Innovation Baptism:
Care technology enabling clinical services
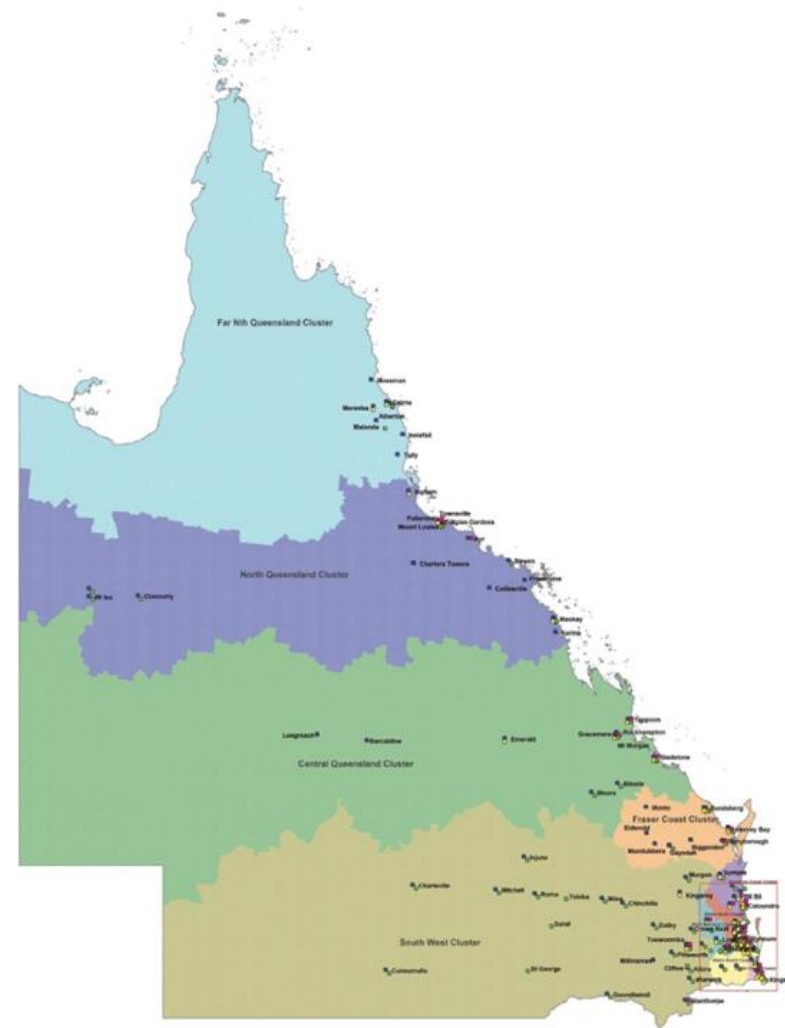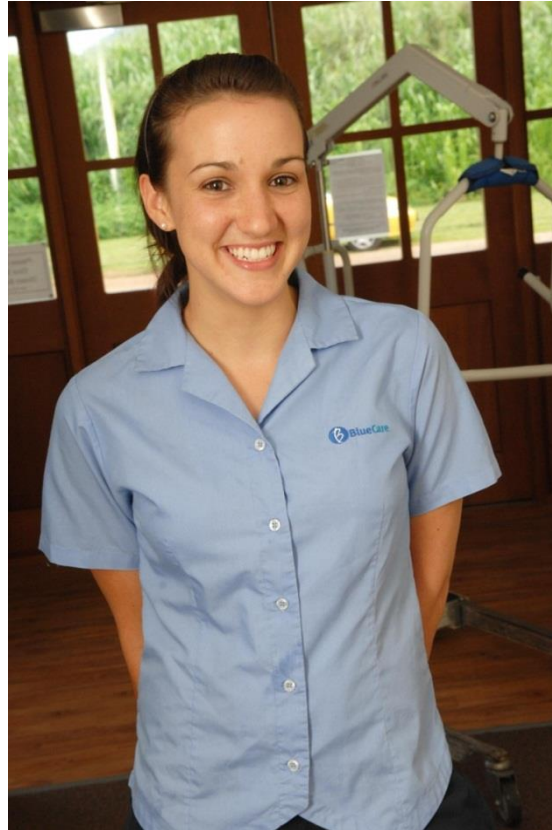
Challenges Facing Aged Care

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.

