


Building a digitally enabled rural and remote healthcare workforce

Lessons from the NARDHC digital health microcredential course



A/Prof Michelle Krahe

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A photograph of two hands, one from a lighter-skinned person and one from a darker-skinned person, both holding a small amount of red soil. The hands are positioned one above the other, with the soil from the top hand falling into the bottom hand. The background is a blurred natural setting with green foliage and a clear blue sky. The text is overlaid in the center of the image.

We acknowledge the Traditional
Custodians of the land on which we are
meeting and pay our respects to the
Elders, past and present, and extend that
respect to all Aboriginal and Torres Strait
Islander people.



Northern Australian Regional
Digital Health Collaborative

www.nardhc.org

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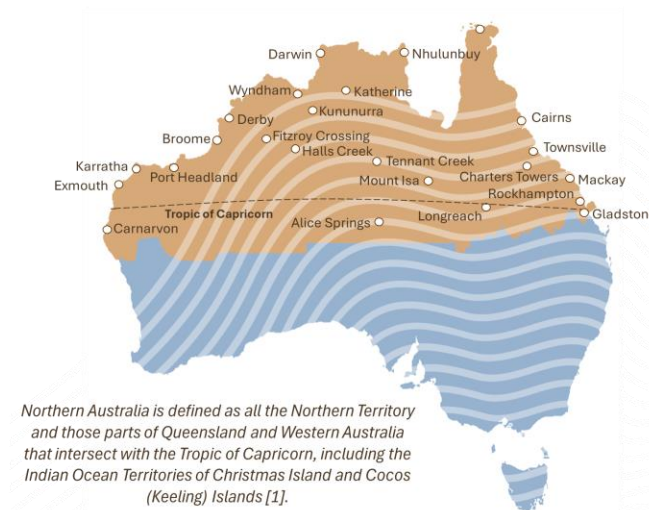


Australian Government
Department of Education

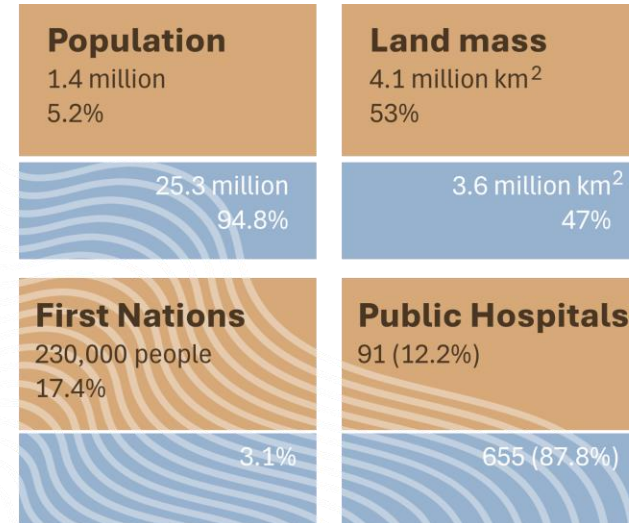
To improve the health and healthcare delivery for Northern Australia through digital health solutions

1. Create a focus for digital innovation and investment.
2. Link NARDHC to industry stakeholders and local communities across Northern Australia.
3. Skills based training for students and the health workforce
4. Implement and evaluate digital health innovations.
5. Research-industry collaboration projects provided through seed funding and support.

**Innovation alone isn't enough –
we need a skilled, confident workforce to deliver change**



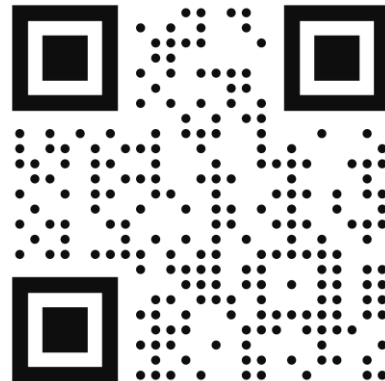
Northern Australia is defined as all the Northern Territory and those parts of Queensland and Western Australia that intersect with the Tropic of Capricorn, including the Indian Ocean Territories of Christmas Island and Cocos (Keeling) Islands [1].



