Camms.Risk

Whitepaper

The Future of Aged Care:
Ensuring Quality Care for All

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Executive Summary

Australia's Aged Care industry is undergoing a seismic shift due to the microscope that the Royal Commission into Aged Care Quality and Safety has put on the industry. It has, therefore, become imperative that such organisations have detailed operational, tactical and strategic plans in place. Whether it is consolidation or diversification for new service provisions, Aged Care providers need to equip themselves with the necessary resources to achieve the desired results.

Software plays a pivotal role in strategy execution, reporting and transparency, making it essential to be capable of delivering value in areas of compliance, privacy, security, and data centralisation.

This whitepaper explores why Aged Care providers are making the digital shift to software solutions for transparent and efficient tracking, recording and reporting of incidents, KPIs and complaints to enable growth and secure funding.

Recent Industry Requirments

The Aged Care Quality and Safety Royal Commission

Aged Care Quality Standards

The Aged Care Quality and Safety Royal Commission was established to protect and enhance the safety, health, well-being and quality of life of the people receiving Aged Care; while also promoting high quality care and services to safeguard everyone who is receiving Australian Government funded Aged Care. The new **Aged Care Quality Standards** commenced on the 1st of July 2019, and outline eight standards that Aged Care providers must meet, no matter what type of service is dispensed. Each of the standards addresses an aspect of care that contributes to safety, health and well-being:
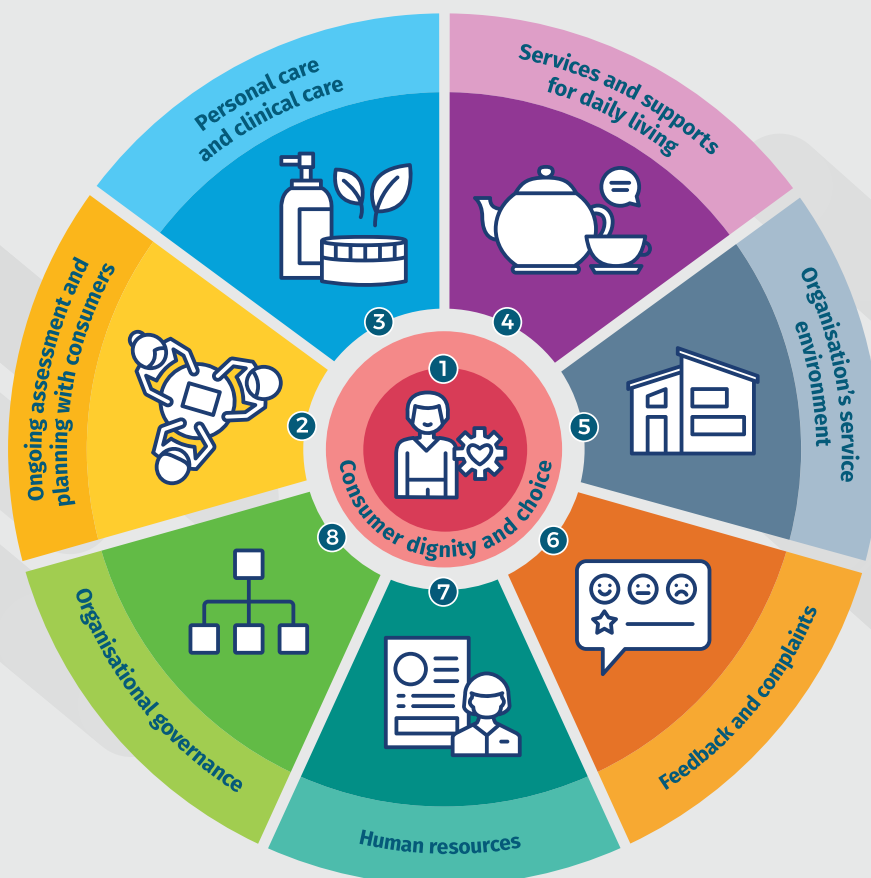
Source: agedcarequality

Aged Care services are currently provided through at least thirty different funded programs, with a range of eligibility criteria and access points. Community and residential care, together with primary care and hospital services, form the core of the services.

