

**Changing Landscapes – Standards – what do providers say
about technology and its role in all this**

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Aged and Community Care Standards in various countries

- Australia – AACQA - Quality Standards for residential and community, disability, ATSI support
- UK - CQC Quality standards for all social sector and health sector environments
- NZ – Health and Disability Services (Safety) Act 2001, Health and Disability Sector Standards 2001
- SG – Enhanced Nursing Home Standards, 2015 Centre-Based Care And Home Care Guidelines to Provide Better Care for Seniors
- China - developing

Same or similar technological advances are required to support health, residential, supported living, home, community, domiciliary care, disability

What did we ask?

The new 2018 Aged Care Quality Standards have been decided upon.

Unannounced visits commenced for homes undergoing re-accreditation, from 1 July.

More homes are under sanctions or have non compliances than ever before.

There is now a Royal Commission assessing the industry.

What do Providers say IT systems need to support them meet professional and quality standards?

How can software systems support Providers?

Profile of respondents

Leecare is currently being used in residential aged care in FIVE countries Aus. NZ, Sing, UK and China. Four of these countries have an accreditation/ compliance program where homes are assessed for compliance against legislated pre defined outcomes.

PRELIMINARY Results from organisations in the following countries:

- **5 x from Singapore**
- **23 x Australia – representing around 60 homes**
- **2 x New Zealand**
- **2 x United Kingdom**

Answers to our simple questions

Singapore (5 respondents)

Answers	Responses
MUST be easy to use	5
Auto population reduces time for documentation which allows more time for resident care	4
Consistent information across all forms which are easy to access	4
Everything in the same place across all files so easy to find	2
Need good assessments	2
Easier to identify through documentation which staff require support / training	1

Answers to our simple questions

Australia (23 respondents)

Answers	Responses
Screens being intuitive	12
Be user friendly x 2	
Simple and easy to use	
Timely and efficient	

Answers to our simple questions

Australia (23 respondents)

Answers	Responses
<p>Have logic of the professional assessment / nursing process</p> <p>Care plan has to lead with the person's critical info – about the person not tasks</p> <p>Care plans that aren't made to support a funding instrument – must be practical to the care needs</p> <p>Don't want to read a care plan that is based just on the government standards – has to be practical</p> <p>The IT system has to include feedback and assessment information from all health professionals for a complete coordinated care plan</p>	<p>7</p>

Answers to our simple questions

Australia (23 respondents)

Answers	Responses
<p>Ensure the Standards are embedded in the software assessments and reports identify which standards they relate to</p>	7
<p>Ensure staff get a perspective of how to meet the Standards</p>	
<p>Have the standards listed in the title of the assessment</p>	
<p>Have the standards listed in the title of LIST Reports</p>	

Answers to our simple questions

Australia (23 respondents)

Answers	Responses
<p>Give staff time when employed, to have education on the systems and note</p> <p>New staff coming on support</p>	5
<p>Ability to record 'At point of care' (mobile devices) outcomes that are meaningful – not just tasks completion</p> <p>If staff are reporting details on the ground verbally, information is missed – software needs to support staff to document then and there when they are in the midst of their work</p>	5

Answers to our simple questions

Australia (23 respondents)

Answers	Responses
Good reporting capability	5
IT support to be easily accessed	4
Clear English answers when queries	
Do not want lengthy times to wait to get help – as a Manager, one phone call must be present to help	
Regular Upgrades that reflect industry needs	4
Provide regular upgrades and new features	

Answers to our simple questions

Australia (23 respondents)

Answers	Responses
Pictures in care plans that are specific to the need	4
Dr's, hospitals, aged care, pharmacies – all able to access	3
Capacity to enter details from other health experts such as wound management professionals and education re how to use	3
Integrated with the other parts of the healthcare system	3

Answers to our simple questions

Australia (23 respondents)

Answers	Responses
Screen descriptions to be translatable into language of the user	2
Can help staff to use appropriate language with residents	2
Personal care workers need to empower to write at point of care (at contact) – their thoughts rather than the grammar need to be captured	2
Integration based on agreed standards	2

Answers to our simple questions

Australia (23 respondents)

Answers	Responses
Training and online manuals	2
Talk to text	1
Hit a hot key to go to communication	1
Two key click functionality	1
Don't increase risk of standards or ACFI downgrades by the system design	1
Ensure daylight savings is addressed/automated	1
Terms that are easily recognizable common terminology for the country/sector	1

Answers to our simple questions

Australia (23 respondents)

Answers	Responses
Ensure consumer directed care is obvious in how the program works	1
Machine Learning for predictive analysis and risk avoidance (wounds, falls, etc)	1
Improve documentation methods, information capture, (forms design and input)	1
Should not be able to change the care plan without being made to do an assessment – otherwise there is no validation of actual listed care is based on	1

Answers to our simple questions

Australia (23 respondents)

Answers	Responses
Ability to remote access	1
Consistent terminology to reflect current best practice guidelines	1

Answers to our simple questions

New Zealand (2 respondents)

Answers	Responses
<p>Based on Clinical best practice</p> <p>Key objective of any IT system should be to ensure that it encompasses all the tools that are needed to ensure the effective delivery of the highest quality of service</p>	<p>2</p>
<p>Has both a clinical and a quality function in the package so that there can be ongoing accumulation of data to assist with the reporting functions, manage credentialing, and can manage the regular reporting functions of HR management</p> <p>Should have all the necessary tools built into, which can seamlessly capture all the information required, especially from a compliance point of view</p>	<p>2</p>

Answers to our simple questions

New Zealand (2 respondents)

Answers	Responses
Must be able to prove compliance with the (MOH) contract standards	2
Regular consultation by the IT suppliers with providers and regulatory bodies.	
Be regularly updated as changes occur	1
Flexibility to manage the clinical documentation reporting timetables and provide alerts to staff to ensure that dates are met	1

Answers to our simple questions

New Zealand (2 respondents)

Answers	Responses
MUST provide ongoing training and support	1
Must be able to incorporate significant future-changes to its framework with minimal effort	1
Easily integrate with and talk to other relevant tools and applications	1

Answers to our simple questions

United Kingdom (2 respondents)

Answers	Responses
Screens being intuitive	2
Be user friendly, simple and easy	
Care plans that are practical to the care needs	2
Integrated with the other parts of the healthcare system	2
Meet specific needs of different types of care – care homes AND social support/disability	2

Answers to our simple questions

United Kingdom (2 respondents)

Answers	Responses
Must meet CQC requirements	2
Two click functionality	1
Words with pictures that are specific to the picture	1
Talk to translate into text	1

Thank you