2010   2020   2030   2040   2050

40 Million

Older people 85+ will increase by 400%

30 Million

Older people 65-84 will increase by 200%

Working population will increase by only 44%

20 Million

Blue Care – Who We Are

- **Over 10,000 staff & volunteers**

- **260 sites across Queensland**

Who we are?

BlueCare™

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

SUPPORT FOR CARERS

54 Respite centres

4 Commonwealth Carer Respite centres

19 National Respite for Carers programs

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

63 YEARS OF SERVICE

17,000 people rely on us each week

GETTING TO THOSE WHO NEED US

1,525 vehicles

31,500,000 KM travelled

Australian Regional & Remote Community Services, supported by Blue Care

Community care, residential aged care & retirement living

ACHIEVEMENT

QUEENSLAND Business Leaders Hall of Fame INDUCTEE

OUR TEAM

8,058 STAFF

1,963 VOLUNTEERS

RETIREMENT LIVING

1,174 units

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

TailorMade

ORG 16 225 - 09/16
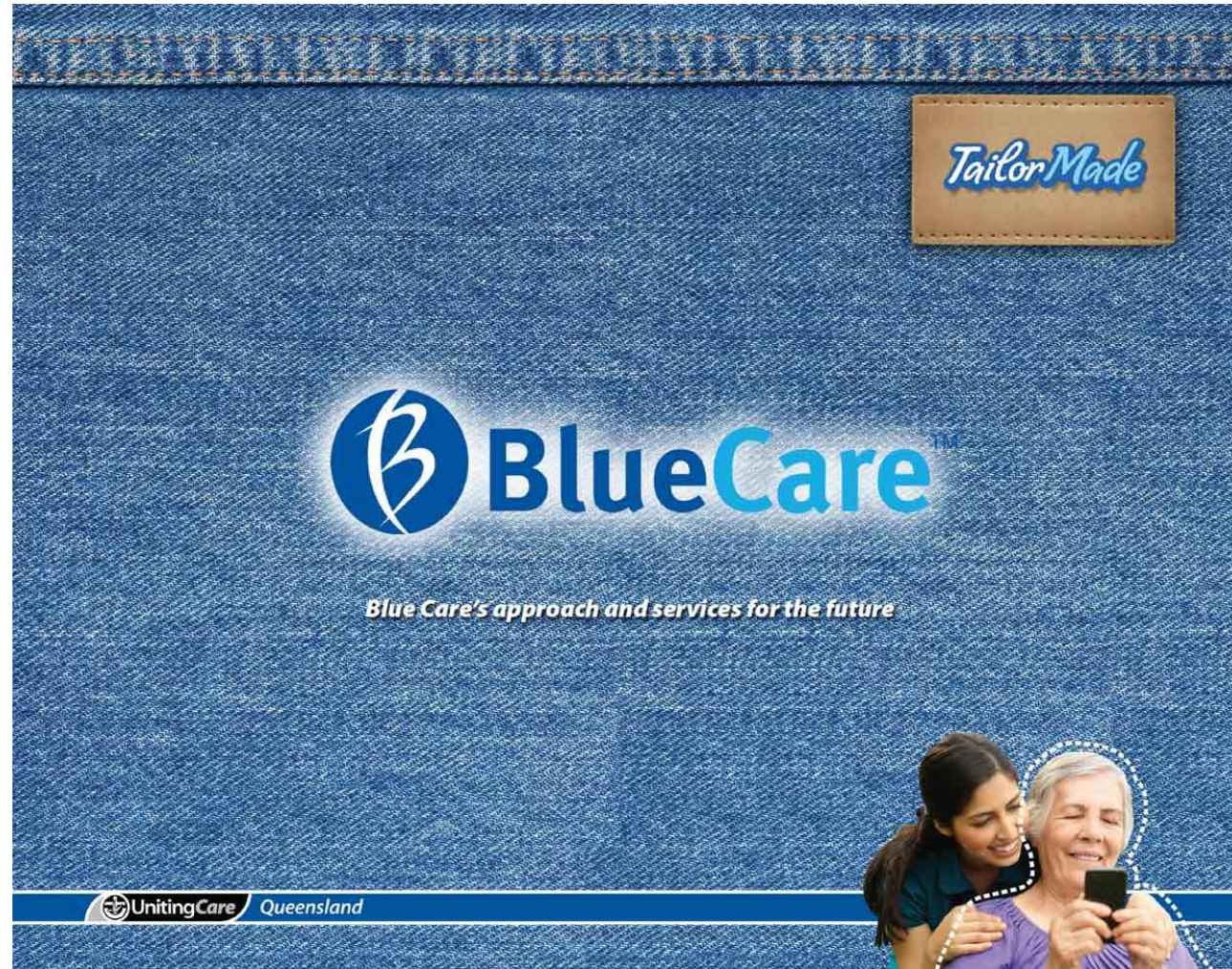
Figures as at September, 2016.
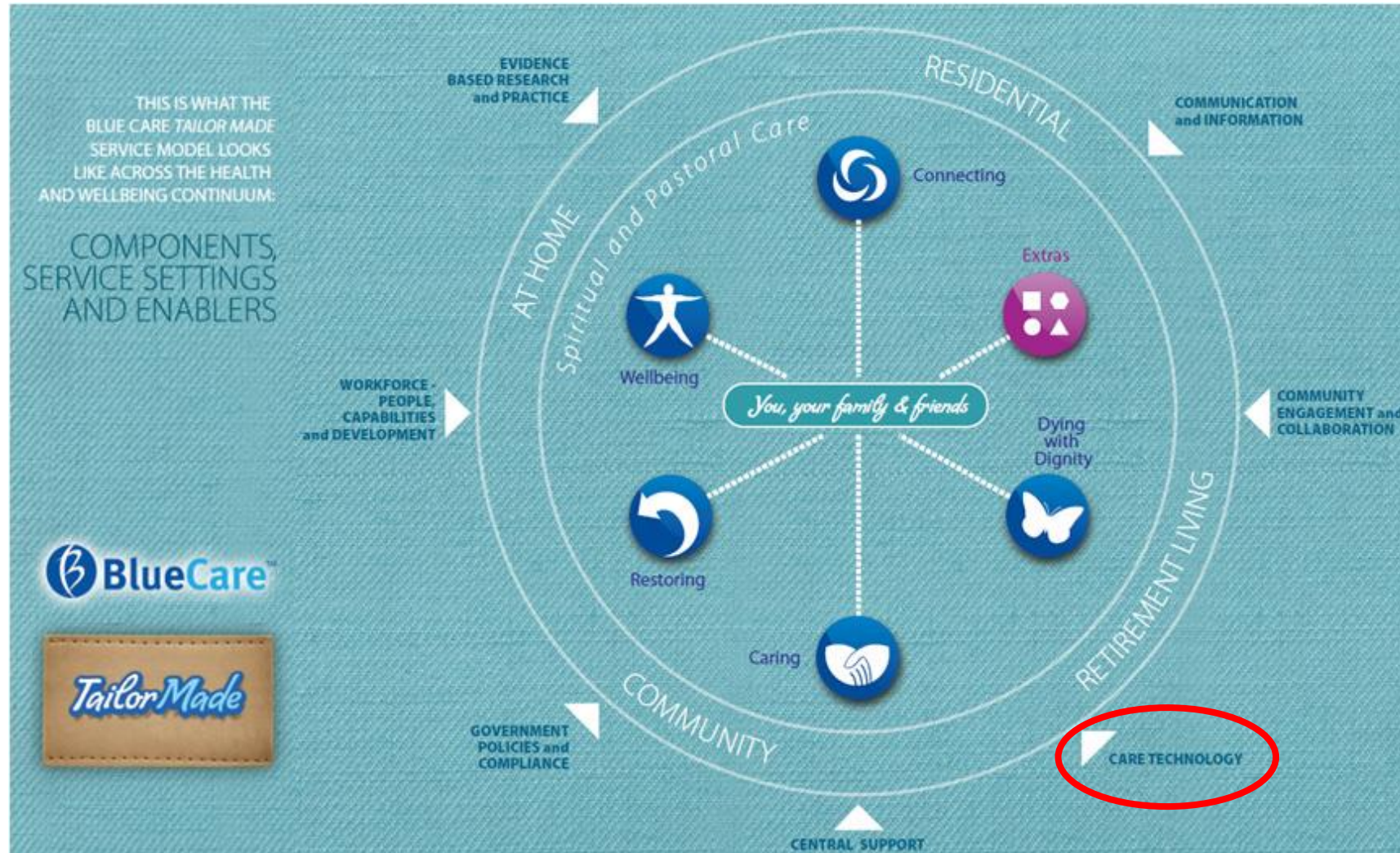
Blue Care Tailor Made

