

# Update 16

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## MD's Message

**Chris Gray**  
Managing Director - Australia



2009 is set to bring about new challenges for both the aged care industry and the wider economy. There is no doubt the economic recovery will be a long and difficult process. The current climate does however present an opportunity for aged care providers to continue to review their processes and understand how they can further improve efficiencies and, at the same time, increase the returns on IT system investments that have been made.

iCare's development of single view of the health information for an aged care resident via an electronic health record provides a further way to improve the quality of care whilst increasing efficiency gains and use of resources.

Electronic health will be a key driver in Australian health reform over the next decade and iCare continues to be of the view that aged care can provide leadership to the wider healthcare industry by demonstrating the value and benefits of e-Health.

## Individual Electronic Health Records for the Australian Aged Care Industry

*The integration of GP health records with iCare's Clinical, Care and Medication Management system offers a new way of managing healthcare information for aged care residents.*

By having a consolidated view of up to date health information about a resident enables improved health outcomes supported by better decision making.

The use of a health record developed by iCare for aged care providers is in line with the recognition by State and Federal Governments of Australia that electronic health is a key driver of major reform over the next decade. This will include developing better ways of collecting and securely exchanging health information. Part of this whole of Government strategy is an Individual Electronic Health Record, which is supported in terms of privacy and standards by what iCare is providing to the aged care market.

Investment in, and the use of, information technology in aged care has created efficiencies in the use of resources and in lowering documentation duplication.

The screenshot displays a web-based interface for an aged care resident's electronic health record. It is divided into several sections: Section 1: Resident Electronic Health Record, which includes fields for Name, DOB, and a small photo of the resident; Section 2: Medication Chart, a table with columns for Drug Name, Dose, Frequency, and Status; Section 3: Drug Administered (Last 48 Hours), a table with columns for Drug Name, Time, Dose, and Status; and Section 4: GP Records, which lists medical professionals and their contact information.

*An example of iCare's Aged Care Electronic Health Record.*

By collecting and storing all of the health information on a person electronically in iCare, including medications, progress notes, care interventions, assessments and GP health records, there are further improvements to be gained in both the quality of care and the use of resources through more complete, accurate and up to date health information.

For nursing and care staff, a single view of the resident's health record means less time searching for information, enhanced and secure information sharing and better co-ordination of care.

*iCare would like to take this opportunity to thank-you for your support during the past year. We wish you and your families a Merry Christmas and Happy New Year and look forward to an exciting 2009.*

# iCare Update

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## Meet our Staff

**Michael Donnelly**  
National Sales  
Manager



In late October, Michael Donnelly joined iCare with the mandate to drive the ongoing momentum of new clients and to further develop strong relationships with the current client base.

With iCare now represented throughout Australia, Michael's role is set to be a busy and exciting one. He is particularly passionate about the fact that iCare is making a real difference to the quality of Aged Care in Australia.

With a strong work history in sales, marketing and accountancy, Michael brings a well developed managerial focus to his new role.

Most recently, Michael was the MD of APS Ltd in New Zealand. APS provides software products to the chartered accounting profession and has a reputation for outstanding client service.

Originally from Melbourne, Michael has an accountancy degree from RMIT followed by a Graduate Diploma of Marketing from Monash University. Married to Peta and a father of 3 young daughters, Michael is also a busy family man. Welcome Michael to the iCare team!

## Testimonial

**Tanya Connor**  
CEO,  
Samarinda Lodge



Samarinda Lodge has rapidly built a reputation as one of the market leaders in adopting new assistive technology to create efficiencies and improved care for its residents.

Samarinda Lodge has been using iCare's Clinical & Care System for 2 years and have now implemented iCare's RxRight Medication Management System to streamline their current medication management process.

CEO Tanya Connor said "RxRight addressed the areas of concern in our current medication processes.

By providing checkpoints at the point of medication administration errors should be minimised, its reporting functionality will decrease the amount of time spent on administrative tasks, important for accreditation, and it also provides a more efficient way for us to communicate with our pharmacy.

The ultimate benefit of integrating the 2 systems is achieving the aged care electronic health record to help us improve our decision making to ensure we are offering our residents the best possible care."

## ACAA IT Award

**Kelvin Neave**  
The Salvation  
Army



iCare congratulates Kelvin Neave and The Salvation Army (Australia Eastern Territory) on winning the 2008 ACAA Innovative Implementation of an IT Product Award at the recent National Conference in Hobart. The iCare software products and implementation have resulted in improved levels and quality of care for their aged care residents, enabling nursing and care staff to spend more time caring for their residents. One of the keys to the success of their implementation was how Kelvin implemented the products, incorporating iCare's change management program, that saw 1100 care staff embrace the use of technology in the workplace so readily.

## Request a Demonstration

If you would like a demonstration of iCare's Clinical & Care Solution or Medication Management System go to [www.icare.com.au](http://www.icare.com.au) and submit your details.