

# HEALTHCARE SECTOR

## CAPABILITY STATEMENT

ASSURING DIGITAL  
SUCCESS SINCE 1997

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## Where AI Innovation Meets Quality Engineering

With nearly 30 years of experience delivering quality outcomes for Australia's leading organisations, and more than 15 years at the forefront of AI and machine learning, KJR ensures digital systems are not only innovative, but also reliable, secure, and fit for purpose.

We help governments and hospitals deliver secure, interoperable, and patient-centred digital transformation while reducing ICT risk and improving clinical outcomes.

## IMPACT OF TECHNOLOGY ON THE HEALTHCARE SECTOR

Technology is reshaping Australia's healthcare landscape, delivering smarter, faster, and safer care. From hospitals and research facilities to residential, home and community care settings, the adoption of advanced digital solutions is enabling better patient outcomes and more efficient health services.

Key technological advancements transforming the industry include:



### Electronic Medical Records (EMRs)

enable instant access to patient history, improving diagnosis accuracy and clinical decision-making



### Telehealth & Virtual Care Platforms

extend care to rural and remote communities, reducing travel burden and wait times for patients



### Remote Monitoring & Assistive Technologies

Wearables, falls detection, nurse call systems, and AI-enabled remote monitoring support safer care in residential, home and community care settings



### Interoperability (HL7, FHIR)

ensure seamless data sharing across systems, allowing clinicians to collaborate more effectively and reduce duplication of services, securely and safely



### Artificial Intelligence & Machine Learning

support early risk detection, optimise workflows, and drive intelligent automation in diagnostics & treatment planning



### Data De-identification & Governance Tools

Allow safe use of real-world clinical data for innovation, while protecting patient privacy and maintaining compliance

By embracing these technologies, healthcare organisations can enhance care quality, empower clinicians, and unlock new efficiencies across the entire system.



*Data and business rule migration all requires extensive testing - where KJR stands at the fore.*

# OUR EXPERTISE



## Health Care & Aged Care Software Quality Assurance

Improving delivery confidence

KJR provides independent software quality assurance for complex health care and aged care systems, helping organisations reduce delivery risk and improve confidence across clinical platforms, interoperability environments and broader care delivery systems.

Our experience spans test strategy, assurance reviews, functional and integration testing, automation, migration assurance, go-live readiness and vendor oversight across hospitals, pathology, digital health initiatives and aged care reform programs.

### Core Capabilities

- > Test strategy development and assurance planning
- > Independent assurance reviews
- > Functional, integration and interoperability testing
- > HL7 integration testing and assurance
- > FHIR-related testing and advisory support
- > Clinical workflow validation
- > Data migration assurance
- > Performance testing and test automation
- > Go-live readiness support
- > Vendor delivery assurance, defect and risk management

[Learn More](#)

### Victorian Department of Health

KJR provided essential test automation capabilities for Vic Health's state-based build of Cerner Millennium, covering PAS, PowerChart, Core, PathNet and PharmNet.

We also supported individual health services in testing their Cerner Millennium implementations, including integrations with external legacy systems.

[Learn More](#)



### Queensland Health

KJR has delivered software quality assurance services across multiple Queensland Health initiatives, including electronic medical records, radiography information systems, patient directory services, pathology upgrades, payroll remediation review, and clinical interoperability testing environments.



*KJR understands that in healthcare, technology isn't just about efficiency. It's about trust, safety, and better outcomes. Our deep domain expertise, rigorous assurance frameworks, and proven delivery make us the ideal partner to de-risk digital transformation and deliver meaningful outcomes for patients and clinicians alike.*

### National Pathology Provider

KJR supported replacement of a legacy Laboratory Information System with a cloud-based platform through program-wide test strategy, risk-based testing, test automation and end-to-end traceability. The program closed over 3,100 defects and executed more than 9,000 test cases.

[Learn More](#)

### Aged Care Reform Programs

KJR has delivered software quality assurance and testing services supporting major aged care reform initiatives, providing assurance over critical systems that support care delivery, operational processes and regulatory change.