2021: The Serious Incident Response Scheme

The foundations have been laid to restructure the serious incident response cycle and ultimately reduce the risk of abuse and neglect for people living or staying in Commonwealth-funded residential aged care facilities – but is it enough?

On 15 February 2021, an amendment to the Aged Care Act 1997 was passed by the Federal Parliament. This replaces the current mandatory reporting requirements under the 1997 legislation with the Serious Incident Response Scheme (SIRS), which commenced on 1 April 2021. Under the SIRS, approved providers of residential aged care must comply with new arrangements to manage and take reasonable action to prevent incidents with a focus on safety, health, well-being and quality of life.

The SIRS is underpinned by a key requirement that aims to promote a systematic approach to minimise the risk of and respond to, incidents that occur in residential aged care settings: "Providers must report incidents using the SIRS tile on the My Aged Care Provider Portal. Providers should make sure enough staff have access to the portal to submit reports on time."

The reporting requirements for providers of residential aged care are as follows:

- All 'Priority 1' incidents must be reported to the Commission within 24 hours of becoming aware of the incident. A Priority 1 reportable incident is: "any reportable incident that causes, or could have reasonably caused, a consumer physical or psychological injury or discomfort that requires medical or psychological treatment to resolve."

- From 1 October 2021, providers will also be required to report all 'Priority 2' reportable incidents to the Commission within 30 days of becoming aware of the incident. A priority 2 reportable incident includes: "any reportable incident that results in a low level of harm to a consumer. In considering what is a low level of harm, a provider should consider the impact on the consumer."

Does SIRS cast the net far enough? Unfortunately, not! This new regulatory provision only accounts for incidents whereby an employee is at fault, meaning many other incident types are not captured as part of this new government initiative – such as unexplained absence from care. Consequently, incidents that occur outside of clinical governance often slip through the net, as they typically rely on paper-based reporting processes that lack automation, reporting and aftercare.

The SIRS – which has two key obligations: incident management and compulsory reporting – aims to:

Strengthen aged care systems to reduce the risk of abuse and neglect.

Build providers' skills so they can better respond to serious incidents.

Enable providers to review incident information to drive improvements in quality and safety.

Reduce the likelihood of preventable incidents from reoccurring.

Ensure people receiving aged care have the support they need.

Aged Care in a Digital World - Deliver Value-Based, Patient Centered Care

Much like most industries, the Aged Care sector is now experiencing an increasing shift towards electronic tools and digital transformation. Given that Aged Care software has become a key feature in most offerings, service providers with an eye on the future are starting to reap the rewards of this endeavor with a significant reduction in operating costs, increase in scheduling efficiency, and an overall improvement in service delivery. Many peak body providers are now perceiving enterprise software solutions as a beacon for growth.

An increase in customer expectations is providing new opportunities for healthcare providers to take charge in providing a premium service. By digitising key aspects of practices and having the ability to take advantage of data science, there is now opportunity to significantly improve the quality of life for Aged Care customers. Combining this with being seen as a more viable option to comply with the stringent industry regulations and controls, Aged Care providers can assure customers of the service it provides.

Benefits

Ease of Data Collection and Documentation

Gathering data and centralising it for documentation purposes forms a major part of the responsibility of Aged Care providers. By using the right tools and software, this process is made easy and hassle free. This means that caregivers are no longer required to maintain heavy files, hard copy documents and time-consuming spreadsheets, which are all susceptible to human error. Providers can ensure information is easily updated with seamless data gathering and storage processes, thereby cutting down inefficiencies and increasing compliance.

Greater Transparency, Visibility and Governance

Following the reports released by the Royal Commission highlighting neglect in the Aged Care sector, today more than ever Aged Care providers are under intense scrutiny and subject to strict regulations and policies. Complying to these regulations can be greatly assisted by innovation and technology. Maintaining and communicating progress notes, customer information and service times is incredibly important to all parties concerned. The right technology can provide live updates, enabling providers to have a better understanding of high and low risk points across the organisation.

