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		
	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning to encourage others to use digital health technologies and data in the workplace	I confidently discuss the sue 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.

B3.1	Promotes cross-sector collaboration in design, implementation and evaluation of emerging and innovative digital health technologies		
	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
B3.2	Explores, promotes and contributes to exploring options and making decisions in regard to the potential of emerging digital data sources and systems to transform health and healthcare		
	FORMATIVE	INTERMEDIATE	PROFICIENT
	I am learning about the potential of emerging digital data sources and systems to transform health and healthcare	I confidently explore the potential of emerging digital data sources and systems to transform health and healthcare	I champion the potential of emerging digital data sources and data systems to transform and integrate into health and healthcare
B3.3	Explores and advocates for data linkage with current and future		
	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.
B3.4	Engages with processes of digital health strategy and policy development		
	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 accurate information

C1.1	Understands that health workers of all types play a crucial role in the capture of quality data and information and takes responsibility for correcting inaccurate or incomplete data where appropriate.		
	FORMATIVE 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.	INTERMEDIATE 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.	PROFICIENT I lead others in understanding the role each worker plays in the capture of quality data and information
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.		
	FORMATIVE I am learning about database structures and functions	INTERMEDIATE I am confident that I understand database structures and functions	PROFICIENT I have extensive understanding of database structures and functions
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		
	FORMATIVE I can collect and record health information relevant to my role and workplace setting and understand my responsibility in reporting data discrepancies.	INTERMEDIATE I confidently collect and record accurate health information relevant to my role and workplace setting and understand my responsibility in reporting data discrepancies.	PROFICIENT I systematically and accurately collect, record and review health information relevant to my role and workplace setting
C1.4	Understands the benefits and risks of using patient/consumer generated data in delivering healthcare services		
	FORMATIVE I am learning about the benefits and risks of using patient generated data in delivering health services	INTERMEDIATE I am confident that I understand the benefits and risks of using patient/ consumer generated data in delivering health services	PROFICIENT 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, how health information may be used, how health information is protected including the use 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		
	FORMATIVE I am developing confidence in using relevant data to support my decision making	INTERMEDIATE I confidently use relevant data and information to support my decision making	PROFICIENT I provide leadership and guidance to others on the use of relevant data to support decision making
C2.2	Understands the purpose, structure, use and storage of electronic health records and how privacy is maintained		
	FORMATIVE I am learning about the purpose, structure, use, and storage of electronic health records	INTERMEDIATE I confidently understand the purpose, structure, use, and storage of electronic health records	PROFICIENT I lead others in understanding the purpose, structure, use and storage of electronic health records
C2.3	Understands common terminology used in digital health, including in relation to emerging technologies and data sources		
	FORMATIVE I am learning about common terminology used in digital health	INTERMEDIATE I confidently understand terminology used in digital health, including in relation to emerging technologies and data sources	PROFICIENT I have advanced understanding of 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		
	FORMATIVE I am learning about different uses for health data	INTERMEDIATE I am confident that I understand different uses for health data and the possible benefits	PROFICIENT 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

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

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D1 INFORMATION SOURCES

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

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

D2 REASONING AND EVALUATION

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

D2.3	Supports patients/consumers to confidently access and evaluate electronic health information and digital services		
	FORMATIVE I can support patients/consumers to access electronic health information and digital services	INTERMEDIATE I confidently support patients/ consumers to access and evaluate electronic health information and digital services	PROFICIENT 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
D2.4	Uses digital technologies to facilitate patient/consumer engagement, education, and self-management		
	FORMATIVE I am learning to use digital technologies to facilitate patient/ consumer engagement.	INTERMEDIATE I confidently use digital technologies to facilitate patient/consumer engagement, education and self management	PROFICIENT 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

