

The background of the slide is a photograph of a rooftop at sunset. The sky is a gradient of orange, yellow, and blue, with stars visible in the upper portion. The rooftop is made of dark grey tiles and has several concrete pillars. Overlaid on the image are numerous glowing, white, light trails that form a complex, abstract pattern across the center of the frame.

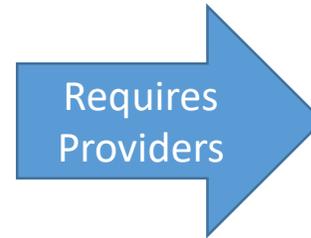
**Improving resident care outcomes by
innovating with Data & Analytics, IoT and
Digital Wellbeing technologies**

**Andrew Pearce
November 2016**

Overview

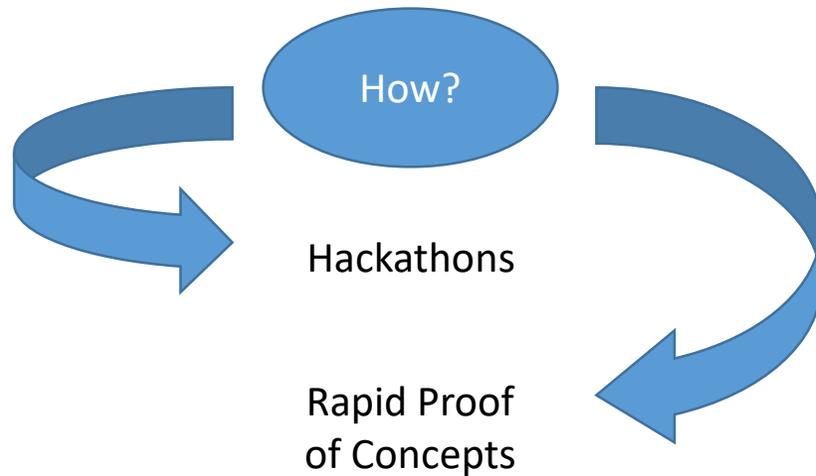
Aged Care market change(ing):

- Increased consumer expectations
- Greater choice
- More control



To think (and act) like a start-up:

- Innovate
- Harness the value of Data, the Internet of Things (IoT) and Wellbeing technologies



...In this presentation we will discuss how we've worked with aged care sector participants to "think (and act) like a start-up" and improve resident care outcomes

Background

Aged Care Roadmap
Aged Care Sector Committee

- April 2016
- ...Consumer focused
- ...More competitive & innovative market
- ...More flexibility to respond

Since ITAC 2015 there has been continual improvement in technology for aged care



DAVID SWAN
The Australian | 11:25AM March 9, 2016

A number of these have been talked about at ITAC 2016; but haven't necessarily addressed **how** to leverage these innovations as a non-technology savvy Provider with busy staff, lots of projects going on and \$nil (or limited)

...today we will discuss the **how**



An innovative approach



Think (and act) like a start-up!

But why?
Because in Australia we have a world-class technology start-up community backed by Government investment



Q: If Uber wanted to enter the Aged Care sector, what would they do? Have they already started?





Hackathon for Aged Care



Hackathon – rapid collaboration to solve problems using technology

Recent ones focused on the aged care sector...