[1] Australian Government, Department of Infrastructure, Transport, Regional Development, Communications and the Arts, Office of Northern Australia, <https://www.infrastructure.gov.au/territories-regions-cities/regional-australia/office-northern-australia> (accessed 20 November 2024).

Study a microcredential and enhance your skills as a digitally capable health professional

- Learn online at your own pace
- Designed for the health workforce
- Rural and remote context
- Available at no cost
- Earn a digital badge



**Ready to
build your
digital health
toolkit?**





Foundations

Gain a comprehensive introduction to digital health, its core principles, and the opportunities it creates for rural and remote healthcare.

Swipe for more



Technology

Focused on practical tools and applications, this credential equips learners with the knowledge to use technologies such as telehealth platforms, wearable devices, and electronic health records.

Swipe for more



Implementation

Take your knowledge to the next level by learning how to design, implement, and evaluate digital health projects.

Swipe for more



Padlet

Tracey Gooding + 9 • 1mo

Linking the National Digital Health Strategy to Rural and Remote Healthcare

Choose one of the priorities you selected and discuss how it can enhance healthcare outcomes in rural and remote areas. Be sure to connect your ideas to specific rural healthcare challenges and how digital innovation can bridge these gaps.

Anonymous
6 months ago

The Digital Health Strategy Delivery Roadmap and how it could benefit rural and remote Australians.
One of the priorities is "connecting care." I work for RFDS QLD and as an aeromedical officer, I provide telehealth support directly to people living on remote support nurses which infrequ staff. T

Anonymous
6 months ago

Health System and priorities
The four health systems listed are Digital enablement, be person centred, be inclusive and be data driven. The priority within being digitally enabled is to connect care. If all systems are siloed and not interoperable then this will effect the delivery of

Anonymous
5 months ago

Digital health strategy
Regardless of location, connecting care, via telehealth for instance, will improve access, streamlined referral pathways will improve timeliness, and shared health records will enable integrated care in real-time, continuity of care and hence quality of care. Connecting care supports

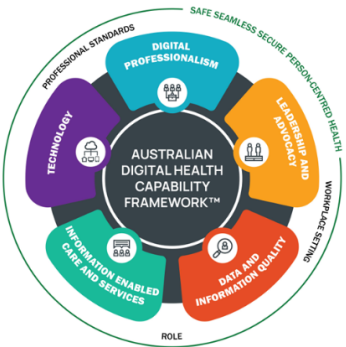
Anonymous
5 months ago

Enhance consent management and flexible health information exchange:
This point stood out because it mentions flexible information exchange. In rural areas, there is often difficulties with information sharing about patients between services because of privacy and

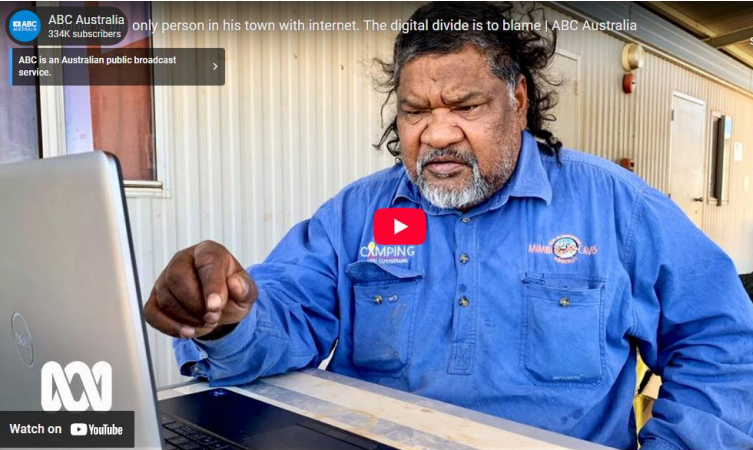
Digitally capable health professionals

For the opportunities of digital health to be embraced, healthcare professionals need to be digitally capable.

In Unit 1 you were introduced to the [Australasian Institute of Digital Health \(AIDH\)](#), the peak body for health informatics and digital health professionals in Australia. The institute is leading activities to ensure that all health professionals have the foundational capabilities to work within digital enabled healthcare systems. AIDH has recently published the [Australian Digital Health Capability Framework](#) to support the promotion, development, and assessment of workforce understanding and capabilities in digital health for all healthcare professions.

