Innovation Baptism:
Care technology enabling clinical services
Number of people with dementia will increase from 220,000 to 1 million by 2050.

Baby boomers expectations of care will be focused on individual needs.

Less people will be taking informal roles as carers.
Blue Care – Who We Are

• Over 10,000 staff & volunteers

• 260 sites across Queensland
Who we are?

COMMUNITY CARE
- 77 community centres
- 1,952,640 community visits made
- 2,002 home care packages

RESIDENTIAL AGED CARE
- 3,640 people call Blue Care home

LARGEST provider of rural & remote Indigenous aged care services in AUSTRALIA

63 YEARS OF SERVICE

GETTING TO THOSE WHO NEED US
- 17,000 people rely on us each week
- 1,525 vehicles
- 31,500,000 KM travelled

SUPPORT FOR CARERS
- 54 Respite centres
- 4 Commonwealth Carer Respite centres
- 19 National Respite for Carers programs

ACHIEVEMENT OUR TEAM

Community care, residential aged care & retirement living

8,058 STAFF
1,963 VOLUNTEERS

RETIREMENT LIVING

1,174 units

People using our services are at the centre of all we do.

Figures as at September, 2016.
Blue Care Tailor Made

Blue Care's approach and services for the future

UnitingCare Queensland
Tailor Made Service Model

Components, Service Settings and Enablers

Connecting

Wellbeing

Restoring

Caring

Dying with Dignity

Exoco

Spiritual and Pastoral Care

Residential

Communication and Information

Community Engagement and Collaboration

Central Support

Government Policies and Compliance

Workforce, People, Capabilities and Development

Evidence Based Research and Practice

At Home

Retirement Living

Care Technology

You, your family & friends
Feasibility trials

E-hab 1 – feasibility study
To test the feasibility of providing Allied Health Telehealth services from a regional centre base into a rural community using the eHAB™ Telehealth system in Brisbane Valley

Assistive technology
• To assess the impact of assistive technology (AT) on:
  – service delivery
  – quality of life
  for clients of Blue Care Community Services in the Sunshine Coast area.
Outcomes

- Accepted by staff
- Viable service delivery model: financially sustainable
- Clients adapt well to technology and find it easy to use
- Gain increased knowledge / understanding of condition
- Increased access, and promoted independence and confidence
- Family reassured
"If you always do what you've always done, you'll always get what you've always got."

Henry Ford (1863-1947), American founder of the Ford Motor Company

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Our client & their family will be able to:

- On line intake and set up appointment
- Monitor and manage health information
- See the availability of services
- Access clinical support information
- Access educational videos on their health condition
- See outcomes and costs
- Have an integrated approach to service records
Our staff will be able to:

- Have roster & schedules linked
- Link with the client by phone or telehealth
- Access & update real time data on client records
- Access training through telehealth
- Have access to clearly defined service processes
- Analyse individual & program progress
Care Technology Project

Goal
To demonstrate the impact of technology on:
– quality of life for clients of Blue Care Community Services in South West Queensland
– service delivery model changes
Blue Care Telstra Care Technology Project

Virtual Communities

Kingaroy

Chinchilla

Roma

Toowoomba

Goondiwindi

Pittsworth

BC Systems eg CMS RMS

Telehealth and Consultation Service

Remote Monitoring Health and Wellbeing Chronic Disease, Memory Support

Vendors

- Toowoomba Hospital
- St Vincent's Private
- Local rural hospitals

Other community service providers

- Medicare Locals
- Community service providers

Smart Home (Alarms, video monitor, falls detector, medication dispensers)

eHealth Gateway, PCEHR

Blue Care Tailor Made Service

UnitingCare Queensland
Key Priorities

1. Telecare
   - Assistive technologies
   - Biometric Monitoring

2. Telehealth
   - Videoconferencing

3. Virtual Communities

4. Shared cost model

5. Integration

6. Client choice
Telehealth - Remote Monitoring

• Support clients to monitor and manage their health and wellbeing by providing them with *remote monitoring* devices that link with health care professionals located remotely.
Key Priorities

1. Telecare
   - Assistive technologies
   - Biometric Monitoring
2. Telehealth
   - Videoconferencing
3. Virtual Communities
4. Shared cost model
5. Integration
6. Client choice
Telehealth

• Provide allied health, nursing, and other clinical consultations using videoconferencing
• Target areas where access to services is problematic.
Key Priorities

1. Telecare
   - Assistive technologies
   - Biometric Monitoring
2. Telehealth
   - Videoconferencing
3. Virtual Communities
4. Shared cost model
5. Integration
6. Client choice
3. Virtual Communities

Offer a virtual communities program which provides lifestyle, recreation and support activities via videoconferencing, providing opportunities for clients to connect.
Key Priorities

1. Telecare
   - Assistive technologies
   - Biometric Monitoring

2. Telehealth
   - Videoconferencing

3. Virtual Communities

4. Shared cost model

5. Integration

6. Client choice
Partnerships

**BlueCare**
- Support clients to access the right technology for their needs supporting choice, wellness and independence
- Provide cost effective services which make an impact

**Telstra Health**
- Helping you get on with the business of Healthcare
- Helping you store access update and manage critical patient data.
- Gather and analyse health data to measure, benchmark and improve patient care and safety

**Clients**
- Integrated offering that allows clients to remain in their homes while receiving the level of care they need
- New effective and efficient service models

**Phase 1**
- Functionality: 30

**Phase 2**
- Functionality: 300

**Values**
- Compassion
- Leading through learning
- Respect
- Working together
- Justice
- Care
- Together
- Trust
- Simple
- Courage
- Trust
- Justice

**UnitingCare Queensland**
Pro’s and Con’s

• Overall satisfaction with technology
• Positives:
  – Reach isolated clients & provide care
  – Social benefit
  – Triage function
  – Sustainable services
• Negatives:
  – Connectivity in Regional and Remote Queensland and in our services
Lessons learned

• Leadership investment
• Assumptions about generational issues and our client’s interest
• Stakeholder management
• Hurdles
• Looking for commercial opportunities
Video
Questions…