



Technology Capability in Aged Care

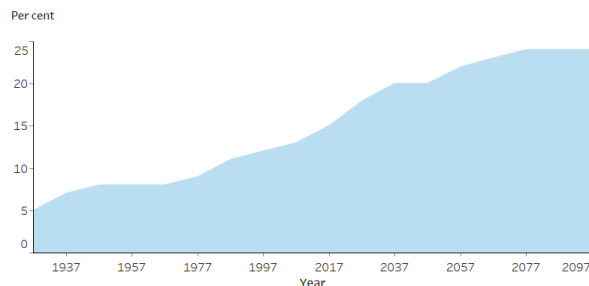
Envisage Technology



Technology in Aged Care

With an aging demographic the aged care sector is facing increasing demand for its services. This growth in demand is creating challenges as the industry seeks to add capacity quickly whilst delivering a level of care that meets community expectations in an economically viable way.

Figure 1: Proportion of the Australian population aged 65 and over, at 30 June, over time



Sources: ABS [1, 2].

The delivery of the care that meets this expectation is challenging to achieve consistently. Firstly, the complexity, variability, and continually changing nature of the needs of each elderly individual creates a need to have bespoke plans rather than a one size fits most process for care. Secondly, the nature of care provision is that it requires a significant, and well trained, workforce to deliver personal and clinical care.

This context leaves technology to play an augmenting role within the aged care sector. Rather than being able to directly digitise the service delivery, the focus is on simplifying the collection of information that can be used to provide insights and direction on the most effective use of resources to deliver care across a period of time.

