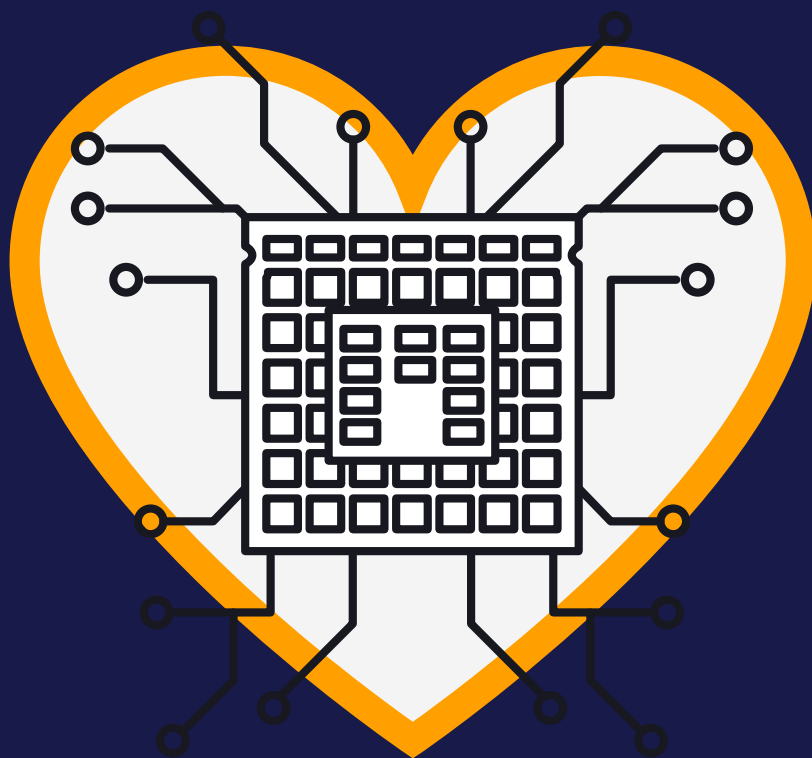




# MYPASS



# The Future of Technology in Aged Care

A Guide for Australian Aged Care Providers



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# Technology in Aged Care

In July 2020 MyPass Global hosted the '**Technology in Aged Care**' workshop with the intention of bridging the gap between Aged Care & Technology providers in Australia. This guide identifies the major themes & outcomes captured in the workshop to share with the broader Aged Care sector. We hope that these findings will contribute to a greater understanding of the needs of the sector and how technology providers should aim to engage with key decision makers.

We take this opportunity to thank all stakeholders who contributed to the development of this guide, including:



