

iCare Update

The Newsletter of iCare Solutions Pty Ltd • July/August 2008

MD's Message

Chris Gray
Managing
Director -
Australia



As we move into the second half of 2008, iCare continues to engage with our customers via state based User Groups and Customer Satisfaction Surveys.

Understanding the needs of our customers was the key reason that iCare was announced as the national winner of the 2008 General Application section of the Australian Information Industry Association's (AIIA) iAwards in May.

Given that this particular Award was open to all business sectors, it is public recognition of the rapid progress made by the Australian aged care industry in embracing IT over the last four years, despite the challenge of coming off a very low IT skills base.

iCare is also pleased to announce our appointment to the Victorian Government's eHealth Working Party. iCare's role will be to provide a voice for the aged care industry in the ongoing eHealth dialogue.

Finally, customer uptake of our new Medication Management solution has been pleasing and highlights the industry need to lower the risk around medication.

Aged Care Embraces Technology

Embracing change is critical to the development of any industry. For aged care in Australia, the challenge is to improve service delivery and information to key stakeholders whilst continuing to lower costs.

Many in the aged care industry have seen that the appropriate use of technology is one way to deliver this business model.

iCare estimates that 40% of the industry have now converted from paper-based to technological clinical systems. This figure is predicted to double over the next 3 years. This will be driven by the increasingly complex challenges facing those operating in aged care and health industries around Australia.

As we know, aged care operators are already under pressure from staff shortages and the complexities of new government funding and compliance models. IT assistance has helped many facilities manage these changes more efficiently and cost effectively.

Over the last 4 years, iCare has provided education, training and ongoing support for the introduction of IT systems into aged care facilities. As aged care becomes more technologically sophisticated, the next phase will see iCare introduce a range of products and services designed to enable aged care providers to securely share information with third parties.



"iCare Solutions is an outstanding example of innovation and this award acknowledges their contribution to the industry and to Australia."

AIIA's Chief Executive Officer,
Mr Ian Birks on presenting the 2008
iAward to iCare Solutions.

These parties will include government and statutory authorities, external health workers/suppliers/providers and approved family members and care givers.

To provide this support, iCare is investing heavily in our product and service development. This will provide a comprehensive roadmap for the technological journey to be undertaken by the Australian aged care industry.

iCare Update

Like to join our mailing list?
Just email your details to:
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Meet our Staff



Ka Kwok
Help Desk
Analyst

A well resourced and customer focused Help Desk is always at the forefront of any successful IT company.

The iCare Help Desk is no exception and Ka Kwok, our Help Desk Analyst, is an important member of the iCare team. Ka is often the first person that customers will talk to when they phone with questions about the iCare Software Solution or RxRight Medication Management technology.

Soon to celebrate his first anniversary with iCare, Ka (pronounced "car"), enjoys the vibrant iCare work environment. He also likes the variety of his role and the opportunity it provides to assist iCare aged care providers around Australia.

In conjunction with his Help Desk colleagues, Ka also mans the iCare after-hours phone line. This service provides assistance to iCare customers 24 hours a day, 7 days a week.

With a Bachelor of Computing from Monash University, Ka is well qualified for his role. When not at work, Ka enjoys spending time with his wife, Swee. Travelling and cooking are his leisure time activities.

Testimonial



Serle Harvey
IT &
Communications
Manager
AdventCare

AdventCare is the aged care arm of the Seventh Day Adventist Church in Victoria. Operating 3 residential facilities in Warburton, Bendigo and Nunawading, they provide low and high care beds and independent living units.

At an Aged Care I.T. Roadshow, AdventCare managers saw the RxRight Medication Management system.

Of particular interest, was the simple to understand and easy to use interface and PDA's. Since implementing RxRight within the Nunawading facility they have been delighted with the results.

"RxRight has made a big impact on our medication administration. Our medication management and tracking processes have been simplified and improved. Our staff is enjoying viewing pictures of the tablets on the RxRight screen to identify the medications before they are given to our residents. They also appreciate having up to date information by logging onto a computer. Our Clinical Care Manager is also impressed that all information relating to medication can be quickly and easily collated." Mr Harvey said.

What's On Now

4th Sept:

ITAC Conference (Melbourne)

28th Sept - 1st Oct:

ACSA National Conference (Adelaide)

16th - 18th Nov:

ACAA Annual Congress (Hobart)

FAQ -

How do I obtain a rating higher than a "B" in ACFI 10?

The business rules associated with ACFI 10 are extremely important when calculating an ACFI appraisal.

For the highest level of the Behavioural Supplement to be obtained a diagnosis medical code (550A) for a mental or behavioural condition must be provided. Where no such diagnosis code is supplied a medium level then results.

To obtain a rating higher than a "B" in ACFI 10, code 550A must be selected in the Mental and Behavioural Diagnosis section supplied with a diagnosis of depression, otherwise a B rating will only ever be obtained.

Should you have any further questions regarding your ACFI appraisals or any other questions please contact the iCare Helpdesk on 03 9652 8163.