Increased Staff Productivity and Satisfaction

Introducing a fully integrated enterprise solution is more likely to boost staff productivity and satisfaction. Allowing the time taken to focus on mundane administrative tasks is cut down significantly, freeing up staff to focus their efforts on providing quality customer service.

Aged Care Enterprises Become More Adaptive and Flexible

Another key benefit of adopting digital solutions is the transparency between key stakeholders, leaving the board and management with a clear view of the bigger picture. A burgeoning factor which is increasingly drawing a number of Aged Care providers to software solutions is that it can help improve customer experience, which in turn has an impact on positive customer engagement, allowing organisations to achieve and maintain a competitive edge.

Key Takeaways

Software solutions are key for Aged Care providers who wish to preempt the challenges of the future, in a rapidly evolving sector with improved system integration, data collection and documentation for increased transparency across the enterprise.

What are the Possibilities of Digitisation in Aged Care?

1

Increase Governance with a Robust Digital Incident Management Approach

With the SIRS only accounting for incidents where an employee is at fault, many other incident types are not captured as part of this new government initiative – such as unexplained absence from care. Consequently, incidents that occur outside of clinical governance often slip through the net, as they typically rely on paper-based reporting processes that lack automation, reporting and aftercare.

Aged Care organisations approach to incident management often lies within spreadsheets and paper-based reports with little procedural oversight allowing incidents to slip through the cracks. To create a robust approach to incident management across both operational and clinical incidents. The visibility created by a robust approach to incident management not only develops a strong safety culture, allows organisations to respond to incidents, record and report an incident, analyse it, easily implement, and follow up on corrective actions and close the loop on the incident.

The right solution for Aged Care providers to ensure they are empowering employees to report all incidents that happen in a residential Aged Care environment. With a robust approach to incident management organisations can allow strong governance of incidents, hazards, and near-misses, ensuring organisation can continuously improve the safety and quality of their service.

2

Compliance and Risk Management

Providing Aged Care can be a challenge for organisations. There are many risks, in Residential Aged Care, which also become an institutional and business matter. While risk management is well established in other industries, there is little guidance available on how best to gather data to assess real risks, hazards and incidents, or how to approach risk management in a systematic method.

Residential Aged Care operates in a highly regulated, dynamic and increasingly competitive market. In short, regulation has not eased, nor has competition for customers.

What was once an industry where demand outstripped supply with occupancy rates above 98 percent, the new norm for occupancy is now closer to 92 percent. The data on higher acuity levels at the point of admission and a fall in ALOS (Average Length of Stay) augurs badly for the industry. Hope is not a strategy. Source: Department of Health, Australian Federal Government.

The right software solution for Aged Care compliance and risk management will combine all aspects of the life and journey of a resident – from pre-admission, to the lifestyle and clinical journeys, through to exit whilst incorporating visual insights and strong compliance, alongside risk management functions. With the pending changes to the quality frameworks, there's never been a greater need to revisit your digital support systems.

3

Successful Aged Care Depends on Smart Project Management

The number of Australians aged between 65 and 84 is expected to reach 4 million by 2022, and the Aged Care Financing Authority estimates that approximately 76,000 residential Aged Care facilities will be required to meet this increasing demand. Source: Department of Health, Australian Federal Government.

Efficient project management is central to ensuring project completion on time and on budget. Historically, the provision of Aged Care services and accommodations have been heavily regulated, yet the legislation which was introduced in 2016 has shifted the approach towards a consumer centric system of access, presenting opportunities for private, not-for-profit and government case providers. The shifting market, coupled with population growth, demands upgraded facilities and capital. The right project management solution will have to consider the challenges including demand, financial stability, evolving needs of the residents and most importantly quality compliance.

4

Reporting Capabilities are a Fundamental

During day-to-day operations, users can obtain a wealth of data that provides valuable insights for innovation and growth. If the solution only offers limited insight, organisations may find that they only have a short window through which to measure performance and make the kinds of continuous improvement necessary. A solution that can offer easy to digest reporting, such as detailed dashboards, will engage key stakeholders and make reporting to the board seamless and reduce time collating data. A well-designed reporting solution should come complete with user-friendly dashboards that provide key information at a glance.