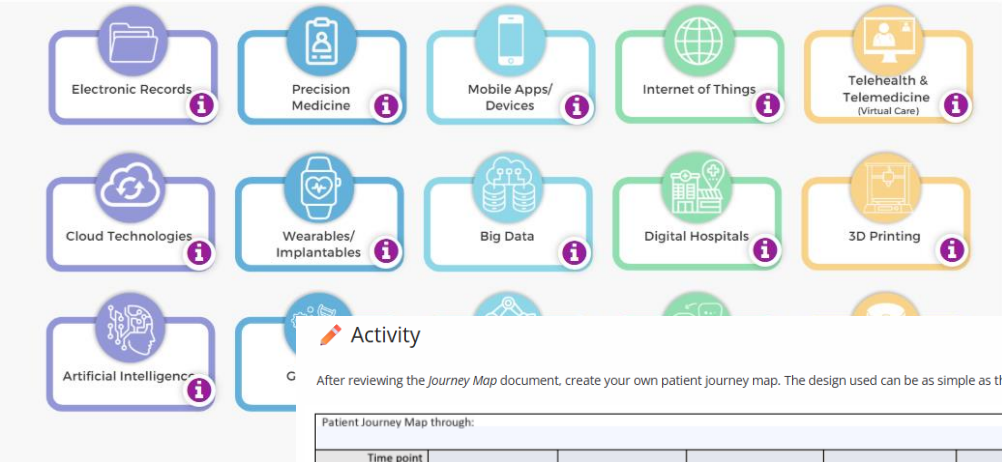


Domain A	Digital Professionalism
Domain B	Leadership and Advocacy
Domain C	Data and Information Quality
Domain D	Information Enabled Care
Domain E	Technology



Digital technologies impacting healthcare in Australia

Hopefully you are starting to get an idea about what digital health is and the strategies, guidelines and frameworks that govern digital health in Australia. Now let's take a closer look at the particular digital health technologies impacting healthcare in Australia today. There are a large range of technologies that drive the potential for digital health. The figure below outlines some of these contemporary and emerging technologies that are impacting healthcare. If you are unsure what some of these technologies are, click on the **i** for a brief explanation.






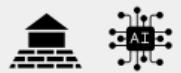
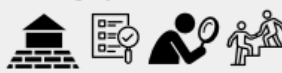





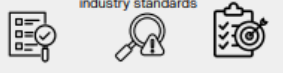


























Activity

After reviewing the *Journey Map* document, create your own patient journey map. The design used can be as simple as this table:

