

iCare Update

The Newsletter of iCare Solutions Pty Ltd • June/July 2007

CEO's Message

Rohan Vendy
Chief Executive
Officer



As we begin the journey with our clients through the uncertain times that lay ahead, we remain cognisant as to the increasing reliance this places on iCare.

Being able to readily and accurately integrate Federal Government policy changes such as ACFI and eBusiness within our solution is a key indicator for our continued success. By immediately lowering the organisational risk profile

around regulatory change, iCare ensures it remains one of your key business tools well into the future.

Given the March 2008 deadline, we are in the process of embedding ACFI within the iCare solution. Integrating your existing documentation with ACFI will enable you to collect the necessary information for providing the required

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Managing the risk associated with change management

A common hurdle faced by all aged care providers when implementing a new IT system is managing the risk associated with change.

At iCare, we have identified 2 fundamental drivers in effectively managing this change. Our unique process for implementation is based on our experience of implementing the iCare Clinical and Care Management solution across tens of thousands of Australian aged care beds. It is this process that delivers 2 key effects.

Firstly, it reduces the organisational risk associated with the change ensuring efficiencies are realised sooner rather than later. Secondly, the total cost of ownership is reduced by ensuring



knowledge is firstly transferred and then retained by the client.

Whilst the implementation is the key driver to effectively managing the change, it is the technology that completes the required framework for success.

iCare technology is flexible with a choice of delivery models (iCare or Client hosted) and user interface. Historically, hand-held devices such as PDA's have

had mixed success in aged care. This is due to cost, usability and security issues. As a result, iCare has focused on providing the appropriate interface for different stakeholders.

Typically, care staff prefer touch screens, due to their size and the similarities these have to other devices used in the public domain (i.e. ATM's and shopping centre information touch screens). Where mobility is required, a limited number of tablets and/or laptops are used. For managers who require more functionality, PC's or laptops are the obvious choice.

iCare is vigilant to your changing needs as staff skills develop and user requirements change. iCare caters for this by ensuring any hardware choices are adaptable over time. This increases its scope for use and reduces the total cost of ownership, as your organisation develops and staff demand more of the system.

You have 10 months remaining until the implementation of the Aged Care Funding Instrument (ACFI) March 08 deadline.

JUL 07

AUG 07

SEP 07

OCT 07

NOV 07

DEC 07

JAN 08

FEB 08

MAR 08

March 2008 Deadline ▲

iCare Efficiency at the heart of your business

iCare Update

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This newsletter is published by: iCare Solutions Pty Ltd 49 Agnes Street, East Melbourne VIC 3002 T 03 9652 8100 www.icare.com.au

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level of care, whilst concurrently and seamlessly passing the required assessment data directly into the ACFI.

The outcomes will be lowering the risk around ACFI both operationally and financially, while allowing for continuous improvement in the quality of care.

This holistic approach to improving your business sees iCare operating at the core of your business.. This will ensure you integrate with both current and any future direction that the Federal Government may take in the areas of compliance, particularly accreditation.

What's on now

28 - 29 June

Hammond Care's 4th National Depression in the Elderly Powerhouse Museum, Sydney

18 - 19 July

Uniting Care Ageing
Four Points Sheraton, Sydney

23 - 25 July

ITAC Conference
Melbourne Park Function Centre

27 - 29 August

Catholic Health Australia
The Westin, Sydney

16 - 18 September

ACSA Conference
Melbourne Exhibition and Convention Centre

Meet our Staff

Naomi Gray
Office Manager
& Marketing
Co-ordinator



Combining the challenging roles of co-ordinating the office environment, as well as overseeing the marketing function is the day to day responsibility of iCare's, Naomi Gray.

Since joining the iCare team earlier this year, Naomi has enjoyed the pace and the variety that her new role offers. Overseeing the relocation into our wonderful new corporate premises in Agnes Street, East Melbourne has been one of the major projects requiring her skill and attention.

With the move now successfully completed, Naomi is enjoying the challenge of co-ordinating iCare's involvement in aged care conferences around the country and conducting HR projects for our growing company.

A seasoned traveler, Naomi has spent a great deal of the past few years living and working in Europe. Now back in her home town of Melbourne, Naomi enjoys movies, netball and is a very competitive trivia team member.

Welcome to the iCare team Naomi!

Frequently asked questions

Q How much hardware do I need for my 60 bed facility?

A As a guide, a 60 bed facility would require approximately 5 new user interfaces for dedicated use by nursing & care staff.

These interfaces would be a combination of standard desktop computers, touch screen devices, laptops and/or tablet devices. The facility may also require a computer server to host the application or they may elect to have iCare host the application removing the need for this hardware and associated infrastructure.

Key to iCare's implementation success has been our flexibility and the customised approach to ensure that the configuration employed suits your unique environment and delivers a reliable and easy to use solution.

We have moved!

Our new address is:
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