



FOCUS revisited: How has an ITAC 2016 winner evolved and is it delivering for customers?

Paul Ostrowski

CEO Care Connect

ITAC 2018

Context and Purpose

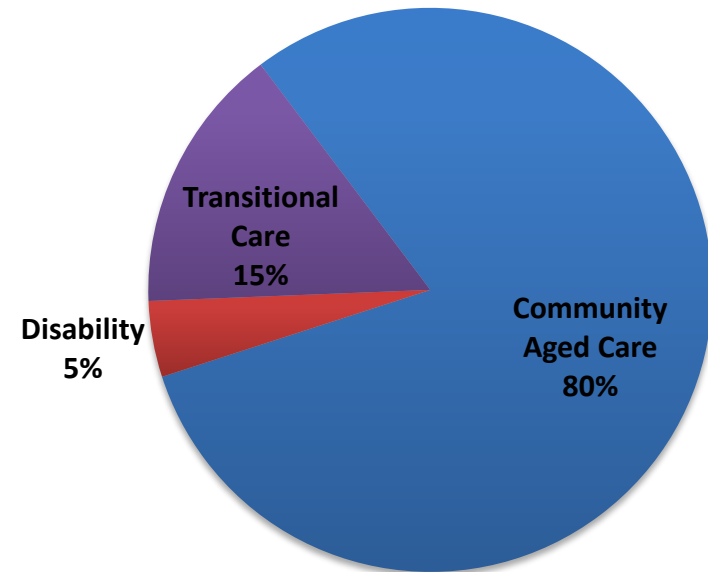
- Context of this presentation:
 - Technology's challenge: High risk and potentially high return
 - In an environment that is changing rapidly
 - How can co-design assist in minimising risks and maximising returns?
- Purpose of this presentation is to:
 - Share the challenges and successes in developing a CDC system
 - Awarded “best aged care software development / deployment” at ITAC 2016
 - Update you on the challenges and successes since then
 - Showcase the critical role of co-design in what we've achieved

Who and what we are

- Care Connect model
 - *Personal Home Care Advisor*, enabling people to live happily at home through genuine person centred planning
 - We then **buy and co-ordinate services, from 900 organisations**, to deliver on the plan
 - Adapting services as needed, supporting people to remain independent as their needs evolve



Where we are and some key statistics



- 1300 HCP clients
- 6000 hospital to home transitions
- \$7M CHSP services
- 180 staff

- 900 brokered providers
- 50,000 care episodes reconciled and paid per month
- 4 AP clerks

What is FOCUS?

FOCUS

*Finance, Operations and
Clients Unified System*

Purpose-built system to deliver
CDC efficiently at scale, enabling
extensive consumer choice while
remaining fully compliant



Why did we develop FOCUS?

- Back in 2014
 - CDC was coming.....
 - But it's form was still emerging
 - No off-the-shelf system specialised in brokerage
 - Care Connect's workflows were unique
 - Could we leave compliance to chance?
 - Without dedicated technology, we were unlikely to survive the CDC transition
- Now in 2018
 - Integrated sales and fulfilment workflows through CRM
 - Thousands of client digital wallets under management
 - 50,000 transactions from 900 providers reconciled and paid each month
 - 4 month payment cycle reduced to 14 days and payables team reduced from 18 to 4
 - Net savings of \$11m over 3 years



Other benefits?.....Just managing the business!

SAVE AS NEW REFRESH ALL

Care Centre - Team View

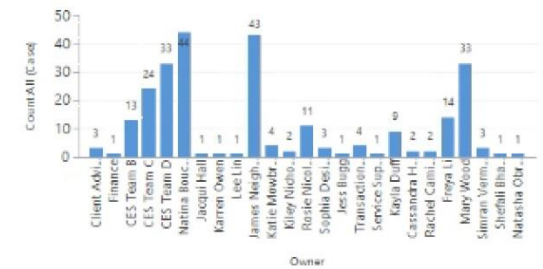
Cases Resolved by Team - Last 7 Days



Priority (Object)	Related Client/Contact/Org. (Objec...	Due Date (Object)
Normal		22/11/20
Normal		23/11/20
Normal		20/11/20
High		19/11/20
Normal		
Normal		
Normal		