- ✓ Test strategy development
- ✓ Independent assurance reviews
- ✓ Test management
- ✓ Functional testing
- ✓ Integration testing
- ✓ Performance testing
- ✓ Test automation
- ✓ Migration assurance
- ✓ Go-live readiness support
- ✓ Vendor delivery assurance
- ✓ Defect and risk management

[Learn More](#)

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*KJR genuinely cared for project goals, willing to go above and beyond to meet timelines and milestones. They were able to advise the best testing strategies for projects to follow which ensured products were completely fit for purpose for the organisation.*

**Program Manager - VIC**

— ” —



## Trusted Health Data & AI Assurance

Keeping AI safe, reliable and predictable

KJR has developed a healthcare-specific capability in health data quality, privacy-preserving analytics and AI assurance through its work with Datarwe and broader AI assurance practice.

### Core Capabilities

- > Data quality assurance
- > AI validation and testing
- > Data governance support
- > Privacy-preserving analytics
- > Clinical data de-identification
- > Machine learning validation
- > MLOps assurance
- > AI risk assessment
- > Trusted AI adoption frameworks
- > Validation Driven Machine Learning (VDML) methodology

### Datarwe ICU Data Platform

KJR partnered with Datarwe to support the development of a secure ICU data platform for trusted use of high-frequency clinical data in research, analytics and AI-enabled health innovation.

To help ensure the platform could support sensitive healthcare use cases safely and credibly, KJR contributed:

- ✔ Data quality validation and assurance
- ✔ Privacy-preserving data controls and governance support
- ✔ Automated clinical data de-identification
- ✔ Custom NLP pipeline development for unstructured clinical text
- ✔ Model training, validation and AI assurance
- ✔ MLOps and supporting platform assurance activities

A key component was de-identifying sensitive unstructured clinical text using a tailored NLP approach that combined named entity recognition, rule-based techniques and model fine-tuning.

This project highlights how trusted health data platforms can be strengthened through practical assurance measures, including data validation, privacy-preserving controls, AI assurance and governance for secondary use of clinical data.

[Learn More](#)



## Healthcare AI Education & Capability Building

Keeping AI safe, reliable and predictable

KJR provides healthcare-specific AI education to help executives, clinical leaders, digital teams and governance stakeholders build practical understanding of AI opportunities, risks and assurance requirements.

We support organisations that need to strengthen AI literacy, improve governance readiness and develop internal confidence to adopt and oversee AI responsibly in healthcare settings.

- Healthcare-specific AI literacy and education
- AI governance, risk and assurance training for healthcare leaders
- Education on data quality, privacy and safe secondary use of health data
- Practical guidance on responsible AI adoption in clinical, operational and administrative contexts
- Training in AI testing, evaluation and evidence collection for governed deployment

### Training Options

KJR can provide healthcare-focused executive and practitioner education covering AI in healthcare, data foundations, governance, risk assessment and responsible adoption. We also offer broader training options in AI strategy, governance and practical AI assurance, including workshops on governing trustworthy AI applications and testing and evaluating large language models and generative AI systems for real-world use.

#### AI for Executives and Business Leaders

Deploying and Governing Trustworthy AI Applications

→ [FIND OUT MORE](#)

#### Practical AI Assurance Workshop

Test and Evaluation of Large Language Models

→ [FIND OUT MORE](#)

Distinguished by our dedication to de-risking the technology landscape our customers navigate, we apply our industry-leading expertise in AI and software quality assurance to ensure our customers realise the full potential of their technology programs.

## TOOLS & TECHNOLOGY

KJR has extensive technical experience delivering successful outcomes across all major cloud platforms and maintains an active partnerships with the world's leading integrated software quality assurance tools vendors.



Katalon



KJR is a proud Australian-owned company which believes in harnessing technology for meaningful impact. With nearly 30 years in the tech industry, we are committed to delivering world-class professional services at a human scale.

## OUR HISTORY

With Y2K approaching, demand was high for technology and software testing. K.J. Ross and Associates was established in a garage on the Gold Coast by Kelvin J. Ross in 1997.

KJR has now grown to 120 staff across four offices nationally. We're proud to say we have multiple staff who have been with us for decades, and many long-term customers we continue to work with today.



NOW

# HEALTHCARE SECTOR

## CAPABILITY STATEMENT

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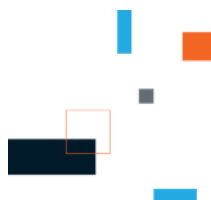
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