

WELCOME

THOMAS HOLT'S DIGITAL JOURNEY

*"Customer Centricity...
a 360° view of our Customer"*





*Are you ready
to disrupt?
Or be disrupted?*



UBER



NETFLIX



Will our industry even exist?



seniors riding driverless cars



0:35 / 2:25





*A new standard in aged care is
coming...*

A man in a dark suit and tie is looking down at a tablet he is holding. The background is a blue-toned digital interface with various data visualizations. On the left, there's a large circular network diagram. In the center, there's a world map and a bar chart. On the right, there's a line graph and a pie chart. The overall theme is technology and data analysis.

*Are you making the
Right investments in
new technology?*

Alcatel • Lucent
Enterprise





HAVE YOU HEARD OF THE INTERNET OF THINGS
– IOT?

*THIS IS WHAT WE
ARE DOING.*

LIVECARE 360

- Real-time monitoring
- Customer centricity
- Customer Journey
- AI and Predictive Analytics

*WHAT DOES
THIS INCLUDE?*

*FIRST
RESPONDER*



Orchestration

Delivery of big data and business intelligence with predictive analytics through the Thomas Holt customer portal, for actionable insights.

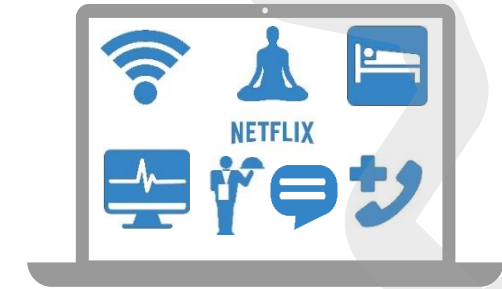
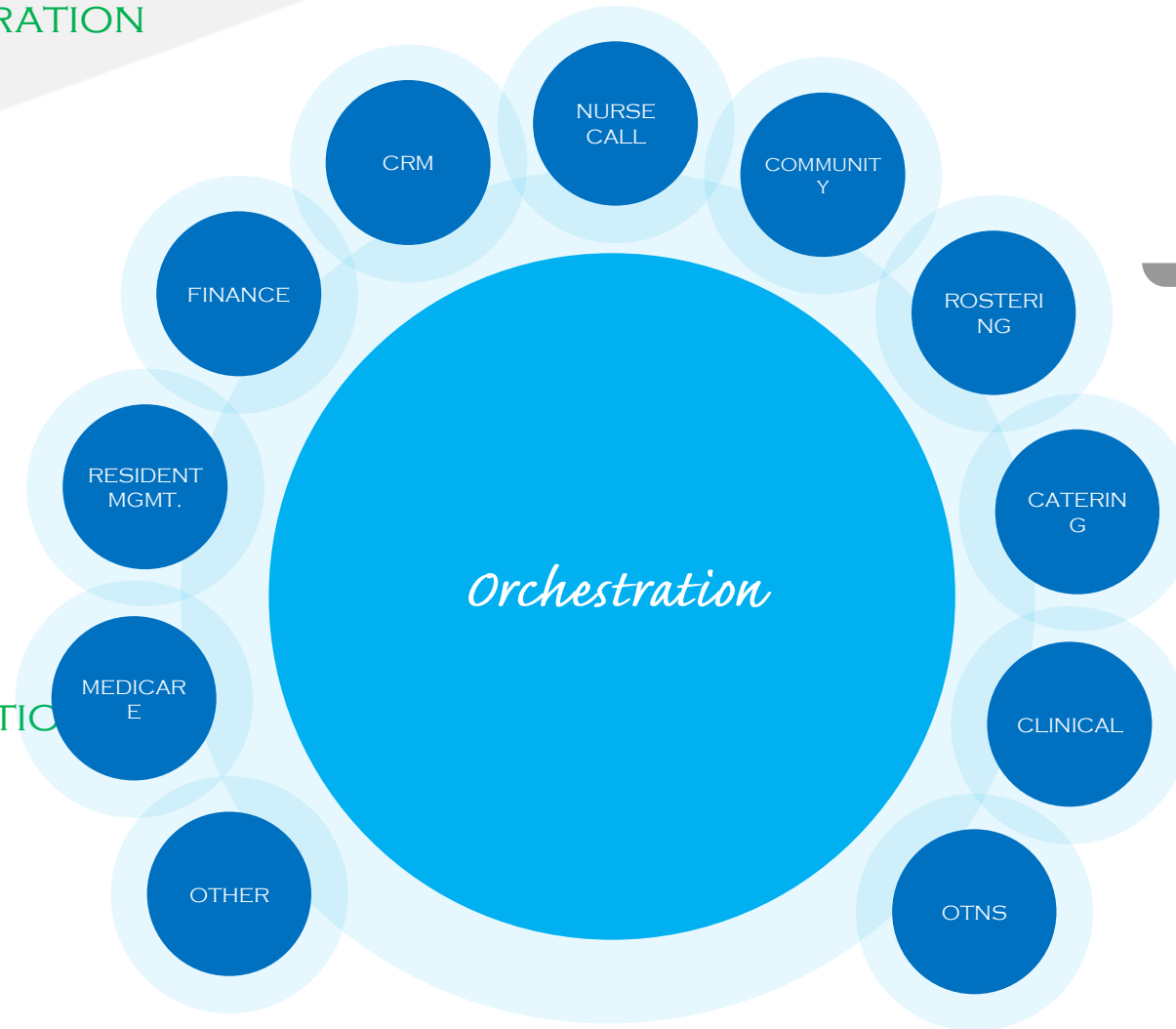