Tailor Made Service Model

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
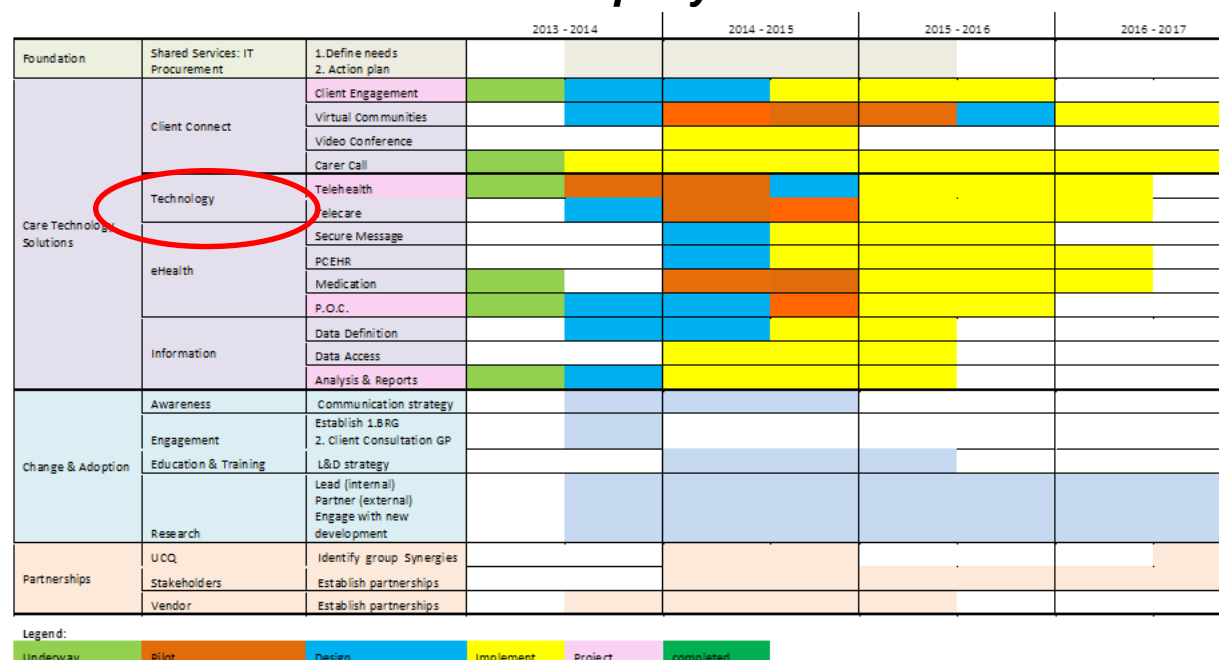
- Family reassured