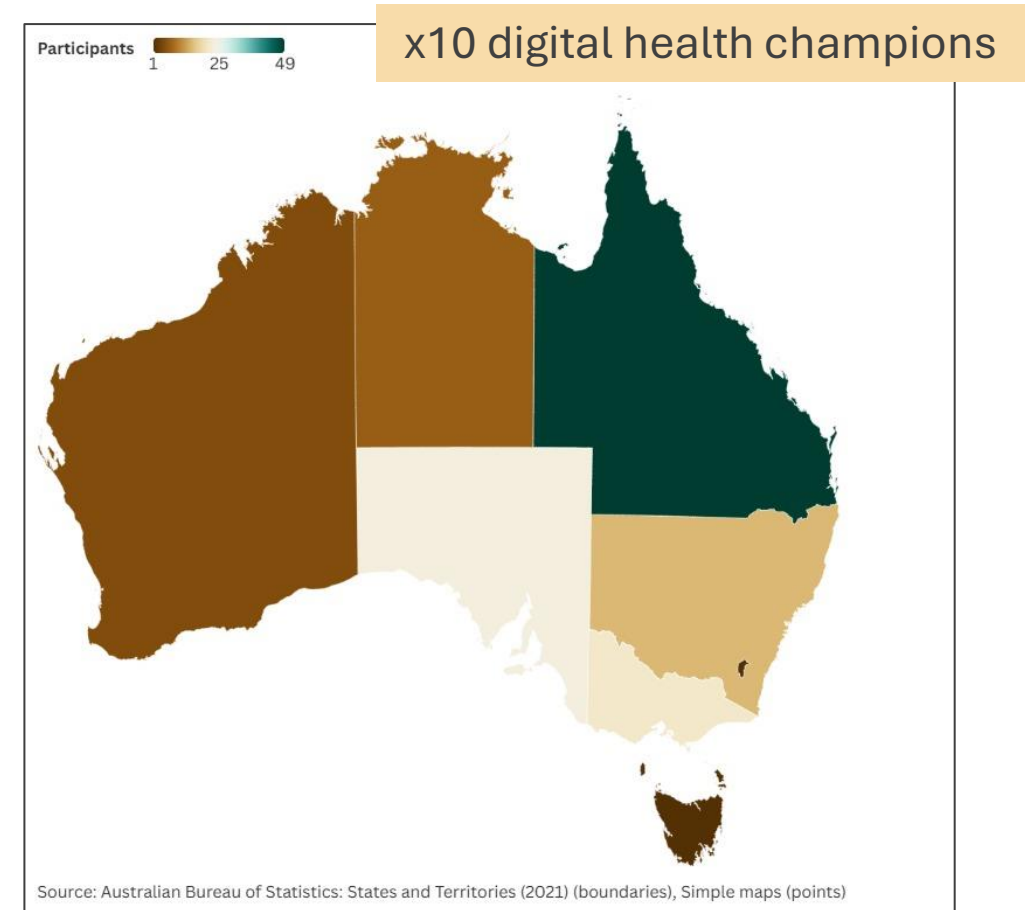
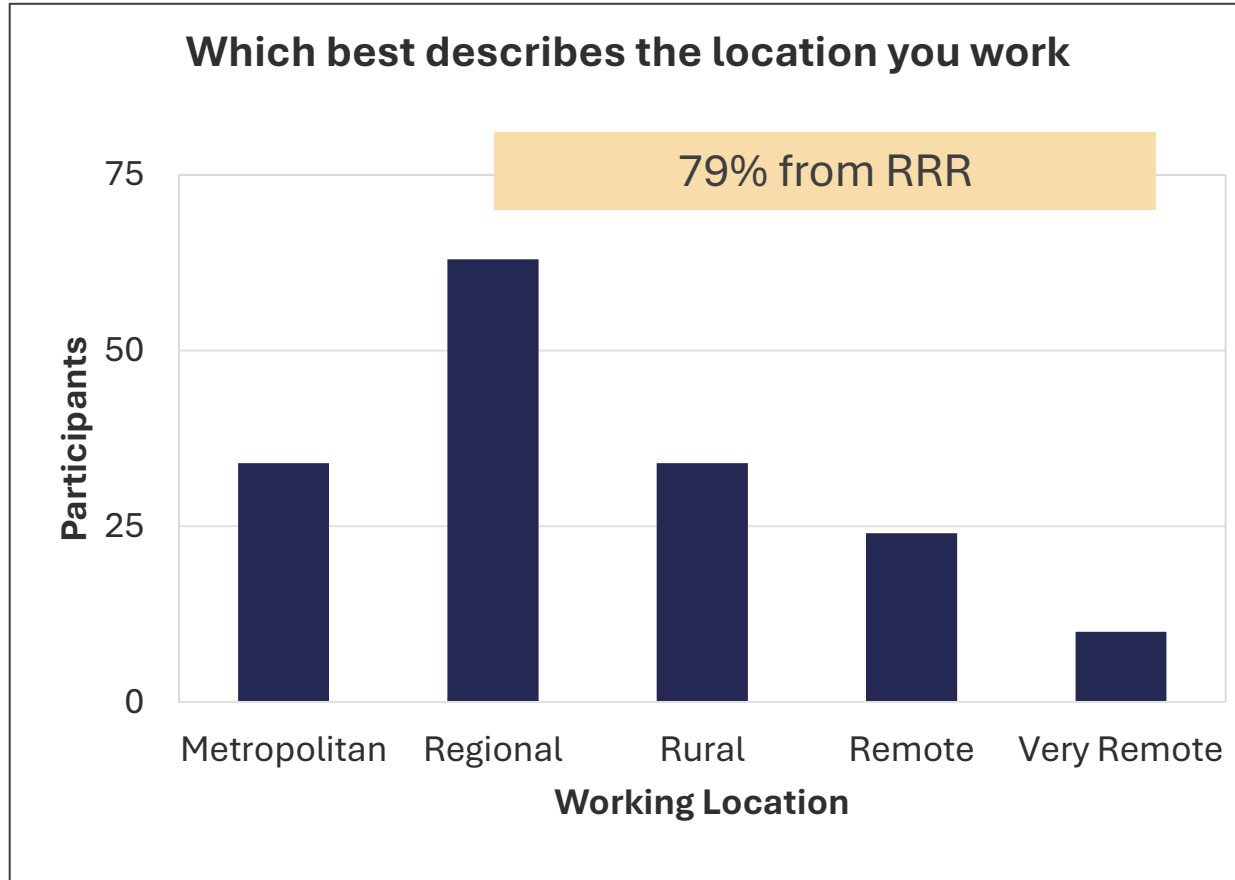
Patient Journey Map through:				
Time point				
The consumer is doing				
The consumer is thinking and saying				
The consumer is interactive with				
The consumer is feeling				
Emotional map (Gain)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emotional map (Pain)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Learning outcomes