Orchestration



APPLICATION ORCHESTRATION

Combines data from business systems like ERP, CRM and Customer Portals with real-time data from your day to day bed occupancy and client services to create actionable analytics dashboards. Gain real-time visibility by unifying the data from multiple sources into integrated dashboards.



INTEGRATION ORCHESTRATION

Manages the use, performance and delivery of all cloud services for aged care and disability services by orchestrating the complex relationships that exist between cloud providers and cloud consumers.

Benchmark communication platforms for lower costs and managing risk around clear service responsibility boundaries.





ILU



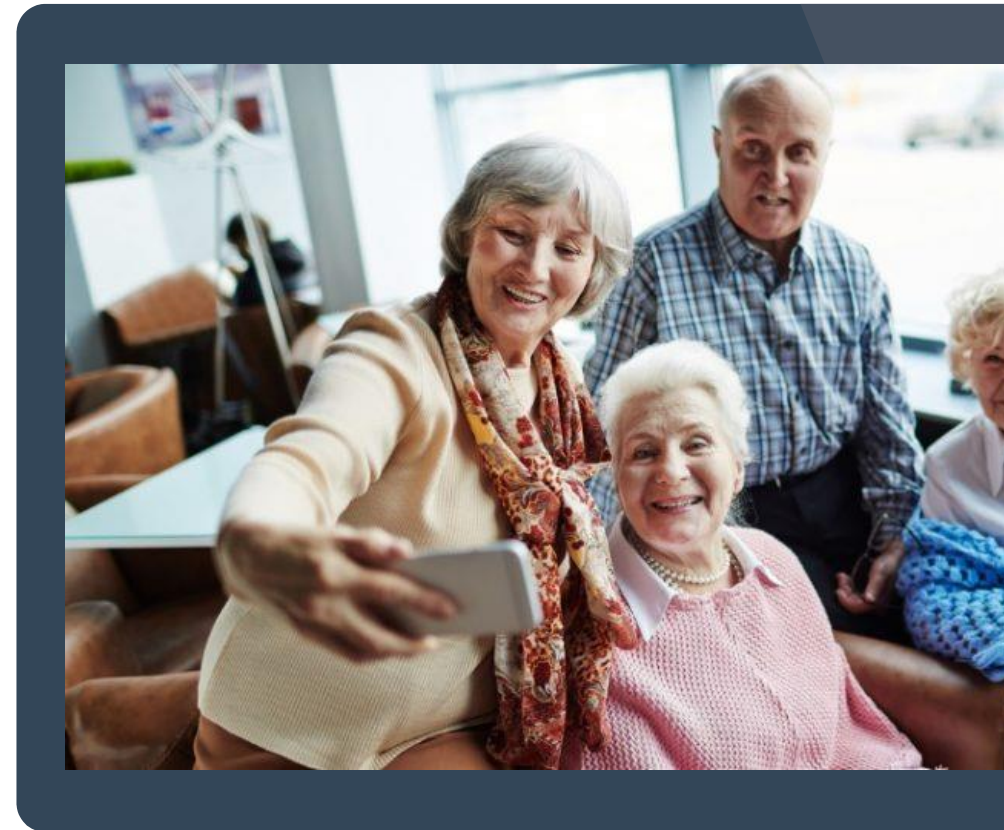
RESIDENTIAL



COMMUNITY



ALLIED HEALTH,
HOSPITAL & GPs



THE LESSONS WE LEARNT ALONG THE WAY...

Partner with only the leading technology partners to deliver a best-of-breed outcome

By working with companies such as Alcatel-Lucent Enterprise and Microsoft we are not only delivering top-class outcomes to our residents, but also positioning ourselves as a leading organisation.

Be prepared to change direction

No digital transformation journey takes a linear journey, embrace the ups and brace for the downs. Most importantly, remember the objective.

Partner Internally

Whilst CIOs and the IT department are often the champions of transformation, we can't do it alone. Partner strategically within your organisation to deliver the best outcomes.



