

# iCare Update 5

The Newsletter of iCare Solutions Pty Ltd • September 2006

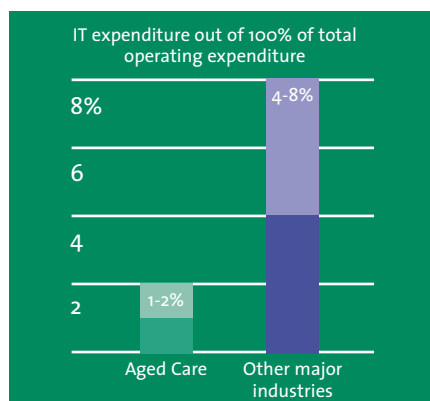
## CEO's Message

**Rohan Vandy**  
Chief Executive Officer



One of the outcomes that we have learnt from our recently commissioned market research was the subtle, yet significant, change in attitude toward IT as a genuine business tool within the Aged Care industry.

This was validated by our research that found the inclusion of an IT strategic plan within the organisational business plan of many aged care facilities. However, with IT expenditure averaging 1-2% of operational expenditure, it is still far lower than other major industries, which typically runs between 4-8%.



Importantly, there is evidence to suggest that this percentage is increasing, as senior management begin to execute their business plans.

Further validation of changing attitudes, were the research findings that support the use of a clinical and care management system as the core system within the organisation. This shift in thinking is becoming more commonplace based on the realisation that achieving whole organisation business efficiency is primarily driven by creating improvement across your care processes.

## Frequently asked questions

Q  
A

How does iCare help with/influence accreditation?

iCare helps you to gather evidence and align

documentation with expected outcomes that demonstrates your continuous improvement.

iCare enables you to quickly and effectively gather information from documentation and produce reports/audits via the Standard and Extended Management Reporting modules in real time. This facilitates the identification of gaps in documentation i.e. you can sit at your desk and assess compliance in documentation with a few keystrokes.

Reports can be individualised to roles within the organisation to show trends, continuous improvement and effectiveness of process changes. In summary, iCare tracks and identifies any areas of risk through its transparency of data.

## What's on Now

**17-20 September** - 19th National Conference and Trade Exhibition, Gold Coast Convention Centre

**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

There are only 4 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** Efficiency at the heart of your business

# iCare Update

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## Major research findings further revealed

In our last edition, we revealed the major findings of our recently commissioned independent market research into the Australian aged care industry.

Six major findings dominated our research, as issues that were critical to our industry. We are pleased to define three of them more fully for you.

### 1. Staffing issues

Our research showed that aged care operators struggle with the ability to attract and retain key staff, particularly registered nurses. This reinforces a lack of recognition by the relevant authorities that high level aged care is moving closer towards high levels of clinical care.

### 2. Funding model issues

There was agreement from our research participants that the current funding model is bureaucratic and cumbersome, and that the current cost/fee structure is still not correct. Achieving adequate funding is of paramount importance to all players within the industry.

### 3. Legislative changes

Continuous legislative change to the aged care funding model continues to create uncertainty, making long term planning difficult for all.

In the next edition of our newsletter we will examine the final 3 issues in further detail.

## Meet our Staff

**Dan Arnison**  
Application Developer



Ensuring the ongoing system development of the iCare offering is the daily challenge of iCare's, Dan Arnison.

In his role as Application Developer with iCare, Dan is responsible for the development of the intellectual content of the iCare system. In real terms, this means that Dan analyses specific client needs and formalizes these requirements as refinements to the iCare package.

Dan works closely with the iCare staff who implement our product at client sites around Australia. Dan enjoys the interactive nature of his role and the responsibility for further improving Australia's finest aged care sector IT system.

With an Information Systems/Business degree, Dan appreciates the significant advantages of working as a .Net developer for a mature Microsoft supported application framework. Dan is proud of the very real advantages that this offers to our clients in terms of productivity, ease of use and interface with a range of other Microsoft products.

## Testimonial

**Suzie Phillips**  
Care Services Manager  
Bethany Christian care



Bethany Christian Care recently underwent significant organisational upheaval when they moved the biggest of their three facilities and their head office into newly built premises, implemented a new model of clinical care, installed the iCare system and successfully underwent Accreditation - all at the same time.

The iCare installation and Accreditation occurred at "The Plains", their new 96 bed residential aged care facility in Eight Mile Plains, Queensland. Suzie Phillips, the Care Services Manager has been both delighted and relieved with how smoothly the whole process has gone.

"These changes involved huge organisational risk for us as we had to undergo Accreditation at the same time. With the assistance of the iCare team and with the support of our staff, the process has gone like clockwork. The iCare system had the tools we needed to quickly demonstrate our compliance in the KPI's, which significantly reduced the stress of the situation. The training that we received from iCare was also first rate, as is their ongoing professional support."