UPA of NSW Ltd  
United in Christian Care



## Who is it for?



**Small-Medium  
Providers**



**Large-Scale  
Providers**



**Technology  
Vendors**



**Government &  
Industry  
Bodies**



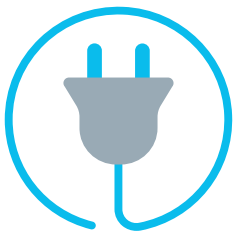
## What You'll Learn



**A clearer sense of what attributes a credible software solution should possess**



**An understanding of the current market & what tools & strategies other providers are using**



**Advice on how to meaningfully engage with tech providers to find the best solution**



## Motivations for Adopting Technology

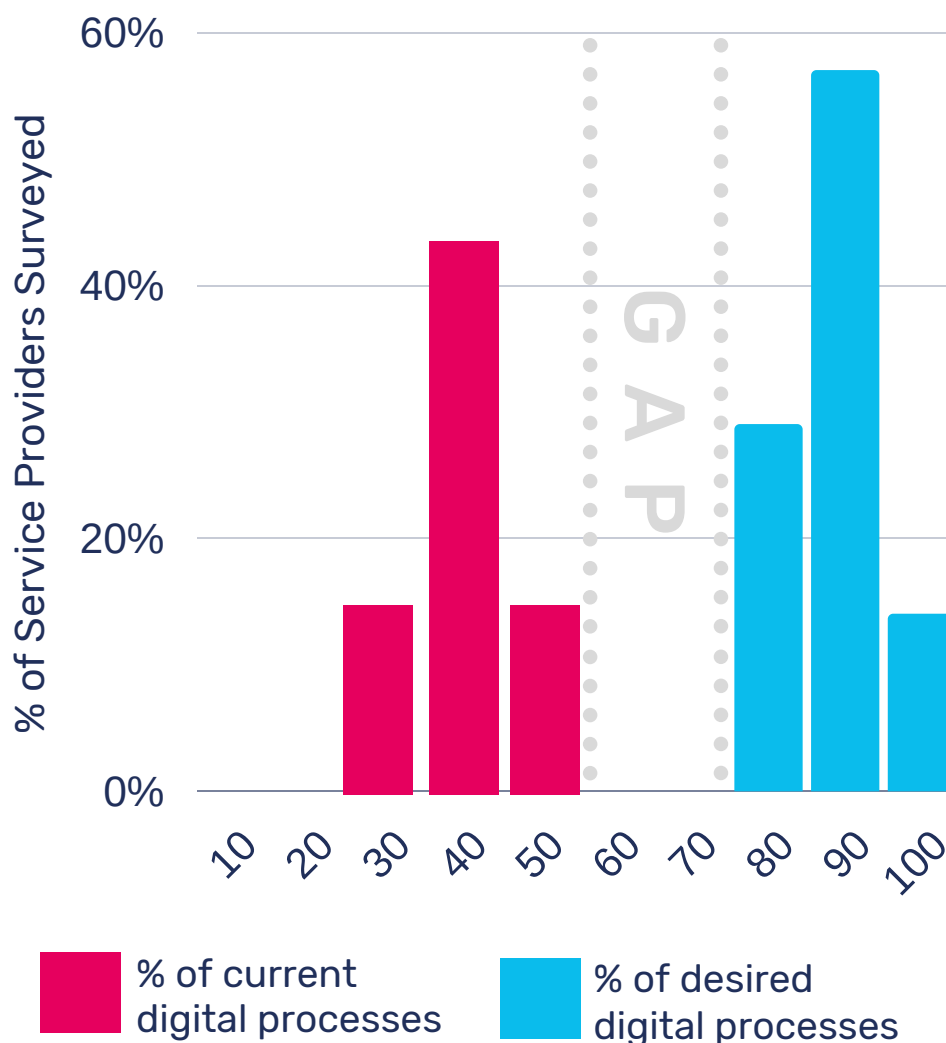
We observed the following motivations for Aged Care providers to adopt new technology:

- **Streamline processes** in order to be more efficient, saving time and reducing cost
- **Empower carers to make informed** decisions through digital transformation
- **Improve the quality of care** by allowing carers more time to attend to client-centred and meaningful tasks
- **Enhance trust and safety** by improving documentation and validation of certifications
- Improve quality of care due to **flexible and effective training delivery**
- Integrate with existing systems to create **fast and agile solutions**
- **Enhance communication** between organisations
- **Increase staff motivation, capacity and resilience** through easy to use and effective systems



# The Digital Scale

MyPass identified a significant gap between the current level of digitisation utilised by Aged Care providers and the level they aspire to achieve. The following graphs show the survey responses given by a range of providers and our findings show that there is dissatisfaction with current systems and considerable motivation to streamline systems and processes by utilising effective technology. This indicates that now is a key time for technological change in the Aged Care sector.





Additionally, more recent Australian research [report by the ACiiTC](#), surveyed all NSW residential Aged Care facilities (n = 876) to measure IT sophistication (via IT capabilities), extent of IT use and the integration of IT in two domains; resident care and clinical support. The study found that IT sophistication was highest in IT capabilities and integration in resident care and was lowest in clinical support.

*The highest IT sophistication levels were found in the not-for-profit sector in all IT sophistication dimensions in resident care and the lowest in the for-profit sector, with significant differences between both sectors.*

26%

used portable computing devices such as laptops, tablets, and Smartphones.



25%

had integration of resident care systems with external entities including hospitals.



57%

of the facilities reporting had no IT personnel in their workforce



# Five Future Needs

## 1. Integration

Integration is central to the current needs of the Aged Care sector and its ability to gain maximum benefits from technology.

Integrating new systems with existing technologies and processes is critical, and will provide opportunities to reduce unnecessary manual tasks such as data entry. Standalone systems without strong integration capabilities mean that:

- Adoption can be difficult to justify, especially with an already limited budget for software solutions
- It can be even harder for new solutions to integrate with old infrastructure
- It creates downstream issues by not aligning with existing processes, adding an extra burden to staff who are often already overwhelmed with tasks

Ideally, technologies should link to a central dashboard that connects and displays all systems in one place to maximise user experience.



## 2. Simple, Centralised & Digital Solutions

Providers are looking to digitise processes with simple solutions for data management. A significant pain-point is extensive data duplication and manual keying across platforms. This, combined with a lack of meaningful central dashboards that record real-time data for reporting purposes, makes adopting new technology a challenge for providers.