LIVECARE360[°]

TM



MUST READ [FOUR THINGS WE LEARNED WHEN FACEBOOK, GOOGLE, TWITTER TESTIFIED IN RUSSIA INQUIRY](#)

Boomers to get hooked up with IoT and predictive aged care

Thomas Holt is looking to change the way aged care services are delivered through the use of IoT and predictive analytics.



By [Tas Bindi](#) | April 3, 2017 -- 06:59 GMT (16:59 AEST) | Topic: [Innovation](#)

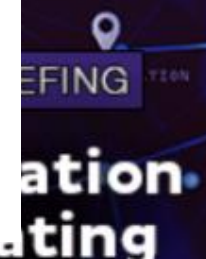
operation with
sites across St.
retirement livi

Robots assisting with laundry, automated health checks and improved connectivity with carers and family are just some of the features in what is tipped to be Australia's most technologically advanced residential aged care home.

"Seymour Shaw", due to open in November this year, is the latest addition to aged care provider Thomas Holt's growing portfolio of Sydney developments.

Located in the Sutherland Shire suburb of Kirrawee, the 120-bed home has been designed entirely around technology in order to increase quality time with care-givers.

uch and



✓ New Entry		✓ Appointment		✓ Wait List		✓ Close	
✓ CRI *	5367489	✓ Gender *	Male	✓ Health Fund No *	74857549	✓ Pension No *	534849
✓ Date Of Birth *	30/10/1950	✓ Marital Status *	Married	✓ DVA No *	468859		
✓ Accomodation Status *	Assisted	✓ Home Living From *	5 yrs	✓ Medicare No *	6494937		

Thomas Holt Sales Process (Completed in 41 minutes) ✓ **Finished**

Financial Discussion

FINANCIAL DETAILS

Do you own a home ?	Yes	Any other funds	No
Anyone living in the home	Yes		
Living since *	5 yrs		
Do you have funds ?	No		
Will sell home to fund care	No	Financial Discussion	Misc description

Health Benefits Cards

HEALTH

Health Fund No	74857549	Health Fund Expiry Date *	30/11/2020
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DVA TREATMENT CARD

DVA No	468859	DVA Expiry Date *	09/09/2022
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Active




Contact Yes

▸ Sales Line Items









Topic * Bob Smith interested in Respite Care

Location * Jacaranda Level 2

Rooms and Services

Detail Amount  \$750,022.04

(+) Total Tax  \$0.00

Product Name	Properties	Unit	Price Per Unit	Quantity	Discount	Opportunity Line Amount	Suggest
 Room 9 129		Per Service	0.00	1.0000	\$0.00	 \$750,000.00	
 Room 7 127		Per Service					
 Room 10 130		Per Service					
 Room 011: B 132		Per Service					
 Room 011: A 131		Per Service					
 Room 3 123		Per Service					
 Room 2 122		Per Service					
10 results			+ New				

10:19 AM Friday, November 10, 2017






Welcome Tommy
Tom Jones



 101  10101  THV-Guests



Goals

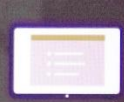
Brain activities including Quiz time, trivia, word games



