

iCare Update 4

The Newsletter of iCare Solutions Pty Ltd • August 2006

CEO's Message



Rohan Vendy
Chief Executive
Officer

Given the changing nature of the aged care industry, understanding your business needs is mandatory to maintaining a leadership position.

Our most recent initiative has been the commissioning of some independent market research. Summarised in this newsletter, it allows us to better understand your short and long term business needs. While many of the outcomes confirmed our current understanding, there were a number of business pressures identified along with suggested solutions. These will assist us in providing ongoing product and service excellence to the Australian aged care industry into the future.

We are grateful to all participating aged care professionals for giving so generously of their time and knowledge to our research team.

iCare Commissions Independent Market Research

In April this year iCare commissioned independent market research organisation, Sweeney Research, to undertake what we believe is the first market survey of the Australian aged care industry.

Key Objectives of the Research

At a broad level, the key objective of our study was to enable iCare to understand the issues that senior management and staff in the aged care industry are facing in the short to medium term. We also wished to identify some of the frustrations that our target market encounters in managing the functions and areas for which they are responsible. Finally, we also wanted to establish the key IT issues that our current and potential clients face on a daily basis.

Research Methodology

The research methodology involved in-depth, face-to-face interviews with a representative sample of 20,000 beds from aged care providers from Melbourne, Sydney and Brisbane.

Providers of all sizes were interviewed, with around 35% of respondents in Australia's top 20 aged care providers. Participants included in the survey were both current and potential iCare clients, with representation from church and charitable, private and government sectors.

Major Research Findings

The interviews conducted in May provided a clear picture of the daily challenges experienced by professionals working in the aged care sector. The more dominant issues to emerge included:

- Staffing issues
- Funding model issues
- Legislative changes to funding
- The importance of cost control
- Documentation challenges
- The importance of quality, integrated IT systems

In the next edition of our newsletter, we will examine some of these issues in further detail.

What's on Now

17-20 September, 2006

19th National Conference
and Trade Exhibition
Gold Coast Convention Centre



There are only 5 months remaining for you to utilise the Federal Government's aged care grant

JAN

FEB

MAR

APR

MAY

JUN

JUL

AUG

SEP

OCT

NOV

DEC

December Deadline



iCare Update

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Meet our Staff

Meena Chandarana
Trainer/
Consultant



With a background in nursing, an honours degree in Science, a Masters in Educational Studies and as an accredited Quality Assessor, Meena Chandarana's qualifications provide an impeccable background for her role as Trainer/Consultant with iCare.

When combined with her previous work experience in health-related training and education in hospitals, tertiary and government sectors, her expertise in the application of quality auditing systems in various care environments and her involvement in Accreditation processes both in acute and aged care settings, Meena's experience speaks for itself.

Meena's expertise is called upon to assist clients around Australia with onsite training and the support of nursing staff at aged care facilities who are implementing the iCare solution.

For Meena, one of the elements of her job that provides satisfaction is assisting clients as they implement a quality IT solution that has so many benefits within their organisation.

Testimonial

Rilla Roberts
Director of Care
Services
Prescare



With 5 facilities in Queensland, servicing over 400 beds, Queensland aged care provider, PresCare recognised that they needed to expand their IT systems.

They needed a system with strong clinical and personal care documentation processes and the ability to generate collated reports to assist them in monitoring care quality.

After reviewing a number of IT systems, PresCare selected iCare. This was due to the quality of iCare documentation, its ability to incorporate Prescare's own care management forms and its report generation capabilities. A due diligence revealed that iCare was the most able to provide ongoing service support.

"We are committed to the iCare programme as we believe that the combination of the clinical care outcomes and the quality of the reporting processes inherent within the system will be of great benefit to our organisation, increasing our level of clinical care competence," Rilla Roberts, the Director of Care Services stated.

Frequently asked questions

Q
A

"Is iCare Solutions Microsoft Certified?"

iCare Solutions is a Microsoft Certified Partner with Independent System Vendor (ISV) status.

This means that iCare owns all of the intellectual property associated with its application. As a Microsoft Certified Partner, this means that our customers receive the latest technology without delay.

This relationship ensures that we stay at the forefront of technology, while also ensuring our independence. This provides the flexibility that allows us to quickly respond to your needs.

The outcome for you is that we are a reliable, experienced, leading-edge and endorsed system provider.

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