Care Technology Strategy

"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

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
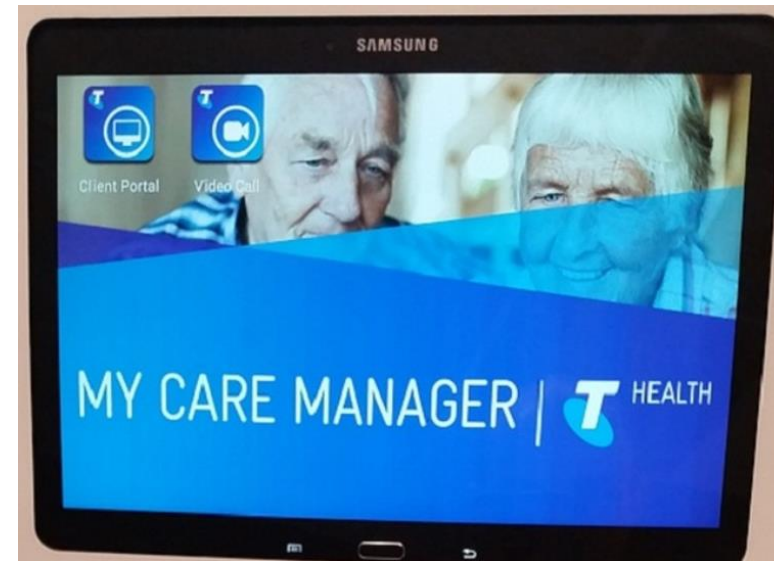
Key Priorities

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**
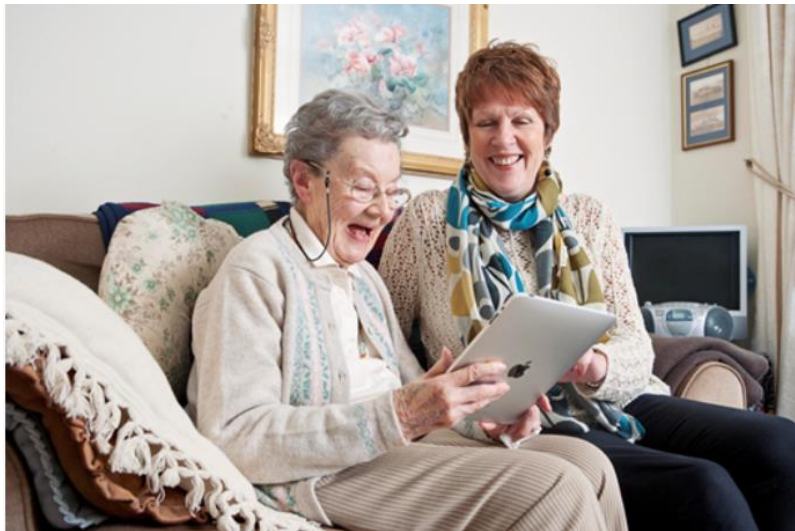
4. Shared cost model
5. Integration
6. Client choice