Start Here




Information



General Education



Communication



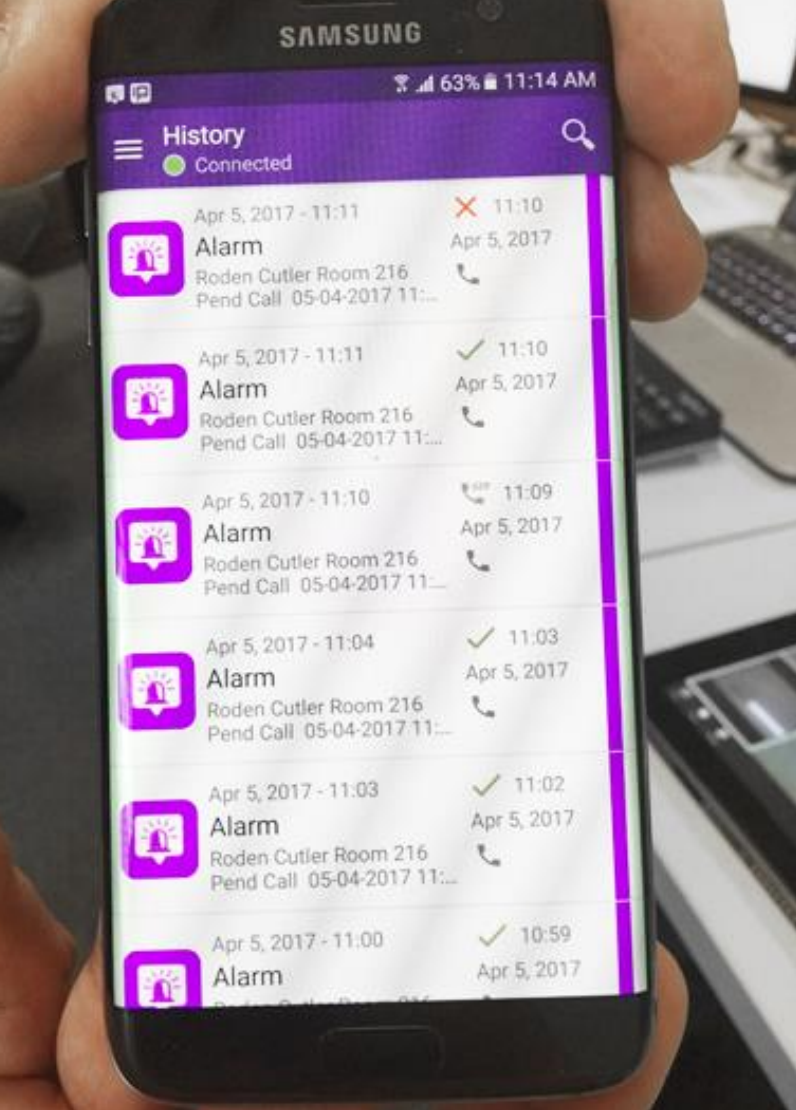
Entertainment



Room Controls



Video Phone





Angela Shield

Log Out



Residents



Assessments

Name	Room / Apartment	Care Plan	Feeling	Sleep	Falls	Alerts
 Hank Martin	 210	Silver				
 Jaime McDonnell	 115	Bronze				
 Frank Wright	 57	Silver				
 Brian Williams	 208	Silver				
 Vanessa Gomez	 302	Gold				
