

Update ^{iCare} 6

The Newsletter of iCare Solutions Pty Ltd • October 2006

CEO's Message



Rohan Vendy
Chief Executive Officer

iCare is pleased to announce that we are now the approved provider of clinical and care solutions to non-profit aged care providers.

This exclusive agreement with Church Resources, Australia's leading non-profit purchasing group servicing 1,000 aged care providers, aims to give a more informed decision to potential purchasers of software and care management services within the aged care industry. This is due to the exhaustive selection process that we have undergone against other solution vendors. Key measurables used within the process were market leadership, client feedback, future roadmap for technology and market share.

We are excited at the flow on effects that this decision has for the industry. With an increased capacity for product and service excellence, we further increase our long term commitment to delivering tangible value within your business.

Our research findings - the final cut

In our concluding article on the findings of our recent research into the Australian aged care industry, we define the final identified issues that were of concern to our research participants.

1. The recognition of the care system as the core business system

Although some remain undecided, there is a demonstrable change toward what is considered to be the core business system within an organisation.

Whereas 12 months ago, the principal system was seen as being another system such as finance or payroll, there is now evidence to suggest that "best of breed" clinical and care systems are gaining recognition.

This is because they have the greatest ability to drive efficiency, as they operate across the core business functions within your organisation.

2. Documentation

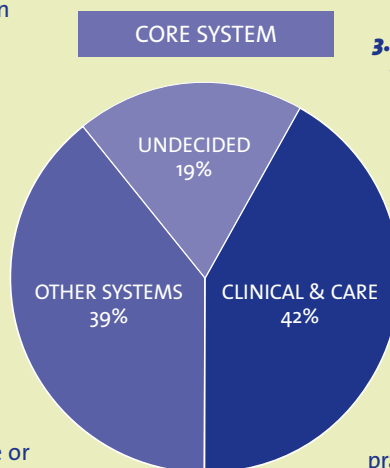
For many in the aged care industry, documentation was a key workplace issue. From our research it was identified that the high level of paper-based documentation reduces efficiency and disadvantages data capture and streamlining.

3. Cost control

The review and containment of costs, without compromising the quality care model was important to all who took part in our research.

Potential cost control methods included improved purchasing practices and models, new accounting packages and the centralisation of "back of house" operations.

Most importantly, all 6 issues identified by our research illustrated the viability of the iCare solution. This is because the iCare solution addresses all of the 6 issues, whilst delivering improved efficiencies and enhanced levels of care.



There are only 3 months remaining for you to utilise the Federal Government's aged care grant



December Deadline



iCare Update

Like to join our mailing list?
Just email your details to:
customerservice@icare.com.au

This newsletter is published by: iCare Solutions Pty Ltd Level 12, 636 St Kilda Road Melbourne 3004 T 03 9516 0070 www.icare.com.au

Meet our Staff

Justine Lovell
Marketing
Co-ordinator



Any growing organisation needs expert marketing skills. Since joining iCare earlier this year, Justine Lovell has brought a range of experience to the company.

With a busy and varied role, Justine spends a large percentage of her time organising and attending aged care conferences around Australia. In this capacity she enjoys demonstrating the iCare system to potential clients and learning more about their needs.

When at iCare's Melbourne head office, Justine's responsibilities include co-ordinating written marketing material such as newsletters and brochures, as well as the ongoing development of the corporate website and database.

With a double degree in marketing and the music industry from Victoria University, in addition to a graduate certificate in market research, Justine is well qualified for her role with iCare.

With a love of music and a work history in music publishing and promotion, Justine is enjoying the challenges of utilising her skills within a new industry.

Testimonial

Gillian Gunn
Director -
Residential
Services
Carrington Aged
Care



Carrington Aged Care Services is one of Victoria's longest serving family-run aged care providers. Managed for almost 30 years by the Gunn family, they operate over 180 beds within 3 facilities in suburban Melbourne, providing residential high care extra aged care services.

In recent times, the family decided to implement a full service software programme across their facilities. After looking at both local and US software packages, the decision was made to implement the iCare clinical and care management solution.

Gillian Gunn, the Director of Residential Services says that the reason for choosing iCare was in the end quite simple; "We wanted to find a software solution that was RCS (resident classified scale) based. iCare will also assist us in meeting our accreditation standards and ongoing resident care outcomes. From a personal perspective, the ability to have remote access from home is extremely valuable. Under iCare we can now dial up resident's care management files should there be an issue at any time of the day or night," Gillian commented.

What's on Now

19-22 November -
Aged Care Association
of Australia, 25th Annual
Conference, Perth Convention
and Exhibition Centre

29-30 November -
Total Aged Care Expo,
Royal Adelaide Showgrounds

Frequently asked questions

Q Does the iCare Solution allow a choice of hardware interfaces?

A To provide organisational and workflow flexibility, the iCare Solution allows a choice of interfaces.

We have noted a recent customer trend to use a range of interfaces that better integrate with workflow. Many customers use touch screens on the floor, PC's at the nurse's station and a minimal number of wireless tablets and/or laptops at the bed side.

The outcomes have been reduced capital expenditure, improved access to resident information and increased take up of the system due ease of use.