

iCare Update

The Newsletter of iCare Solutions Pty Ltd • June 2006

CEO's Message

Rohan Vendy
Chief Executive
Officer



Achieving the required return on any software investment is essential for any business. With this in mind, the June issue of iCare Update introduces some of the efficiencies that allow iCare customers to achieve their required return on investment.

Our experience tells us that product excellence and reliability is both the nucleus and mandatory requirement for being able to demonstrate software returns. Our clients tell us that it is the implementation and support component of the iCare offering that provides the framework that delivers these returns.

By owning and controlling all of the intellectual property rights to our software, as well as the associated implementation and support services, iCare ensures that we continue to deliver value to your business for the long term.

iCare Efficiencies – The Software Solution

As anyone with an integrated computer system knows, your system is only as good as the software that drives it. The iCare solution has been developed to ensure that your software investment maximises business efficiency across the entire organisation. But how is this achieved?

Our software reduces the time and error inherent in documentation tasks

This efficiency is achieved through our single data entry system – Forms, Assessments and Charts are directly linked to Progress Notes, Nursing Care Plans and Management Reporting. In turn, this enables a continuous flow of high integrity information throughout your organisation.

Our software system ensures that there is no “down time” between data collation and input

Due to a variety of user interfaces, including desktop computers, touch screens, PC Tablets, PDAs, and also with a wireless capability, all information is input in “real time”. This immediately creates reporting efficiencies across your key clinical and administrative areas.

iCare software assists with staff development, training,

recruitment and retention practices

iCare will help you become an “employer of choice,” as your staff enjoys the professional development opportunities available through the system. Due to the ease of operation, your recruitment and retention practices will also be enhanced.

The iCare software solution leads to a continuous improvement culture

The data mining and benchmarking efficiencies of the iCare system will help you create a culture of continuous improvement. With a single key stroke you can see clinical indicators throughout the entire organisation, enhancing a culture of evidence-based outcomes.

iCare software creates documentation efficiencies

High quality documentation is an important part of aged care management. Our system creates time efficiencies, by producing configurable documentation which allows for an appropriate level of standardisation.

With over 30,000 aged care beds currently operating under the iCare system, the evidence speaks for itself. We look forward to sharing the same solutions with your own organisation.

▼ *There are only 7 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

Like to join our mailing list?
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customerservice@icare.com.au

Meet our Staff



Peter Maloney
Operations
Manager

It seems that Peter Maloney's work history has been a blueprint for his role at iCare.

Prior to joining iCare, Peter spent 14 years with Dun & Bradstreet. Peter was responsible for Australia's largest commercial credit bureau, overseeing the acquisition, storage and distribution of all commercial credit reporting data.

Peter joined iCare after recognising the significant parallels between the principles of information management in credit information and those in aged care resident's information.

With a "hands-on" role, this experience is drawn upon on a daily basis as he assists customers in acquiring and implementing the iCare solution.

With a personal interest in social justice issues, Peter is President of St Joseph's South Yarra Emergency Housing Association, providing transitional housing to homeless people.

As a shareholder of iCare, Peter enjoys the challenges of establishing a sustainable business that answers a need within the residential aged care market.

Testimonial



Marilyn Jolly
Executive
Director of Care
Northern
Sydney Region
Uniting Care
Ageing

Uniting Care Ageing is one of the most respected suppliers of services to the Australian aged care industry.

As the largest provider of aged care in Australia, with a population of over 5,000 residents, in 7 regions, across over 90 facilities, the organisation provides services ranging from self-care to full residential facilities.

In 2004, Uniting Care recognised that they needed to find an IT solution that would enhance the services provided by care staff to their residents. Issues such as documentation and accountability were key features of their requirements.

Since conducting a 9 site trial of the iCare system, United Care Ageing says that they haven't looked back.

"The past 18 months have been filled with lots of talk, support and know-how from the iCare team. We have been simply delighted with the iCare system and the ongoing, professional support that has accompanied it," said Marilyn Jolly, the Executive Director of Care, Northern Sydney Region.

What's on Now

25-26 July, 2006

Aged Care IT Roadshow
Park Hyatt, Melbourne

Frequently asked questions

Q Does iCare allow me to automatically write a Nursing Care Plan from my resident's assessments?

A Flexibility is the cornerstone of the iCare solution. Customers can specify their own unique business rules for integrating a resident's assessment directly into a Nursing Care Plan.

When an assessment is completed, this information can be utilised within fields such as Problems/Concerns/Observations/Goals or Interventions within a Nursing Care Plan. The system can go even further and integrate the Assessment Form directly into Progress Notes.

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