 Marie LaPlage	 125	Silver				
 Lori Tennant	 205	Silver				
 Rose Stantz	 211	Silver				
 Harold Silvermann	 106	Gold				
 Dennis Chen	 202	Silver				

29/11/2010

24/07/2017

All



All



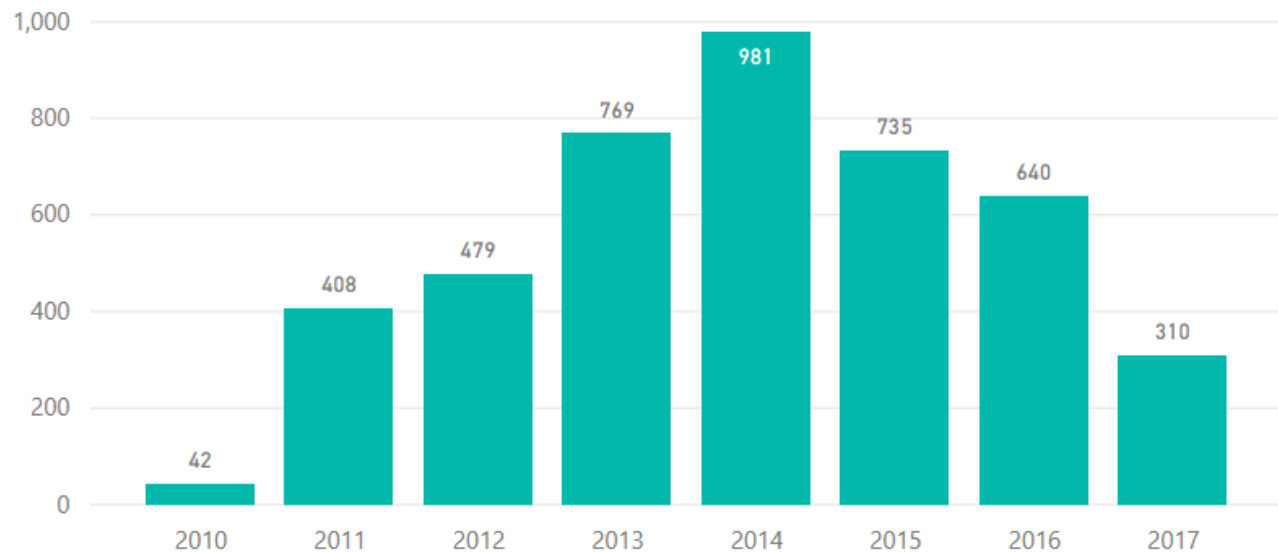
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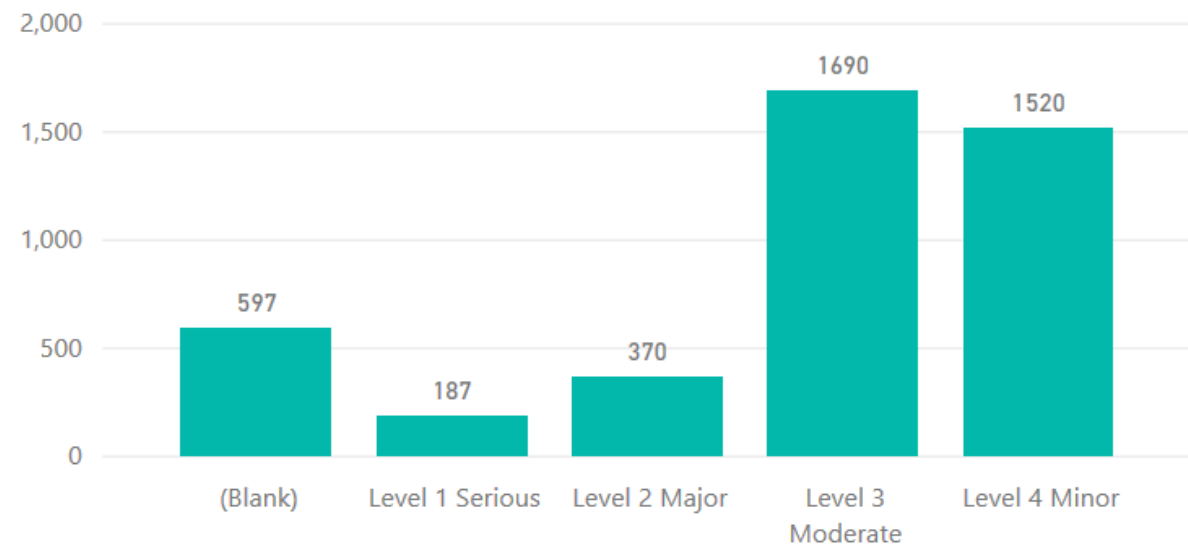
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Events Timeline