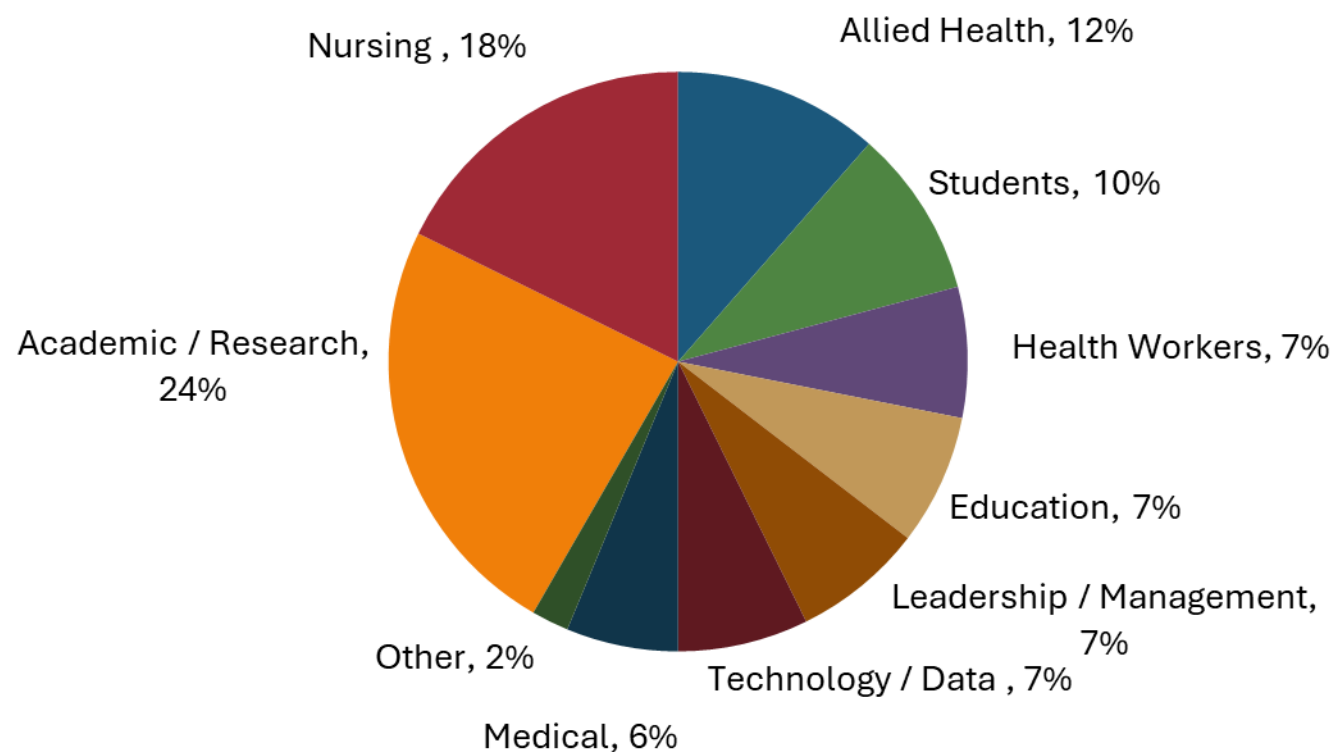
- Foundational knowledge and concepts
- Explore tools, frameworks and systems
- Leading digital health capability
- Explore the patient journey
- Examine governance and security considerations
- Explore technologies that support digital health
- Manage and monitor data
- Critically look at own work context
- Make recommendations or share your ideas
- Plan digital health initiatives
- Implementation processes determined
- Evaluation of fitness for purpose