3. Virtual Communities

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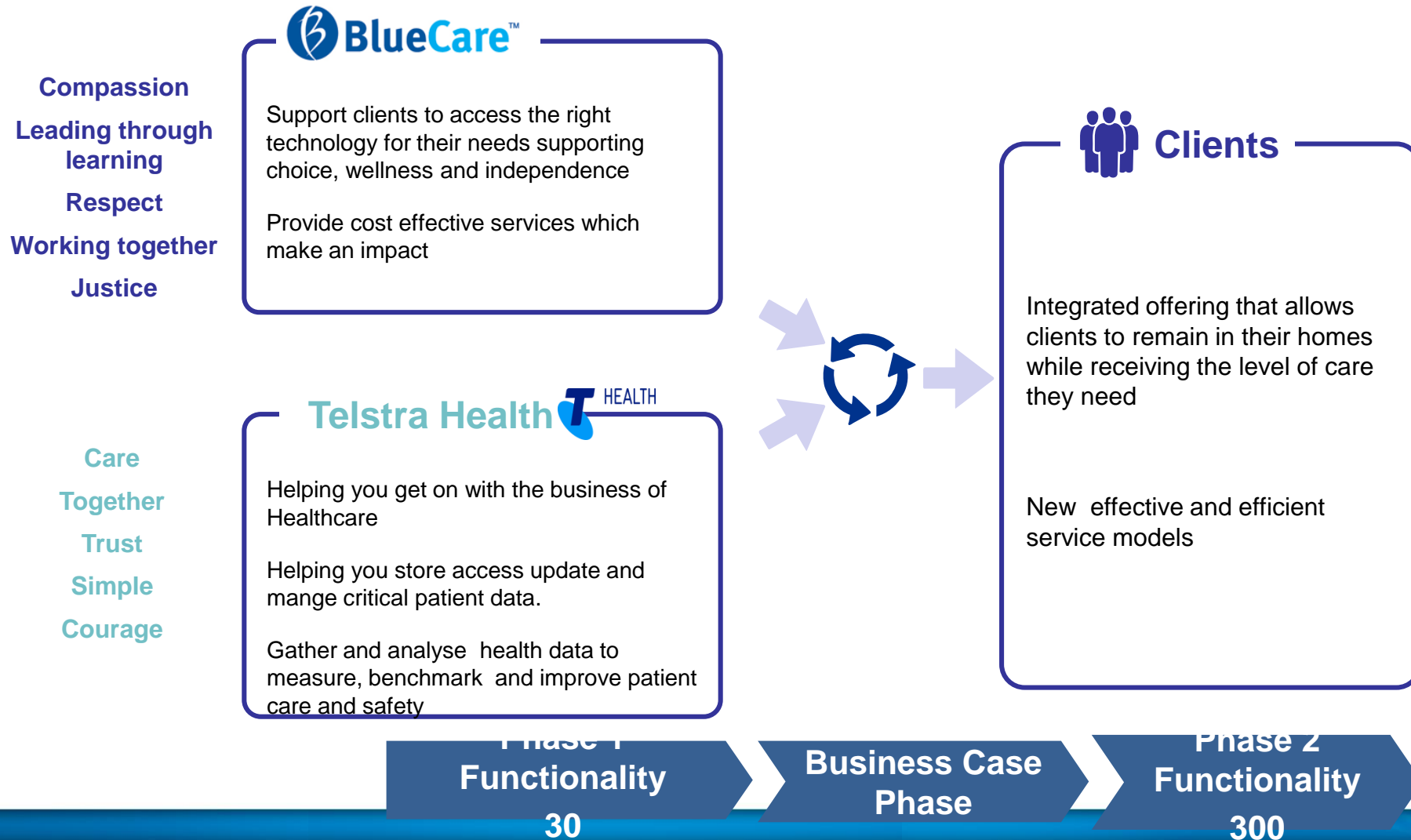
Key Priorities

1. Telecare
   - Assistive technologies
   - Biometric Monitoring
2. Telehealth
   - Videoconferencing
3. Virtual Communities

4. **Shared cost model**
5. **Integration**
6. **Client choice**

Partnerships

BlueCare

Compassion
Leading through learning
Respect
Working together
Justice

Support clients to access the right technology for their needs supporting choice, wellness and independence

Provide cost effective services which make an impact

Care
Together
Trust
Simple
Courage

Telstra Health HEALTH

Helping you get on with the business of Healthcare

Helping you store access update and mange 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

Business Case
Phase

Phase 2
Functionality
300

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…