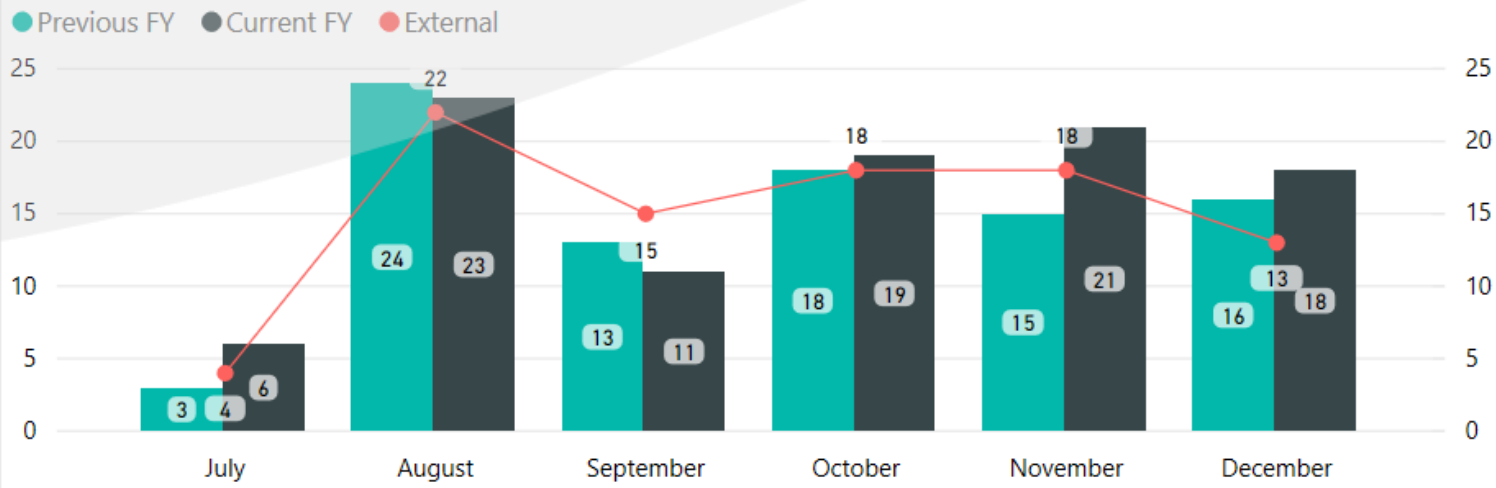


Risk Level

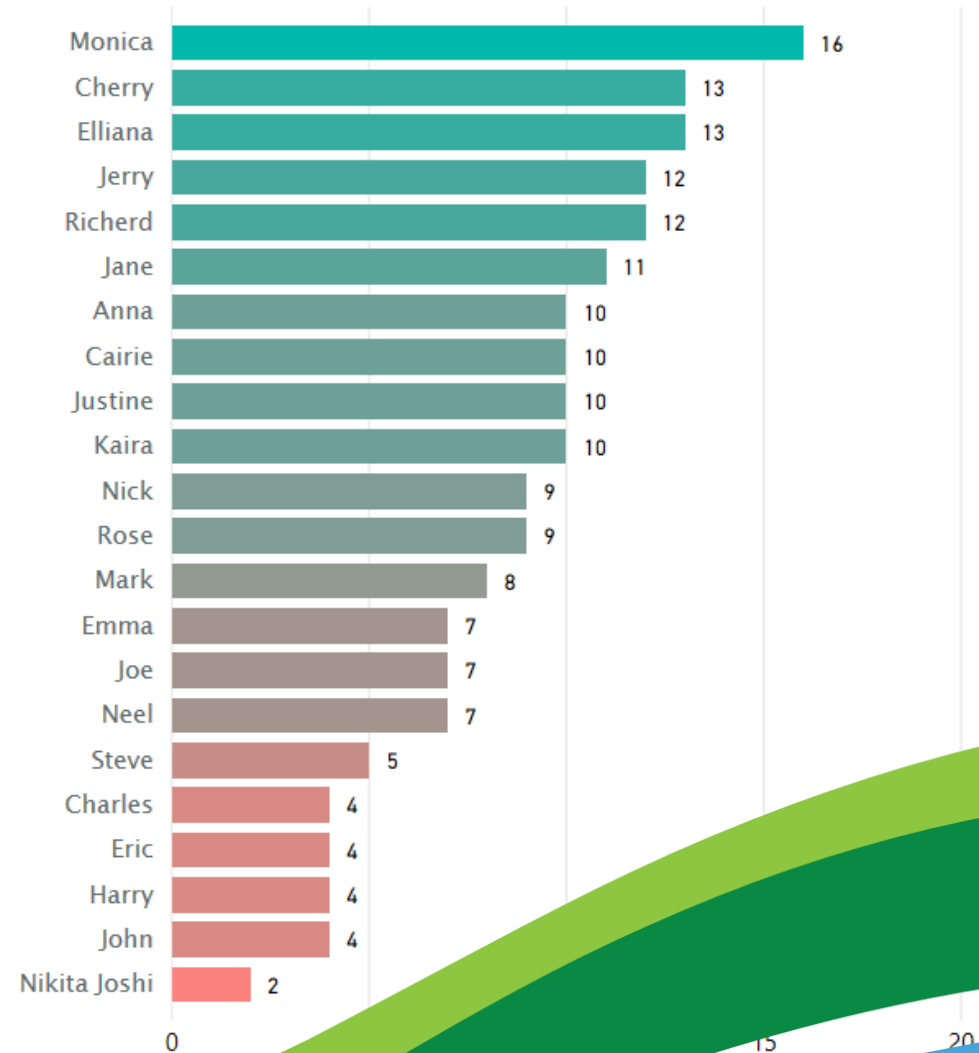


EventDate	Id	Client	Area	Department	WingName	Room	InjurySustained	RiskRating	LocationName	ReportedBy
26/08/2015 1:15:00 PM	3511	Addison, Heather	-	Other	Jacaranda Level 3	037:B	No		Roden Cutler House	Pradhan, P
14/04/2015 7:15:00 AM	3209	Akers, Hilda	-	Other	RL1 Roden Cutler L1	317	No	Level 4 Minor	Roden Cutler House	C
19/02/2013 11:30:00 AM	1261	Allshorn, Barry	-	Other	Jacaranda Level 3	999:Ma4place	No	Level 3 Moderate	Roden Cutler H	
9/10/2015 5:45:00 AM	3585	Andrews, Norma	-	Other	Jacaranda Level 3	019	No	Level 3 Moderate	Roden Cutler H	
2/07/2016 9:45:00 PM	4084	Andrews, Norma	-	Other	Jacaranda Level 3	019	No		Roden Cutler H	
16/06/2014 10:45:00 AM	2370	Backus, Rae	-	Other	Jacaranda Level 3	999:Ma4place	No	Level 1 Serious	Roden Cutler H	utton, Amy

Total Trainings



Individual Trainings Attempted



Month	Year	Name	Position	Location	Trainings	Internal	External
July	2017	Anna	Position2	Location1	1		1
July	2017	Cherry	Position2	Location1	1		1
July	2016	Joe	Position2	Location2	1		1
July	2017	Justine	Position1	Location2	1		1
July	2017	Justine	Position2	Location2	1		1
July	2017	Mark	Position1	Location2	1		1
Total					187	97	90