	CREDENTIAL 1	CREDENTIAL 2	CREDENTIAL 3
CREDENTIAL TITLE 	Foundations of digital health in rural and remote contexts	Leveraging digital health technologies for rural and remote healthcare	Implementing digital health initiatives for rural and remote healthcare delivery
UNIT 1  1-2 hours	Foundational concepts 	Technologies Part 1 	Digitally enabled workflows 
UNIT 2  2-3 hours	Digitally capable healthcare professionals 	Technologies Part 2 	Mapping the patient journey 
UNIT 3  2-3 hours	Governance, frameworks, and regulatory and industry standards 	Data, monitoring and security 	Implementation and evaluation 
Digital Health for Rural and Remote Health Workforce – Course Map			
Assessment Overview	Course Learning Outcomes	SKILLS AND KNOWLEDGE REQUIRED	
Assessment 1 Multiple-choice Quiz	Explain key concepts, tools, frameworks and systems relevant to supporting digital health adoption, use and innovation.	     	
Assessment 2 Discussion Post	Summarise health system outcomes enhanced by digital health in your healthcare context.	     	
Assessment 3 Multiple-choice Quiz and Discussion Post	Analyse the complex problems associated with implementation of digital health initiatives in regional, rural and remote Australia. Propose a fit-for-purpose digital health initiative to support sustainable healthcare in your healthcare context.	           	

Who is participating?



Who is participating?



Health services – public sector

20 health services directly providing care or health service management, mostly in rural, regional, and remote settings.

