Hira Tranche 1 Value Delivery Overview

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Change & Adoption

Health Consumer and Whānau Service Adoption

Enables uptake and adoption of Hira services for Health Consumers and Whānau by providing user insights for assessing change impact, tailoring change management and training, ensuring change readiness and identifying early adopters with the aim that digital solutions are easy to access, use and understand.

Health Workforce & Sector Service Adoption

Supported by an investment framework, the uptake and adoption of Hira services for Health Workforce & Sector is enabled by providing user insights for assessing change impact, tailoring change management and training, ensuring change readiness and identifying early adopters with the aim that digital solutions are easy to access, use and understand.

Innovator & Vendor Service Adoption

Supported by an investment framework, the uptake and adoption of Hira services for Innovators & Vendors is enabled by providing user insights for assessing change impact, tailoring change management and support, ensuring change readiness and identifying early adopters of the Innovator & Vendor services.

Whānau & Consumers



Enablers



Data & Channels



Enablers

Value Delivered



Demographic information.

I can provide consent and delegate who can access and view my information.

I can view and update my whānau's Personal Health Record on their behalf.



& Whānau

Secure and timely access to view Health Consumer's information and update their Demographic information.

Health workforce can have a single identity and can update their own demographic information.



Secure access to connect to Hira APIs & data services so they can build apps and digital solutions that consumers/ whānau and healthcare providers can access health information.

Identity & Access Management

Use My Health Account to access Consumer Apps.

Use My Health Account Profile Management to manage my account settings.

Use **consent management** to
manage who has
access to my
information.

Use My Health Account to access my Whānau's Consumer Apps.

Use **Auditing Capability** to see who has accessed my information

Verified Health Worforce identity access (regulated only)

Authorised access to view information in a consumer's health record and update their demographic info within the

digital solution.

connect to APIs & data

services.

Consumer Channel (Web/Apps)

View & update Demographic information

View Personal Health Record



Workforce & Sector Channel (Web/Apps)

View & update Demographic information

View Patient Summary



Innovator and Vendor Channel

A **Marketplace** that is a central place for vendors to engage with Te Whatu Ora with a pathway for requesting Hira national data sets and information sources for improving the quality of data and digital information.

A **Developer Portal** for developers to find and, connect to data services and an environment for testing APIs.

An Onboarding & Accreditation Process that ensures Vendors intended use of the API meets Te Whatu Ora's conformance requirements (e.g. technical, privacy, security, clinical safety, commercial).

A **digital ecosystem** enables vendors to provide innovative digital solutions by using APIs.



Demographics (NHI, HPI, NES APIs)

Medicines API

Entitlements API

Immunisations (AIR) API

Laboratory Results API

National Event Notification Services

Primary Care GP Data

Terminology Services

MedicAlert

InteroperabilityPlatform and Integration Services

The **Connector Plane** is where all APIs will be surfaced and be interacted through. It provides governance, management and security services for the APIs. Is integrated with the IdAM component.

The Core Cloud Platorm represents the Cloud Platforms (and the services they provide) that will be utilised to run the Connector Platform and it associated components. It is anticipated that more than one Cloud Vendor's services will be needed to support the connectivity requirements of Hira.

The Integration Platform provides a runtime environment to host APIs. It also provides services to monitor API health and provides supporting services to assist with translating between different protocols and info formats.

The IdAM Platform includes the capabilities required to Identify different cohorts of users, be they a Health Consumer, a Provider, a Developer or a Te Whatu Ora staff member, authenticate them, and determine authorisation decisions for operations they wish to perform. This will include achieving requirements for Health Consumers to provide consent to information use by Providers and to delegate Whānau to access and view their information.

Observability Platform relies on integration with other components for the supply of data to provide visibility of who has accessed the information. This includes audit logging, alerting and monitoring for Health Consumer visibility, operational and security purposes and business metrics covering system usage and value.

Security Uplift is to ensure appropriate security processes and capabilities are in place to enable delivery and operation of secure consumer, provider and data services, whilst maintaining speed to market of services.

Supporting Services

The **Event Notification Service Capability** is the broker that links publishers (producers) of events to subscribers (consumers) who are interested in timely access to the event data. An event represents a real-world occurrence, such as a person changing their name in the NHI, a new lab result being recorded, or a prescription being created.

The **Data Services Platform** provides capabilities to store data and manage data (including the **location of records**), the ability to ingest from disparate types of data sources and data formats, and the ability to detect and manage data quality issues. The service also includes services to provide semantic consistency, so that the meaning of the data is understood, known as **Terminology Services**.



Operational Support Model defining support services and technology foundations needed to ensure the delivery of stable information services

Interim & Full Operating Capability

Transition to Operations Assessment and Readiness

Service Management that enables ecosystem productivity improvement. Supported by automation and responsible for vendor communication, issue prevention, identification, investigation and resolution.

A **Customer Relationship Management** system that interacts with the Marketplace and supports customer engagement, automated onboarding and lifecycle



Foundation Guardrails

Enablers - Operational Support Services and Readiness

Policies, processes, methods and guidelines to ensure the delivery of safe, secure, equitable and high-quality digital services, enabling continuous improvement of how health information is shared across the ecosystem.



Clinical Safety standards, policies and assessments defined to ensure the delivery safe, equitable, and high-quality digital services to, the health and wellbeing workforce, consumers and whānau.



Commercial Framework

Commercial Framework defined to enable a thriving innovative digital ecosystem.

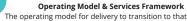


Information Governance Framework

Right-sized guardrails defined for how data should be responsibly used and accessed, supported by a guidance and implementation toolkit.

Digital Framework

Digital policies, standards and specifications defined to enable interoperability for connected flow of information across the ecosystem.



The operating model for delivery to transition to that includes the services, business functions, people, and structure for the delivery information services that are valued by health consumers, health workforces and vendors.