An area of improvement for current solutions is their inability to be agile and adapt to evolving industry needs. Remaining fit for purpose by being flexible, lean and responsive is something providers are seeking more of in the future.



Cost is also a significant factor in the decision making process. Systems can have upfront implementation costs and significant ongoing license fees that are disproportionate to the budgets of Aged Care providers.



Four key measures to look for when seeking a new software solution are that it should be lean and agile, reducing manual administration time.

### 3. Searching the Market

Aged Care Providers don't have the luxury of being the first to trial new systems. What makes this more difficult is navigating the numerous options out there without having a clear understanding of exactly what requirements each system meets, or what's been endorsed by similar providers.

There is a strong desire to simplify decision making by understanding what is working well for others. A common frustration is trolling through digital technologies for relevant features, only to be overwhelmed by the amount of new systems out there.

*"Without a proper scoping exercise involving IT, service units are commonly sold 100% of a product, then they only utilise 20% of it."*

**- Dan Beeston, Juniper**

Additionally, sales pitches often over-promise and mislead, with many technology providers exaggerating their service offering. This has led to a lack of trust in new systems & potentially contributed to the resistance felt by many providers towards evolving from older legacy systems.



Email us at [agedcare@mypassglobal.com](mailto:agedcare@mypassglobal.com) for your copy of our Software & Solutions Guide, which maps out the Aged Care software solutions landscape by function e.g. time, rostering, compliance..

## 4. Client-Centred Approach

The key to technological solutions of the future is the client-centred approach. To the technology provider, the client is the aged care staff member who is using their system. However, to the aged care staff member the client is the elderly person in their care. Therefore the technology provider needs to expand their view of who the real client is and be conscious of their system creating genuine improvements in the quality of life for the elderly person within the aged care service.

It's important to ask *'what type of care would I like to receive as an elderly person in an aged care setting?'* This largely comes down to having trusting relationships with carers who have the time, energy, skills and attitude to truly cater for and respond to our needs. That's why empowering and up-skilling carers is key.

Many carers lack formal technical skills and English may be their second language. This makes managing accounts across a variety of software applications a logistical nightmare. The other challenge here is ensuring the process of changing systems is as seamless and intuitive as possible for all users.

Empowering carers to access technology when they are with clients can greatly reduce their administrative burden, & inform their service by connecting them to reliable, real-time data. Technology providers need to offer effective training and support when on-boarding providers so that carers are equipped to fully utilise new products and services.

High-turnover of staff in many facilities can create barriers to justify funding of training, so the more simple and automated training opportunities are, the easier it is to justify the investment.

Customer service must be readily accessible, with clear points of contact for tech support. Adoption is dependent on a change of mindset across different levels and generations of staff within an organisation, rather than just deploying a great solution. This is why having easily accessible support is vital. An example of this could look like a combination of online chat and phone support, along with staff who are employed to be physically accessible to colleagues to help solve digital challenges.

*"If they are (client centred) they'll get it right, if they are not, they're wasting time."*

*- Lucy O'Flaherty, Glenview*

# Case Study:

## Glenview Community Services



**Lucy O'Flaherty, CEO**

**Location:** Tasmania

**Size:** 196 Residents

**Facilities:** 2

*"It's about integration, and information that's accessible and applicable across the whole business to form a lean, fast and agile organisation. There's lots of work being done by the Government to discover the needs of the Aged Care sector. The bridge between that intel and the development of technology is what is missing. Many sessions seem to happen but in absence of actions.*

*If we're an industry that is people-centric, define people-centric and that will give you the solutions. Put the user and the consumer at the front and make the rest work for you."*

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*Probably about 40% of our stuff is digital. In terms of processes alone we'd love it to be 100%*

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## 5. Vendor Responsibility & Communication

The emphasis of responsibility has previously fallen on Aged Care providers to accept the solutions offered to them, and it is clear that this must change. As with any industry, technology providers should be constantly adapting and pivoting to meet the needs of their customers based on real-time changes within the sector.

Increased communication about products between users & developers will ensure tech continues to evolve in the right direction. In the past, industry has experienced vendors and technology partners pushing back on regular updates, bespoke requests or API integrations. This means that current infrastructure, which can be old, becomes outdated and requires manual processes to compensate. This continues to slow the progress of organisations towards a digital future.