D3.1	Advocates for the use of digital health technologies and data to support innovation, quality improvement and consumer experience		
	FORMATIVE I am learning how the use of digital health technologies and data can support innovation, quality improvement and consumer experience	INTERMEDIATE I confidently use and promote digital health technologies and data to support innovation, quality improvement and consumer experience	PROFICIENT I lead in the use and promotion of digital health technologies and data to support innovation, quality improvement and 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		
	FORMATIVE I am developing my understanding of how data analysis and the assessment of health services outcomes can influence aspects of health service management	INTERMEDIATE 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	PROFICIENT 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
D3.3	Recognises the potential of digital health to support current practice/services and enable new services and models of care		
	FORMATIVE I recognise the potential of digital health to support current practice/ services	INTERMEDIATE I confidently recognise the potential of digital health to support current and future practice/services	PROFICIENT I proactively use digital health to support current practice/services and inform new services and models of health care
D3.4	Advocates for the use of digital health technologies and data to support innovation, quality improvement and consumer experience.		
	FORMATIVE 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	INTERMEDIATE 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	PROFICIENT 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

echnology: Capability Statements

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 healthcare workers and patients/consumers using a range of electronic means		
	FORMATIVE I can communicate appropriately using electronic means	INTERMEDIATE I am confident in my ability to communicate with healthcare workers and patients/consumers using a range of electronic means	PROFICIENT I provide leadership and guidance to others in communicating with heath workers and patients/consumers via electronic means
E1.2	Uses a range of appropriate devices, applications and software for undertaking role responsibilities		
	FORMATIVE I am learning to use appropriate devices, applications and software for my role responsibilities	INTERMEDIATE I confidently use a range of appropriate devices, applications and software for my role responsibilities	PROFICIENT I provide leadership and guidance for others in using appropriate devices, applications and software
E1.3	Promotes public confidence in the health system by supporting, engaging and educating individuals about technologies available to support their healthcare needs		
	FORMATIVE I am learning to support, engage and educate individuals in identifying technology appropriate for their needs	INTERMEDIATE I confidently support, engage and educate individuals to identify and use technology appropriate for their needs and preferences	PROFICIENT I lead others in supporting, engaging and educating individuals to identify and use technology appropriate for their needs and preferences
E1.4	Recognises the right technology for the needs of both patient/consumer and worker, including identifying when better alternatives may be available		
	FORMATIVE I am learning to recognise the right technology for patient/consumer and worker needs	INTERMEDIATE I confidently recognise the right technology for the patient/consumer and worker, and identify when better alternatives may be available	PROFICIENT I provide leadership, guidance and support for others in recognising the right technology for the patient/consumer and the worker and identifying identify 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		
	FORMATIVE I am aware of the policies and procedures around the use of digital health technologies in my workplace	INTERMEDIATE I confidently understand and use the policies and procedures that govern management, adoption and use of digital health technologies	PROFICIENT I contribute to and lead others to understand the policies and procedures that govern change 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		
	FORMATIVE I am learning about the principles of data and information governance	INTERMEDIATE I confidently understand the principles of data and information governance	PROFICIENT I lead in ensuring appropriate data and information governance

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

E3.1	Provides appropriate and informed feedback on the digital health technologies in use and participates in their improvement or customisation		
	FORMATIVE I am learning about the digital health technologies in use	INTERMEDIATE I confidently provide appropriate and informed feedback on the digital health technologies in use and contribute to improvements	PROFICIENT I champion the provision of appropriate, informed feedback on the digital health technologies in use and lead their improvement or customisation
E3.2	Demonstrates the ability to think creatively and solve problems when using digital health technologies		
	FORMATIVE I am learning to solve problems when using digital health technologies	INTERMEDIATE I confidently identify and apply solutions to problems that arise when using digital health technologies	PROFICIENT I lead others in developing their understanding of how to identify and apply solutions to problems that arise 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		
	FORMATIVE I am learning about where I can seek support and how I can work around technology or process failures	INTERMEDIATE I confidently understand where to seek support and how to work around technology or process failures to maintain safe service delivery	PROFICIENT 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
E3.4	Demonstrates an ability to detect, report and work through technology related errors		
	FORMATIVE I can detect and report technology related errors	INTERMEDIATE I confidently detect, report and work through technology related errors	PROFICIENT 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 healthcare 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 Tools for the use of organisational leaders to assess their workforce which is found on the digital health hub (Workforce Capability+ site).
- Individual Digital Health Self-Assessment Tool – individuals can be directed to this tool to assess their own capability levels against the Framework. This is found on the digital health hub (Workforce Capability+ site).

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 organization.
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.
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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