5

Transparency

Providers in the Aged Care sector often find themselves responding to new challenges and pressures, not just from the Royal Commission but also from onerous regulatory rules around patient data privacy.

The report, 'Australia's aged sector: economic contribution and future directions' explores how the Aged Care sector plays a significant role in providing older Australians with a variety of care options towards the later stages of their life. It also noted the public involvement in the sector was rather expansive with investments for 2016-2017 reaching up to 17.8 billion of the commonwealth expectations being allocated to supporting the services. Source: Department of Health, Australian Federal Government.

However, with this level of public sector investment comes the need for better transparency and accountability. More and more providers are finding their systems disparate and manual information storage methods have become serious business impediments. Which is why CAMMS strives to address this gap by working with recognised Aged Care providers including the likes of Villa Maria Catholic Homes, Valmar Support Services, Mercy Care, Life Care and the ACH Group to ensure that our tools and solutions meet and stringently report on industry specific regulations.

A Proven Intelligent Enterprise Solution in Aged Care

With integrated solutions in risk, strategy, projects and people, Camms software is helping many Australian Aged Care organisations make the right decisions, manage risks, capture and investigate incidents, align talent, and focus on what matters.

RISK · STRATEGY · TALENT · PROJECT

Camms.
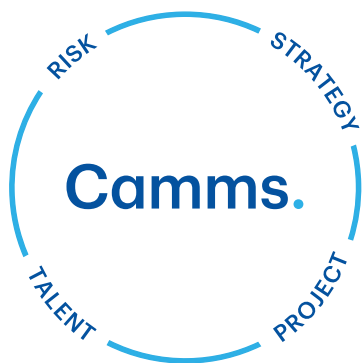
Our integrated software solutions:

Deliver timely and accurate management reports detailing performance, and KPIs.

Provide feedback to front line staff.

Analyse problems with service delivery and identify efficiencies and inefficiencies.

Discover and monitor historical trends across clients and services.

Find opportunities for business growth.

For example, the recent introduction of the SIRS regulatory initiative – which provides a framework for addressing the Aged Care Quality Standards – has placed the onus on providers to implement an effective incident management system that addresses the new arrangements.

Camms.Risk is a cloud-based SaaS risk, incident and compliance management solution that can underpin and improve your response to the SIRS. This central point of oversight has the power to streamline your key risk and compliance requirements by supporting the entire incident lifecycle:

- ✓ Defines all risks and ensures proactive plans are put in place to mitigate potential incidents.

- ✓ Ensures effective remedies are devised for all high impact or high prevalence risks.

- ✓ Supports organisational and clinical risk, control and treatment actions.

- ✓ Intuitive mobile app facilitates seamless incident reporting from anywhere at any time.

- ✓ Provides automated alerts and notifications to the right people via built-in email and SMS functions.

- ✓ Intuitive dashboard facilities tracking of organisational incidents, feedback and risks, and the creation of detailed reports.

- ✓ Signoffs can be implemented to ensure appropriate governance.

- ✓ Incident portal ensures collaboration with external stakeholders (customers and relatives).

- ✓ Flexible workflows ensure all relevant information is captured and reported.

- ✓ Automates the compliance management function in a single solution and provides details of relevant regulatory changes.

The Australian Aged Care industry has undergone a regulatory overhaul of late, with the introduction of two key government initiatives: standards that make it easier to check that people receive good care; and arrangements that require providers to implement effective incident management systems that enable them to meet those standards. With integrated solutions in risk, strategy, projects and people, Camms software helps businesses make the right decisions, manage risks, align talent, and focus on what matters.

How Camms is helping in the Aged Care Industry?

Camms' integrated cloud-based solutions are assisting many Aged Care providers in improving their service quality, ensuring the safety of their customers, and bringing them in line with the Aged Care Quality Standards.

With integrated solutions in risk, strategy, projects and people, Camms software is helping many Australian Aged Care organisations make the right decisions, manage risks, capture and investigate incidents, align talent, and focus on what matters.

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