Technology Enabled Quality Care



Consumer Dignity and Choice



Organisation's service environment



Ongoing assessment and planning with Consumers



Feedback and complaints



Personal care and clinical care



Human Resources



Services and supports for daily living

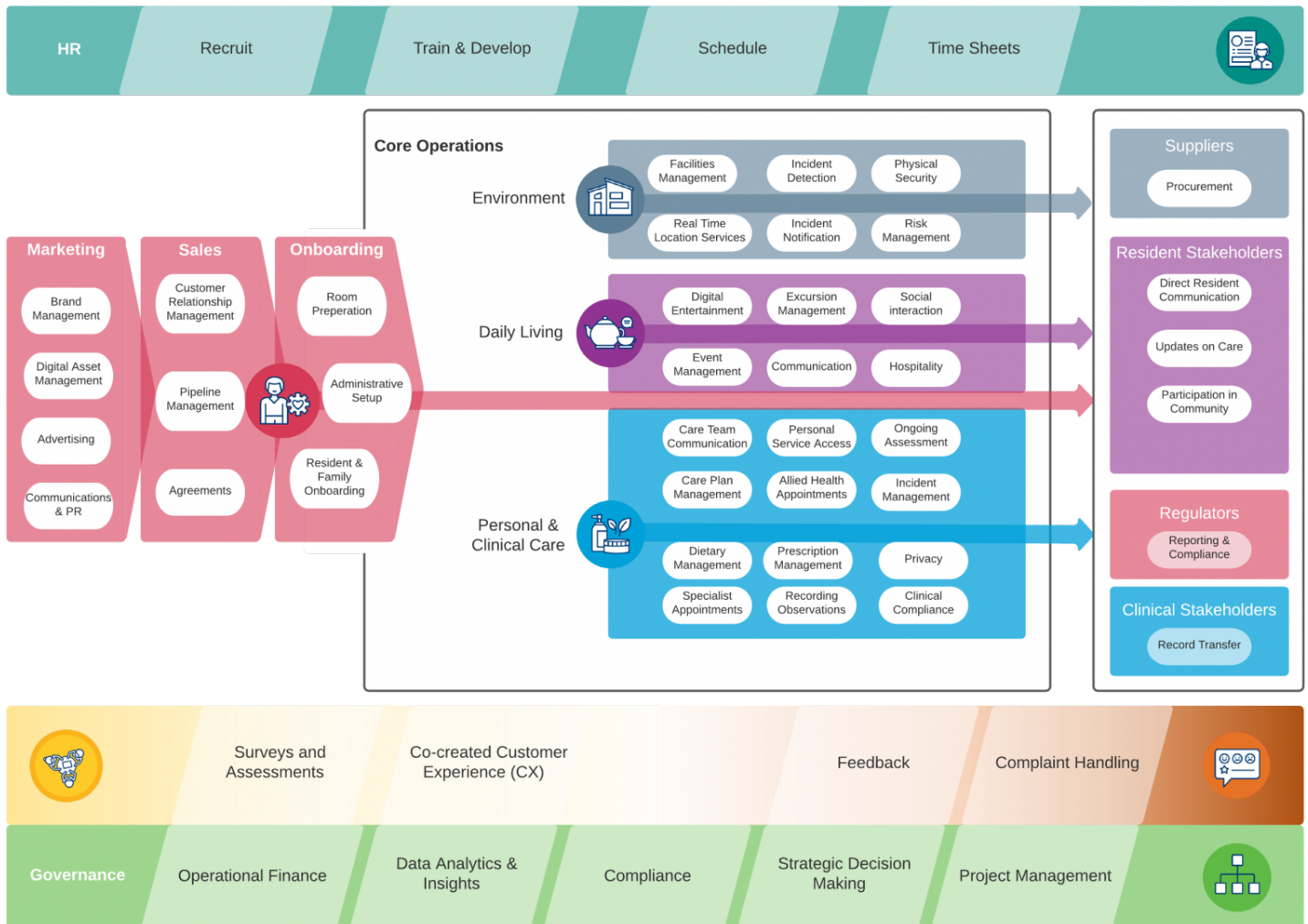


Organisational Governance

The Aged Care Quality and Safety Commission uses 8 Standards within its framework to measure the quality of care. Envisage has mapped these standards across

the operating model of an Aged Care Facility. This map helps identify the

operating areas, and individual workflows, within which decisions need to be made about the amount and nature of digital tools that will be needed.



Decisions and Impacts

Whether it is a greenfield location or an existing facility, the decisions made within any one area have wide ranging implications for the technology at the application level, the infrastructure level, and the data level.

One Tool v. Best of Breed

One of the largest decisions is how diverse a set of applications you want to use in your operation. Selecting one tool to serve all areas may mean undertaking high levels of customisation work during the implementation, or compromising on some workflows to achieve a more consolidated platform.

Alternatively taking an ecosystem approach of selecting the best tool for each area brings the challenge of interoperability. Moving data between the various applications, having staff remembering multiple logins, and

managing a larger number of vendors for support can all detract from the value of having a tool designed for a more specific need.

On Premise v. Cloud v. Hybrid

Depending on the application(s) you select, you will have different needs for on-site infrastructure.

With more and more applications being delivered via cloud, accessed through an internet browser, the need for onsite servers has reduced. That is not to say that a cloud app is the best option, the conversion of capital cost into an operating one through monthly fees is attractive but shouldn't distract from making the decision based on operational requirements.

The cloud app model puts a larger importance on connectivity as the loss of connection results in the loss of access to data.

Mobility

Understanding how mobile you want your staff to be is another important decision.

From an application perspective, not all applications have a mobile version that replicates the full feature set you want, or offers the same user experience. This can even vary between Apple and Android mobile devices.

From an infrastructure perspective a more mobile workforce may place increased importance on your wireless network.

It also brings a behavioural element with it, a less mobile technology platform requires staff to return to key locations, such as a nurse station, to access information and update notes, is that preferable for how you wish to operate your facility?

So how can Envisage Technology help?

Who are Envisage Technology?

Ben Steel founded the company in 1999. Re-branding to Envisage technology in 2013 the business has remained sustainable and competitive by never being afraid to rebuild the business in line with changing technology and client needs.

Through the long history of supporting a variety of organisations within the broadly defined Healthcare industry, from general practices, specialists, allied health groups, aged care facilities, and even medical device startups, the Envisage team have been able to focus on understanding the unique technology and needs of the industry.

We know that technology is there to support the people doing the important work, whether it's the Nurse Unit Manager needing to understand and improve rosters, the Doctor needing to access clinical notes efficiently, or the administrator needing the booking system to work when the patient is on the phone all of our work is driven towards a frustration free and efficient care model.

