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## Media Release

*For immediate release*

### **Paper based administration is key factor in declining aged care profits**

#### **Over 60% employ manual reporting methods**

Old fashioned paper based administration is one of the key factors contributing to declining aged care profits according to Australia's leading provider of clinical and care IT management systems, iCare Solutions (iCare).

"Our research shows that while IT is top of mind in most aged care facilities, over 60 per cent are not using automated management systems," said iCare Managing Director Mr Christopher Gray.

"This is very expensive both in terms of staff time and costs.

"For example, nursing and care staff who work in non IT equipped aged care homes can spend over a quarter of their time at work completing hand written clinical documentation. In a typical 100 bed high care facility, the time spent on manual clinical and care documentation is 640 labour hours, which translates into a total salaries and wages contribution cost of over \$168,000 per annum.

"Yet this cost is reduced by an average of 30 per cent across the board in facilities which use automated systems," he said.

"As well as saving time and money, automated reporting systems can also improve actual levels of clinical care because they free up carers to spend more time looking after residents. At the same time, they also allow for improved government funding reporting, compliance, accreditation and accounting management."

Mr Gray said that with the number of Australians aged 70 or over set to double over the next 20 years, there would be enormous pressure on the aged care industry overall and it was essential that it get up to speed with modern technology as soon as possible.

He said the industry faced a number of barriers to successfully introducing IT into its management and administration systems which needed to be addressed quickly.

“The main hurdle to overcome is staff training,” he said. “The vast majority of aged care workers are 40+ and have traditionally had little or no experience using IT in the workplace.

“The good news is that carers are very keen to learn new IT skills once they understand that it cuts their administrative load by up to one third and allows them to focus more on patient care.

“It’s a liberating concept for them because it allows them to spend more time doing the type of work they actually want to do,” he said.

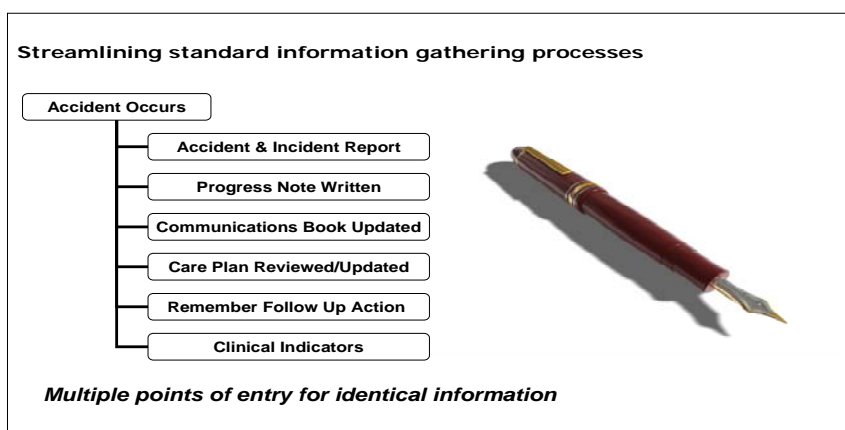
Mr Gray said that providing contemporary IT tools to carers was rapidly becoming a key driver in attracting and retaining staff in the aged care industry.

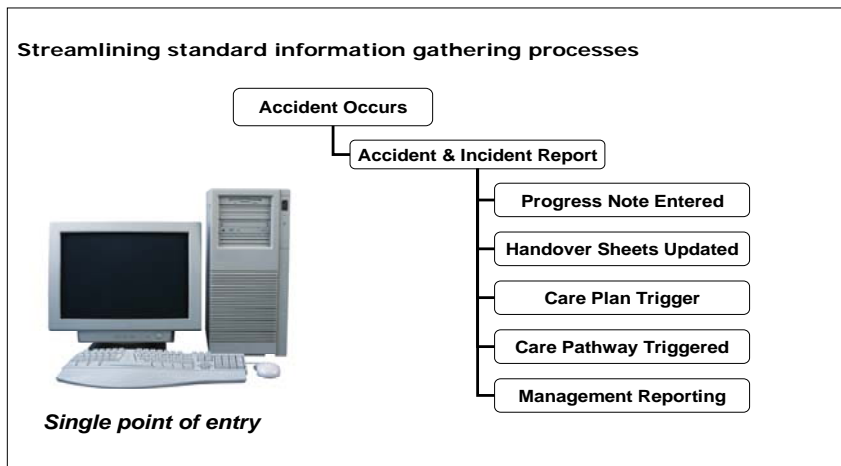
"Filling in scores of reports and forms manually every week is a thankless task. Not only are staff thrilled to see the back of it, but they also appreciate the investment in their own skills training and development," he said.

As an example of time and cost savings, Mr Gray said that incident reports written by hand triggered six manual tasks. Using iCare, those tasks were reduced to one input on the system (see following diagrams).



**Manual Processing**





### **About iCare Solutions**

iCare is the second fastest growing software company in Australia and the seventh fastest growing company across all technology sectors (Deloitte Technology Fast 50, 2007. In 2006, iCare was rated fifth and 25th respectively).

The company is the market leader in the provision of Clinical & Care Management solutions to the aged care industry in Australia with over 30,000 beds under licence and a further 18,000 beds being implemented. The total number of aged care beds in Australia is approximately 220,000.

Based in Melbourne, iCare is privately owned and began commercialisation of its product suite in 2004. It employs 30 staff in Australia and was launched in the UK in September 2007.

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