Performance Management

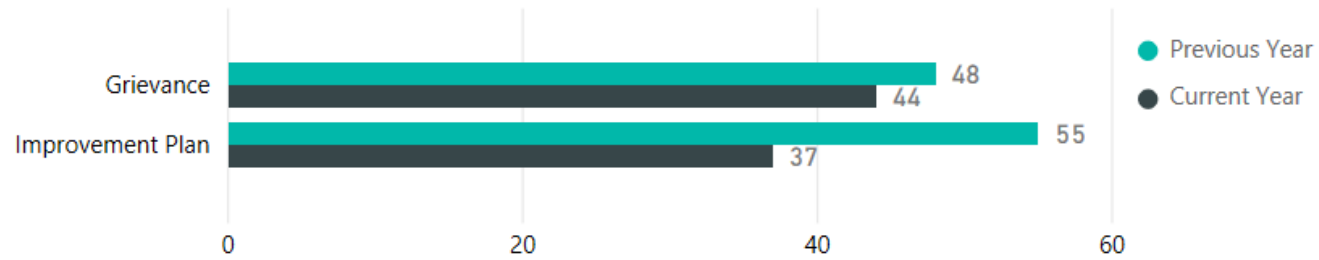
Month

All

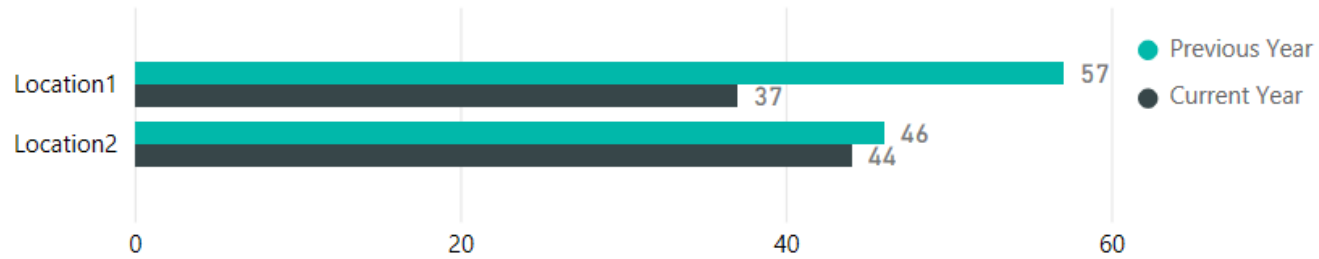
Name

All

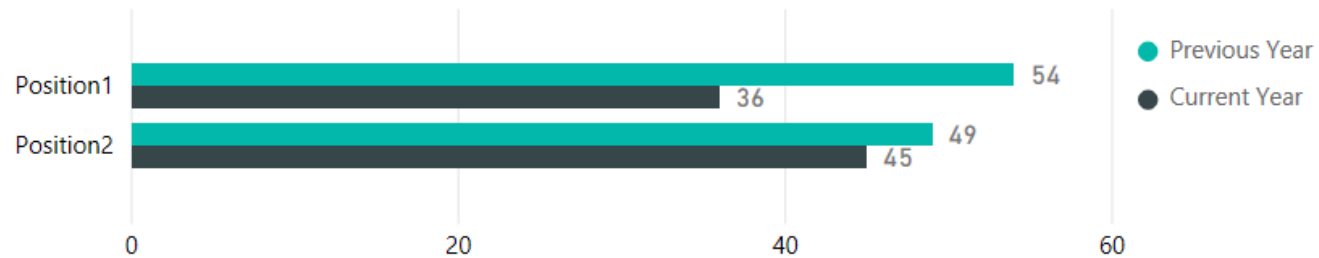
Performance Statistics



Location Wise



Position Wise



Individual Performance Statistics

Name	Grievan...	Improv...	Total
Anna	3	8	11
Cairie	2	2	4
Charles	6	4	10
Cherry	5	3	8
Elliana	9	3	12
Emma	3	4	7
Eric	4	1	5
Harry	4	7	11
Jane	4	2	6
Total	92	92	184

Month	Year	Name	Position	Location	Improvement Plan
July	2016	Anna	Position1	Location1	1
July	2016	Cairie	Position1	Location1	1
July	2016	Harry	Position1	Location1	1
July	2016	Jane	Position2	Location2	1
Total					92



BENEFITS FOR FAMILY AND CLIENTS

INTELLIGENT RELATIONSHIPS

Circadian rhythm lighting, promoting regulated sleep patterns and resident wellness.

SCHEDULED ACTIVITIES

Excursions, functions, community activities, exercise by placing compatible carers

VIRTUAL ASSISTANCE

Having a registered nurse or care staff connect from anywhere via video conference to resident bed, for instant responsiveness

FIRST RESPONDER

Having a registered nurse video conference to resident bed, for instant responsiveness to nurse call requests.

ENTERTAINMENT

Stream your favourite TV shows and music at anytime

CONCIERGE SERVICES

Ordering refreshments in advanced delivered to the room or other locations at the date and time of your choosing.

SECURE MOBILE ACCESS ANYWHERE

Have peace of by knowing instantly all activities of your loved ones and how they are being cared for.

INCREASED PREDICTABLE OUTCOMES

Clients follow standardised care paths supported from automation.



BENEFITS FOR STAFF AND ALLIED HEALTH PROFESSIONALS

INTELLIGENT RELATIONSHIPS

Having a registered nurse video conference to resident bed, for instant responsiveness. Connecting GP with resident and registered nurses / care staff for greater collaborative results on care outcomes.

PROVIDING CARERS WITH GREATER CONTROL

Auto-Transfer of clinical data to automate the client onboarding for room readiness with client preferences.