Our clients know how important technology is to their organisations success, it is forefront in their minds when they consider their strategies, and they choose us because we will always push them to be using the best possible solution for their needs. With the pace of change in technology a compromise in quality today becomes a step behind the competition tomorrow.

How do we help people like you?

Envisage Technology know that there is a large variance in the understanding of the different technology domains within different organisations, and even within a single organisation. This understanding has helped us build out our capabilities in modules that fill the gaps of your

internal team, and with the ability to start the journey with just building out a basic understanding, through to engaging on unlocking the value of leading edge tools and platforms.

Digital Transformation

As more businesses look to become Bionic, integrating technology and data to amplify the capability of the humans in the team, Envisage has developed frameworks to ensure you understand the problem you are facing, the options available to you, and the best choice for your circumstances.

Infrastructure Design

The hardware that allows you to use the digital tools that drive your operations is not cheap. Ensuring that you the investments you make are meeting your future needs as well as your current needs can impact your bottom line. Technology moves fast and if you don't think about the next iteration you may find yourself replacing your server, devices, or even the whole network sooner than you budgeted for.

Project and Change Management

We know that often making the decision is the easy part, ensuring that your technology is implemented on time, to budget, and is adopted by your team is a challenge that determines the success of your strategy. Envisage supports clients like you with the capacity and expertise needed to drive the schedule and change to get the most from your investment in Technology

Virtual CIO

Technology doesn't stand still and neither do the clients we work with. Without the cost of a fulltime CIO we provide the input their leadership team needs to ensure that their strategy is aligned to technology. We also ensure they are aware of how technology has changed, what disruptors are emerging, and keep your organisation making the right moves at the right time.

Cyber Security

Our Healthcare specialisation means that our clients are holding highly personal data on their customers. Ensuring that this data is protected from external threats is a never ending process. Our Cyber Security work ensures that we are supporting the defence option an organisation has all the way from the initial design of their system through to keeping their team continually on top of the latest strategies being used against them.

Data Analytics

Keeping your data safe is one side of the data coin, ensuring you can get

value from it is the other. We support our clients to understand the value of the data they have within their organisation. We then ensure they put in place the right strategies and tools to integrate the data to their decisions for the best possible outcomes.

Managed Services

This forms the basis of business, supporting your organisation to make use of the technology it has in place. Ensuring that we are monitoring the different areas of the technology to keep them healthy and ensure we are preventing more issues proactively than we have to fix reactively once your team is aware of a problem.

Case Study: WiFi as an Afterthought

The Situation

Envisage was approached by an Aged Care facility that had been in operation for some time. They had focused on building their operations around Cloud Applications, including utilising VOIP phones for their internal communications. They were having continual dropped calls reported by their staff.

These dropped calls were having serious implications on their care operations, the team could not confidently contact each other for support and the patients were even having calls with their family fail, removing their connection to support during the challenging COVID lockdowns.

The incumbent support they had was divided between a Managed Service provider who managed the network and a VOIP specialist who managed the phones, as often occurs with problems that span technology domains the problem was taking longer to solve without a single point of accountability.

The Investigation

Envisage carried out an investigation on site that uncovered that the issue that was being framed internally as the phones not working, was actually related to their WiFi network being designed incorrectly.

To avoid blackspots they had put in as many access points as possible, too many. The access points were competing with each other for connections and the devices didn't know which connection they should take, and so would drop them all.

Further to this the issue was going on for so long that the staff had lost trust in technology completely, resulting in workarounds becoming the norm and inefficiencies being accepted.

The Solution

Envisage knows the limits of our expertise and leverages a network of experts when required. We engaged one of these experts to evaluate the WiFi environment and provide us and the client with a heatmap of the signals in their building and an 8 step roadmap to rectifying the network.

Whilst some of these changes could be completed remotely we invested the time to attend site and demonstrate the changes to the team, helping rebuild trust and confidence in technology.

The Outcome

With the WiFi issue rectified Envisage was able to support the leadership team in re-engaging the organisation in getting the most value from the tools they had selected through both providing a CIO to join their management discussions and evangelise for technology, and designing a support package that created a single point of contact for all technology items in the organisation.