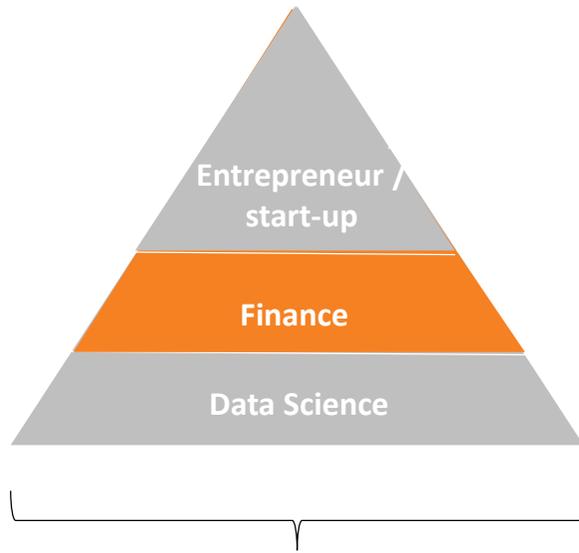
innovAGE

25 - 27 Nov 2016

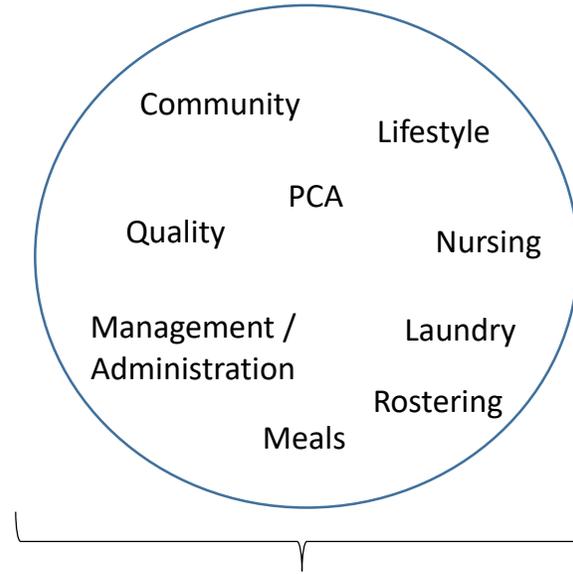
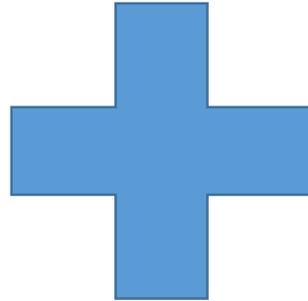
- Participants
- Prototype examples from this morning presented by Myles
- Outcomes

How do we get real value and outcomes from these events for providers, residents and their families?

Rapid Proof of Concepts



A combination of perspectives



Whole of Provider approach

...lets look at an example

An example

The why?

Strategic
Vision and
Problems
to solve

The what?

- Resident understanding**
What do we know about the resident we are about to speak to?
- Resident whereabouts**
What do we know about the resident's location, activities, safety?
- Resident communication**
How can we assist the resident to communicate when they are increasingly frail?
- Resident care**
How are we looking after the resident – who, when, skills, matched to resident need – in real-time as the need arises?

The how?

- What's possible? [start-up / entrepreneur]**
- Experimentation [as a team across the organisation]**
- Evaluation [as a team with a financial and strategic outcome lens]**
- Business Case [always consider the financial investment and opportunity]**



Outcomes

- To-date
- Staff, family & resident feedback
- Process used

Key Learnings...

1. Be strategic across the organisation (look for holistic care outcomes)
2. Collaboration (and challenge the “norms”)
3. Be comfortable engaging more with the client (residents and their families)

Summary

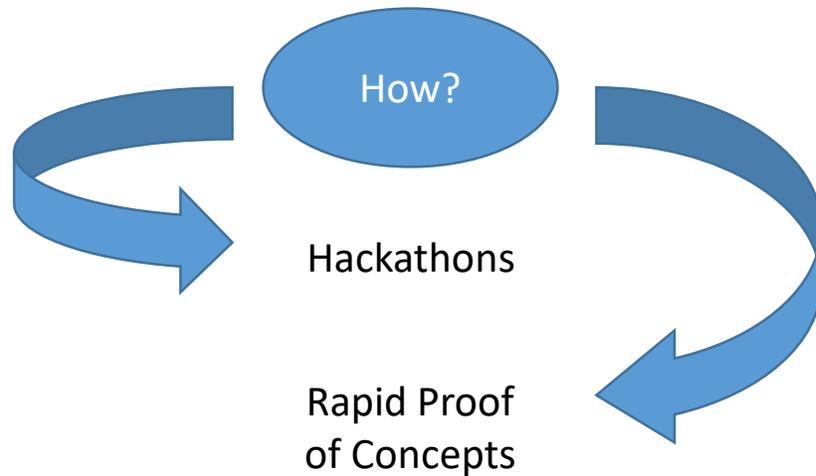
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Questions...