BUSINESS INTELLIGENCE

Deliver a wealth of data in a continuous feedback loop that can be used for performance improvement and optimization.

INTELLIGENT RELATIONSHIPS

Rather than playing phone tag with a discharged resident in the free minutes between hospital carer duties, automation can help get nurses and patients connected more efficiently and allow staff to focus more on the provision of services.

IMPROVING PERFORMANCE

Better communication of important information to residents and carers alike, enhancing the level of decision-making supporting quality care

HIGHER STAFF RETENTION & REDUCED ABSENTEEISM

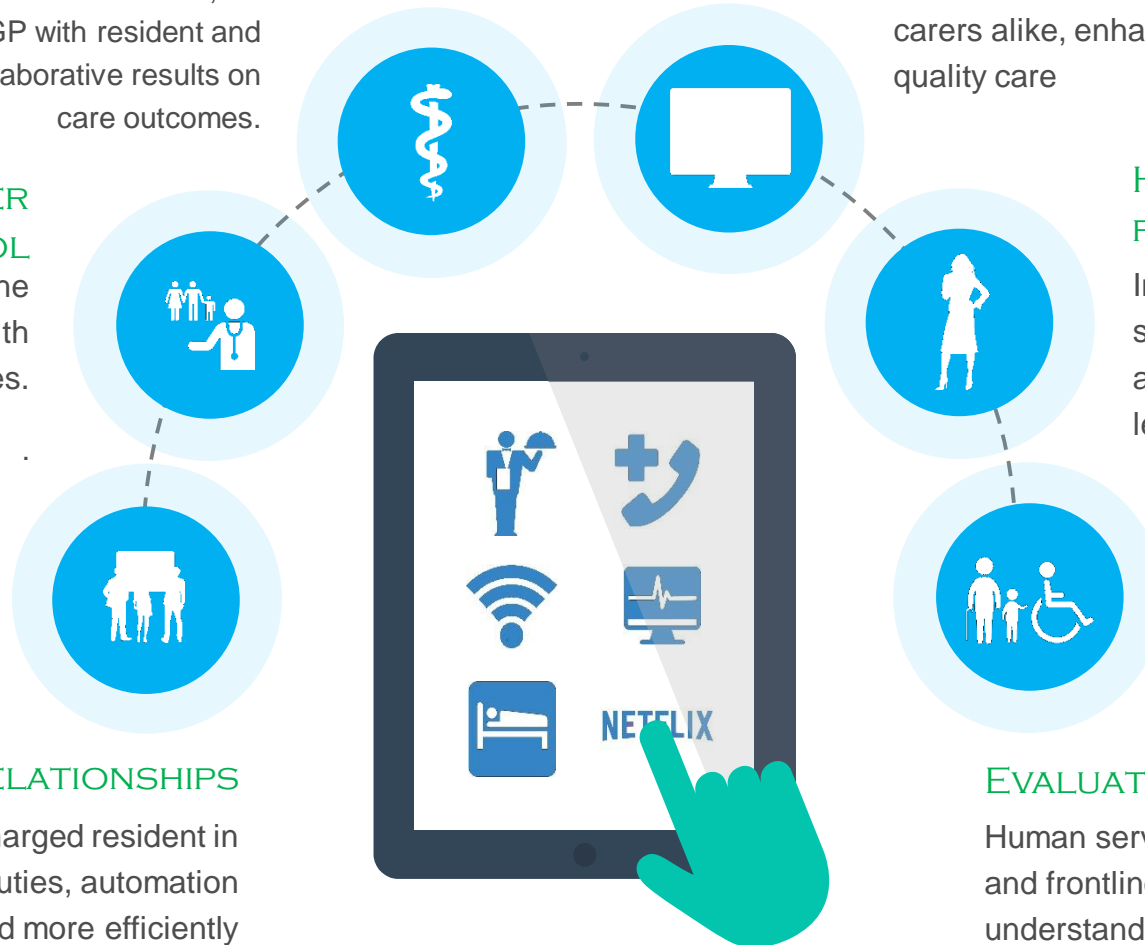
Increasing employee satisfaction with their schedules by providing them with more choice and allowing them to better plan and use their leisure time.

GIVING CARERS THE FULL PICTURE

Assist carers and caseworkers by providing a holistic, cross-program view of client information to support greater collaboration in service delivery.

EVALUATING EFFECTIVENESS

Human services administrators, supervisors, managers, and frontline staff can gain access to data that helps them understand their clients on all levels and allowing them to track and evaluate program performance.



LIVECARE360° INNOVATION

LIVECARE360 platform uses machine intelligence that enables carers to work within the platform to develop unique care plans for each patient. Carers monitor each person's health status around the clock using data from sensors and devices and respond proactively in real time to deliver an exceptional customer experience.

- Monitors Health status 24 x 7
- Provides a unique care plan for every patient.
- Real-time monitoring



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Resident Length of Stay

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Q&A

