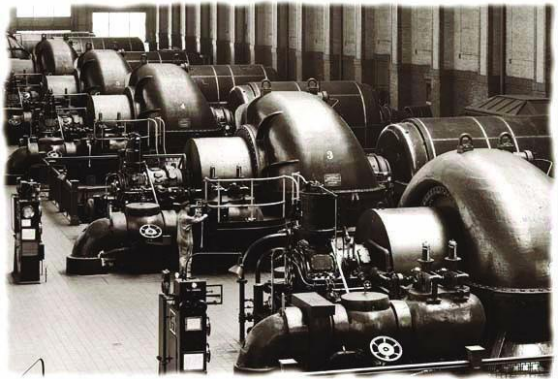
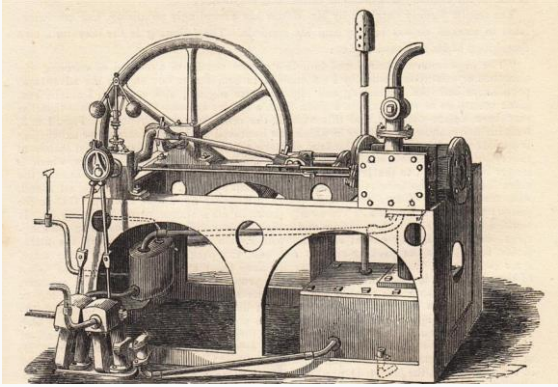


Data Enabled Carers and Customers

Kevin Fernandez
Partner, Head of Advisory Services
Novigi

Introduction

A Fourth Industrial Revolution



What can data do in Aged Care?

1

Give carers more time to care



2

Make caring a better job



3

Help carers to be better at their jobs



4

Make the elderly more independent



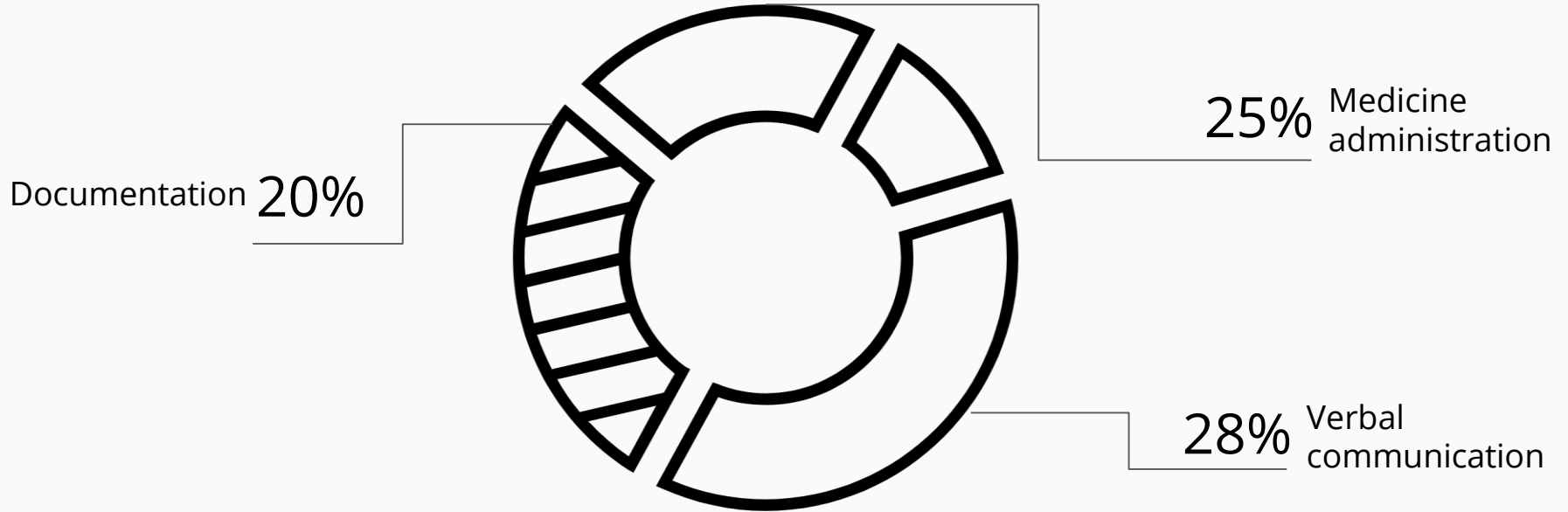
Giving Carers More Time to Care

Giving carers more time to care



Meaningful personal contact —————> **Better care outcomes**

How do carers currently spend their time?