**Asking a technology provider about their Product Road Map will provide a good indication of their intention to evolve and adapt their solution.**



# Case Study:

## Juniper Aged Care



**Dan Beeston**

**ICT Manager**

**Location:**

Western Australia

**Size:** 1500 Residents

**Facilities:** 26 RAC's

*"Our goal is to have a lean mode of operation to streamline our processes to make Juniper more efficient so that every dollar saved can go back into the quality of care. We've enabled our carers by providing technology at their fingertips to help them make informed decisions about each Aged Care client. By having a massive mobile fleet at the point of care (including outdoors), our carers can access care notes, policy and procedures, and services so they can be more present and have more meaningful interactions with clients. This is a big part of what we do, rather than retiring at a*

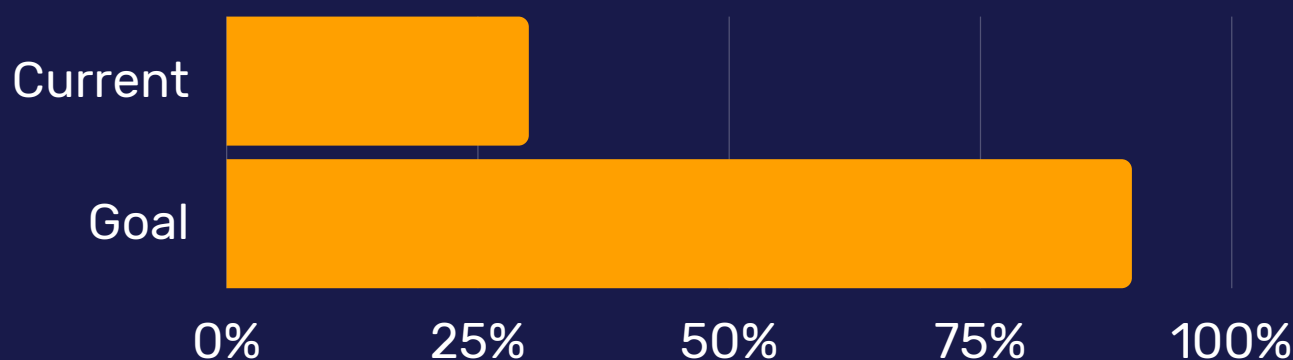
*nurses station at the end of a shift to update progress notes, they can write those notes with a resident watching TV or by the fire. By freeing up four hours activity of administration and manually keying it into the system, our carers have four hours that can be spent creating meaningful human interaction or improving the next business process. **We've found that by explaining to our stakeholder that "I'm doing this to free up administration time for you to do what you were hired to do in your job description" then they have greater buy-in for change.**"*





### Case Study: Juniper Aged Care (cont...)

*"Many of our workplace conversations revolve around saving time to save dollars, so we can reinvest into the care of our residents. Juniper has just started this and we've worked hard to remediate processes, including working with stakeholders on the digitisation of manual processes. We're currently at 30% and I've said we want to be at 90% because there's always going to be limitations to what you can do with software. Starting the conversation now is key and I'm confident we can get to that 90%."*



#### Current Digital Processes vs Future Goal

### Solution: The 'Technology Advocate' Position



*Juniper use "Technology Advocates" (similar to Apple Store workers in blue shirts), who are on rotation across the sites. Their job is to get them in the systems and software and after that the LMS\* is set-up to teach them the specific details on how to use the product. We also get them in-front at corporate orientation days to demonstrate our approach to this area of the business.*

# Where to from here?

Based on the participants of our workshop and our own research, we've begun developing a **Solution Guide** to allow providers to quickly see what systems others are using, for different purpose.

To receive a copy of the guide which we are always developing, please contact [agedcare@mypassglobal.com](mailto:agedcare@mypassglobal.com) & our team will be in touch.

1. **Share** this guide with your network
2. **Join** our working group for future workshop opportunities & collaboration
3. **Connect** with us to learn more about MyPass Global

**[agedcare@mypassglobal.com](mailto:agedcare@mypassglobal.com)**





### Glossary

### API Key

A set of functions and procedures allowing the creation of applications that access the features or data of an operating system, application, or other service.

### Webhooks

A webhook in web development is a method of augmenting or altering the behavior of a web page or web application with custom callbacks. These callbacks may be maintained, modified, and managed by third-party users and developers who may not necessarily be affiliated with the originating website or application.

### LMS (Learning Management System)

A learning management system (LMS) is a software application for the administration, documentation, tracking, reporting, automation and delivery of educational courses, training programs, or learning and development programs.



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