Health services – private sector

18 private practices, NGOs, or aged care

Universities

9 organisations

Government & health Industry

8 organisations

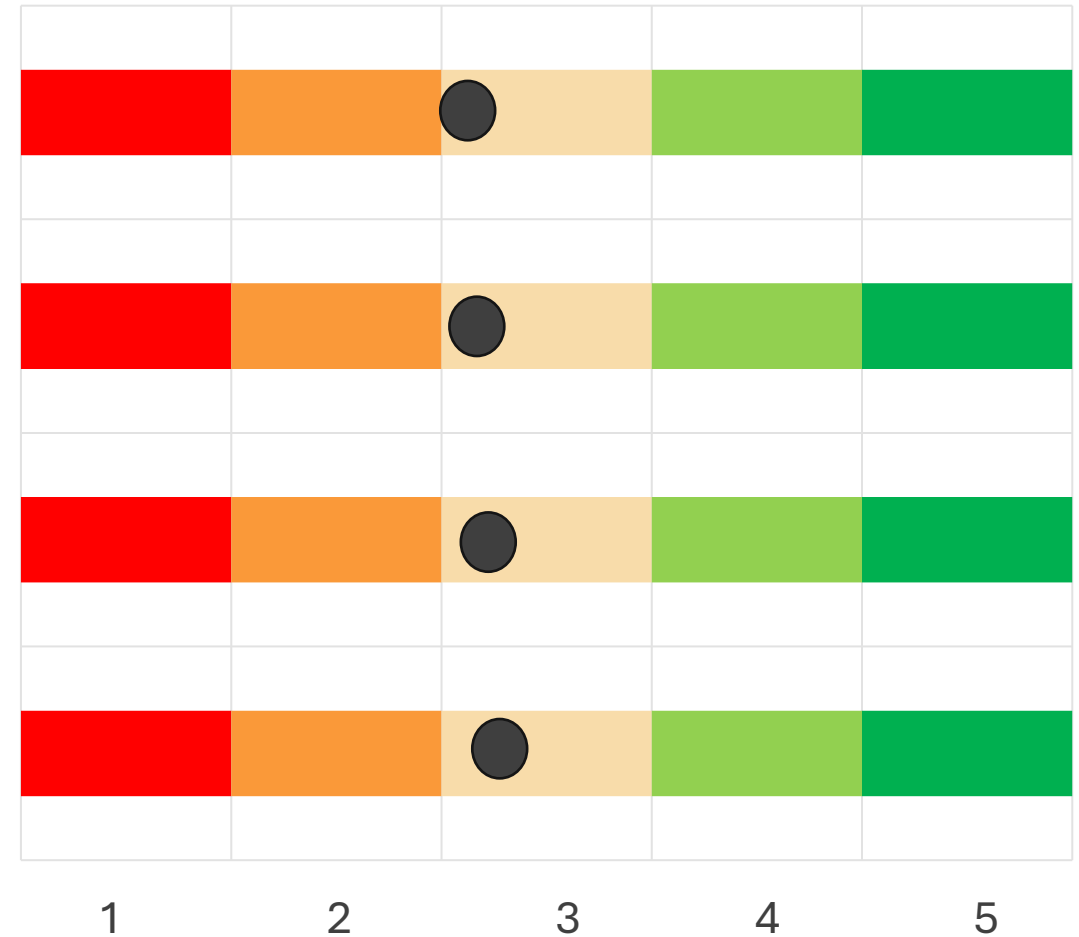
Self assessment of digital skills

I understand the **purpose and function of digital health** technologies and systems implemented at a local, state, or national level, including consideration of legal, policy, and ethical implications

I can **integrate digital health into practice** to deliver safe and quality care, including provision of best practice models of care

I can **use data and data analysis** to inform, deliver, and improve health and health care practice at an individual, team, or systems level

I can **participate in digital health implementation**, evaluation, and/or co-design processes to drive improvement and stimulate change



What do you hope to achieve by completing the course?

- Participants seek to **deepen their understanding of digital health systems**, technologies, and applications — particularly within rural and remote contexts.
- Many want to **strengthen their practical skills in using digital tools**, telehealth, electronic medical records, and data systems to enhance healthcare delivery.
- There's a clear focus on **applying digital health knowledge to improve patient outcomes**, ensure safety, enhance service integration, and reduce fragmentation in rural and remote healthcare.
- Participants are looking to **upskill to stay current, transition into digital health roles**, or strengthen their contribution in leadership, education, or research positions.

“Digital health is the future — I want to ensure I can confidently lead and implement these changes in my workplace.”

“I want to be better equipped to support the adoption of digital health in rural areas, where services are fragmented, and access is limited.”

“This course will help me practically apply what I’ve learnt to improve care delivery and outcomes for people in remote communities.”

What we have learned and what's next...

- Digital health is a **vital tool for supporting healthcare** access challenges in rural and remote Northern Australia, helping to address workforce shortages and geographic isolation.
- The NARDHC digital health microcredential course equips healthcare workers with **essential skills in digital health** foundations, emerging technologies, and implementing innovations, ensuring content is practical and relevant to rural and remote practice.
- Tailored education programs play a crucial role in building a **digitally enabled workforce** by providing flexible, accessible training that strengthens healthcare capacity and supports the integration of digital solutions into daily clinical workflows.





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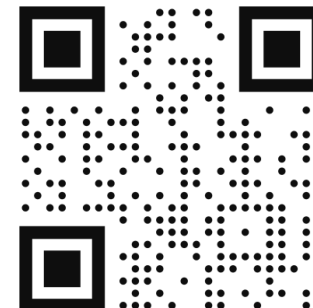


Deputy Lead

Research Program 3: Workforce Innovation



Northern Australian Regional
Digital Health Collaborative



*"Digital health solutions
for a healthier northern
Australia"*

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RURAL & REMOTE

ABORIGINAL &
TORRES STRAIT
ISLANDER

TROPICAL

ADVENTURE,
SKILLS & IMPACT

JCU: Experience has no substitute



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Making Rural Health Matter