Australia Awards in Indonesia –Short Course
Digital Technologies in Healthcare Sector (Including Telehealth)

Course participants with their course completion certificates

Course Components:

- Pre-Course Workshop in Jakarta on 25-27 October 2022

- In-Australia Component in Brisbane on 26 November – 11 December 2022

- Online Award Project Mentoring Sessions delivered throughout the course from 12 December 2022 – 17 February 2023

- Post-Course Workshop in Jakarta on 28 February – 2 March 2023

The Australia Awards in Indonesia (AAI) Short Course (SC) **Digital Technologies for the Healthcare Sector** was funded by the Australian Government's Department of Foreign Affairs and Trade (DFAT), managed by the Australia Awards in Indonesia (AAI) and delivered by The University of Queensland's specialist International Development unit (UQID). The short course was conducted between 25 October 2022 and 2 March 2023.

The aim of this course was to provide participants with opportunities to benchmark the Australian digital health care sector, including policy development, implementation, and review, and then develop strategies and plans which respond to the Indonesian Government's objectives in digital health, including telehealth.

The 25 course participants comprised of policy and planning officials from the national Digital Transformation Office, provincial government health offices; and city and regency government health offices; as well as leadership of major hospitals and health academics at universities.

The course was designed and delivered by the University of Queensland with an experienced and multi-faceted team of digital, telehealth and business specialists: Course Designer & Leader **Dr Helen Haydon**, a registered Psychologist, Research Fellow, and Telehealth Consultant at the Centre for Online Health (UQ-COH); Course Co-Designer and Leader **Professor Anthony Smith**, Director of The University of Queensland's Centre for Online Health (COH); Co-Course Designer **Professor Andrew Burton-Jones**, Professor of Business Information Systems at the University of Queensland Business School (International Human Rights Law); and Co-Course Designer **Associate Professor Clair Sullivan**, Medical Informatics Specialist. Supporting the logistics and delivery of the course were **Mr Dion Lee** and **Ms Akanksha Phukan**, Course Coordinators from The University of Queensland, and **Ms Uci Rachmah Sari**, a UQ postgraduate student who supported the participants with welfare and pastoral support during the in-Australia course delivery as the Welfare Officer.

The program was designed to allow a balance of formal training and application and extension activities, as well as engagement with academics, practitioners, and colleagues. The course drew upon a range of teaching and learning tools. Classroom-based sessions introduced key theories and frameworks, site visits to relevant institutes, constant mentoring sessions, current case studies and analysis of practice, whilst also providing structured opportunities for Q&A and group discussions. Participant projects were matched with content experts as mentors. In two instances, UQ academics outside the core delivery team were sourced to ensure valuable mentoring interactions.

Pre-Course, In-Australia and Post-Course workshop highlights:

At the pre-course workshop, participants discussed digital health concepts, strategies, and tools. This resulted in participants having a deeper understanding of the course objectives. The Award Project presentations at the pre-course workshop highlighted the passion and dedication of the participants to further improve health standards in Indonesia. There were multiple Q&A sessions during the pre-course and each participant received individualised feedback from the Course Leader, Dr Helen Haydon after their project presentations. Dr Haydon then arranged for matching and introduction of all participants with appropriate mentors and provided a project overview to enable effective handover. Mainly, this feedback and process helped refine participant projects and provided them with valuable service implementation skills and knowledge.

The In-Australia course was delivered over two weeks in Brisbane, Queensland. The course was a good opportunity to showcase the expertise in Australia from a range of perspectives. During the course in Australia the participants were provided with the opportunity to visit various sites including:

- Digital Ward Presentation, Department of Foreign Affairs and Trade (DFAT)
- Visit to Stryker R&D Lab Tour Australian Public Service Commission
- Visit to CSIRO (eHealth Centre) & Presentation
- Visit to RECOVER Injury Research Centre
- UQ Centre for Research in Telerehabilitation
- PA Hospital Telehealth Centre

The post-course workshop in Jakarta, Indonesia reflected on the core learnings and journey of the participants culminating in the presentation of their Award Projects. It provided a space for participants to think about future collaborations and how to further them. Course Leaders created a session for participants to discuss ongoing collaborations

Course participants at the post-Course workshop

Course participants engaging with UQ researchers in Brisbane

Participant Highlights:

Aulia Zahrina Qashri worked on SOP for Digital Health Project Management. This well-thought-out project involves the commenced implementation of a succinct 3-page SOP utilising multiple stakeholder engagement. The Digital Transformation Office supported the SOP development as a tool to draw together common themes/objectives across the health sector and future planning.
Adi Kurniawab & Makhtyan Jibril A worked on assessment of medical personnel perceptions of the usefulness, ease of use and attitudes toward MACE (telescreening tool to make high risk maternal screening easier and more efficient). This project has the potential to highlight how to design better telescreening services and replicate findings to other services and synchronise tools with the MOH.
Yuni Dwi Setiyawati's project "The Next Generation Care: A High Quality and Complete Antenatal Care for Healthy Mother and Babies" had excellent continuous evaluation strategies built in. Integration of knowledge from the Short Course was evident. This project leverages off existing successful programs in Indonesia improving the likelihood of sustainability. For instance, it is intended that Knowledge gateway – used to train midwives and midwives is examined. Uptake of Knowledge Gateway in this project has successfully commenced, with training targeted at gaps in knowledge. Overall, supported by a robust implementation plan, this project is well integrated and needed to improve quality of care for pregnant women and babies by team-based care frontline health workers (FHWs) utilising an interoperable system - Upskilling frontline health workers - Using data for action.

Participant Testimonials:

"This course really satisfied my curiosity about the implementation of integrated electronic medical records. I saw this directly implemented at STAR, Digital Hospital (Royal Brisbane Women Hospital). I can see directly how the implementation of Telehealth in Australia, and hope this can be the basis for implementing Telemedicine in our hospital. Learning that was carried out directly in various places in Queensland really made me experience things that so far only existed on paper".

"Mentors and course lectures gave very useful feedback to improve my project. Also, they open opportunity for me to continue collaborative research works with UQ".

"The highlights of this course were the people and networks: The participants are diverse, and we can create network and collaboration with them - Amazing mentors, who not only provided us with guidance, but also encouraged us to do things correctly - AAI team are on time, super helpful, friendly, and reliable."

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