Paper

Time consuming and
error prone



Version control, audit
trails and back ups are
difficult



Resistant to modern
analysis



A single interface

Speech recognition



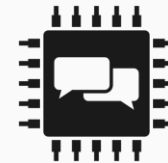
Digital forms



Free text



Natural language processing



Making Caring a Better Job

Workforce problems

Underpaid and undervalued

High turnover

Lack of funding for education and training

Understaffing

Difficulties attracting talent

Poor workplace design and conditions

Making caring a better job

Increased Pay



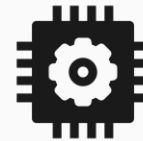
Access to training and education



Increase in staffing



Use of technology, data and interoperability



Helping Carers To Be Better At Their Jobs

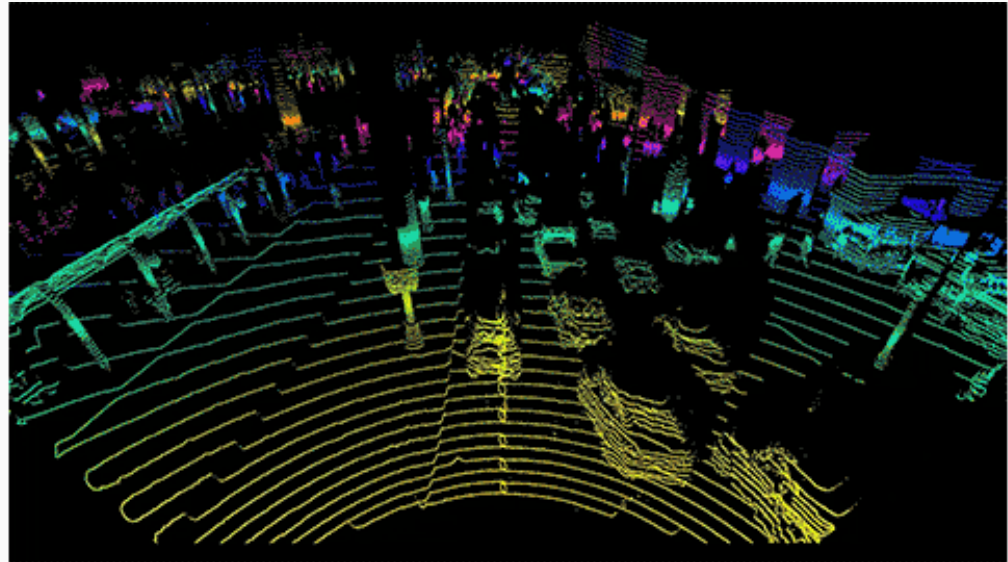
Using data to improve prediction and prevention

Machine learning and AI → Identification of patterns in deterioration and disease



IoT devices

- Wearables
- LiDAR
- Ingestibles



Knowing Our Customers Better

Knowing our customers better

- Customer Relationship Management
- Develop and maintain relationships



Making the Elderly More Independent

Making the elderly more independent

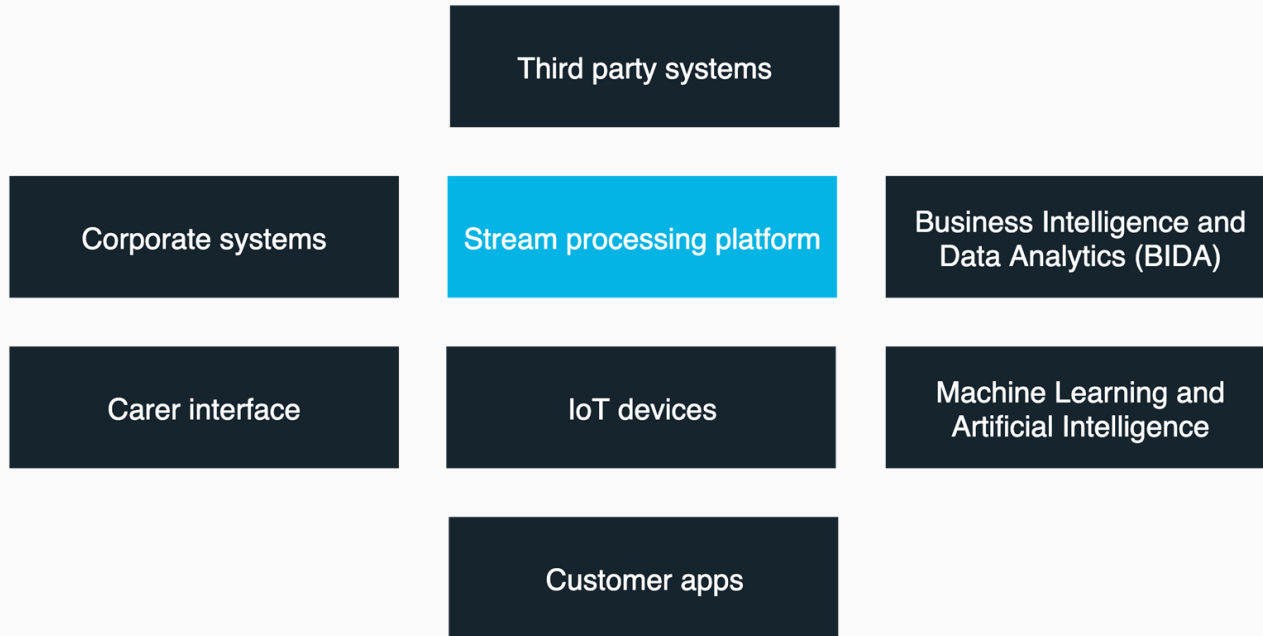
Case study: Finland

- Video conferencing
- Wristbands
- Pill dispensing robots



What Should Providers Do?

Target architecture



Data governance



Thank You For Listening