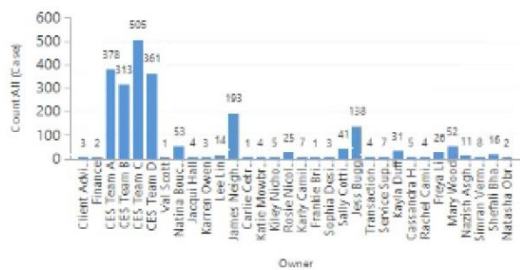
1 - 8 of 2272 Page 1

Team Cases in the Queue - Overdue



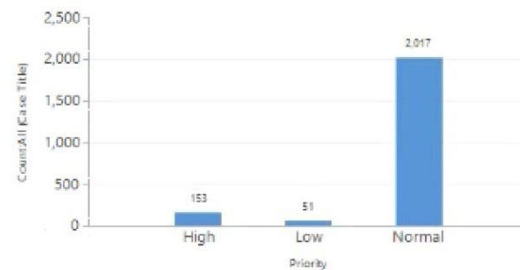
Cases by Owner

Team Cases in the Queue



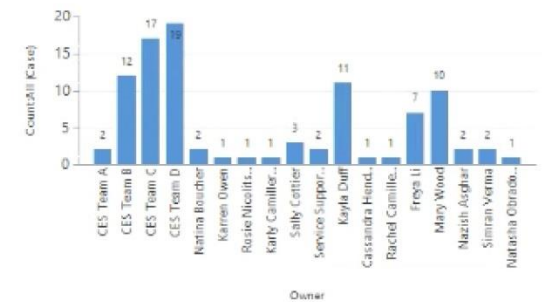
Cases by Priority

Team Cases in the Queue



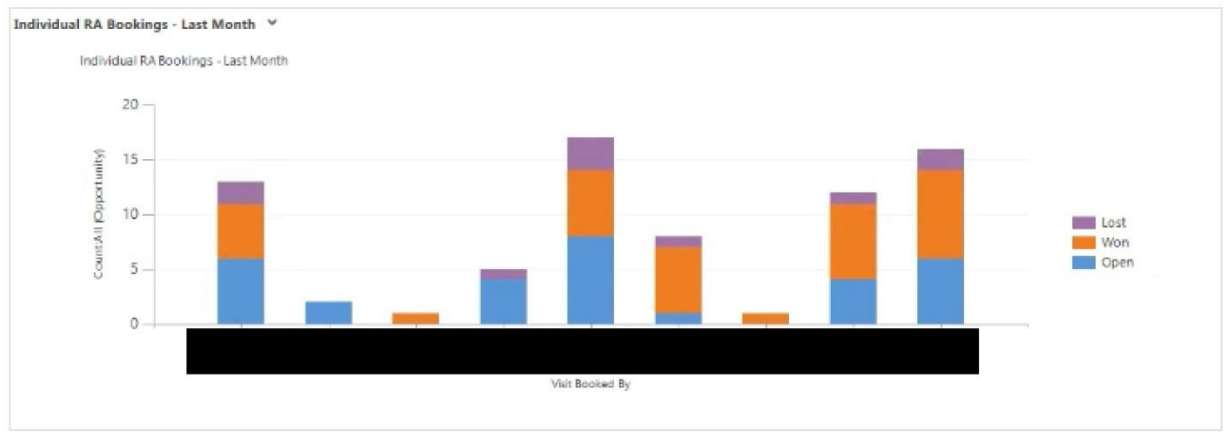
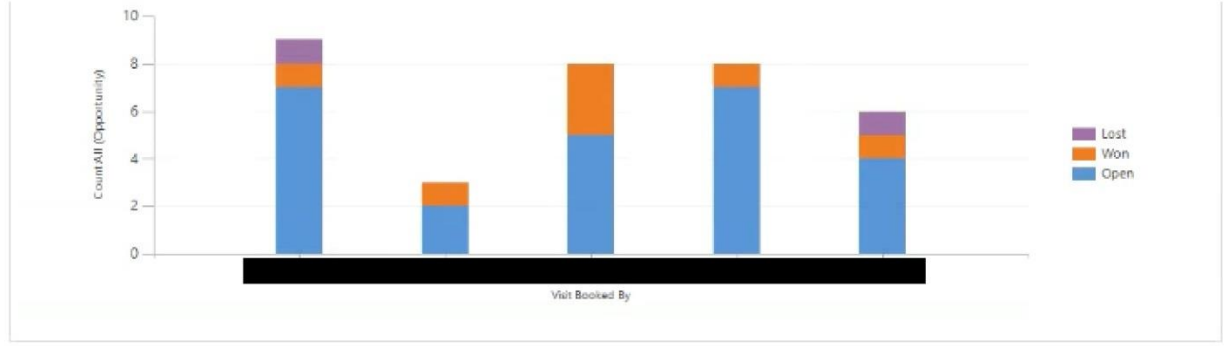
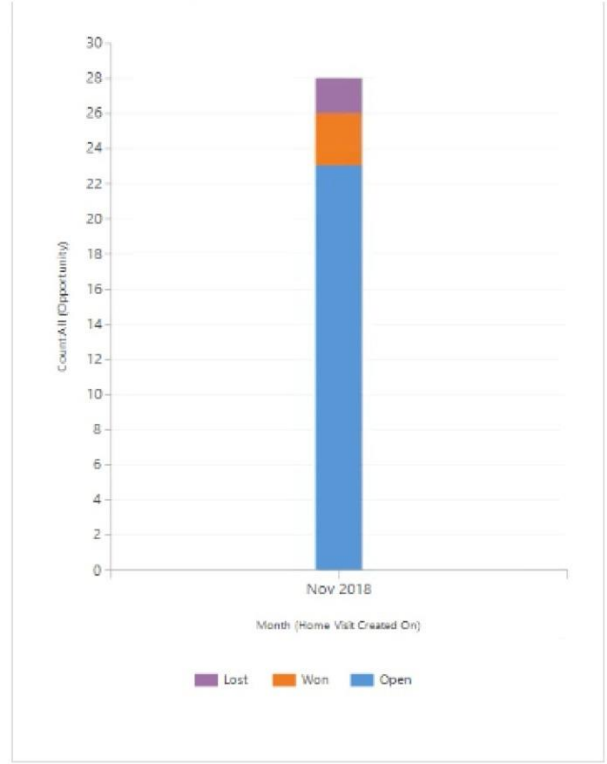
Team Cases in the Queue - Due Today

Cases by Owner



Other benefits?.....Just managing the business!

HCP Sales - RA/HCA Report



What was the role of co-design?

- Co-design at the heart of FOCUS' development
 - Agile approach involved future users as SMEs
 - Client Advisers were embedded in development team
- Since then, significant co-design work included:
 - Redevelopment of client statements
 - Iterative development of the Provider Portal
 - Development of the ComPacks portal

Co-redesign of client statements

- In 2017, clients ***hated*** our internally-designed statements
- Market research was used to analyse issues and then co-design was leveraged to build new statements



ONLINE SURVEY



FOCUS GROUP




INTERVIEWS



Image credit: Allcreated .com

Redesign of client statements

- Overview AND detailed versions
- Automatically calculates adjustments if Care Connect not advised of service changes
- Automatically re-credits clients if services not delivered



Page 1 of 2
S-0009555

Date 30/09/2017

Client ID 100346


Account Number HCP001101

Summary of Services - 30/09/2017

For all enquiries, please contact our Care Centre on 1300 866 228
Monthly activity for the period 01/09/2017 - 30/09/2017

	\$ Amount
Your Funds	
Opening Balance	\$4,676.32
Government Funding	
Home Care Package (Level 4)	\$4,076.10
Supplement - Dementia	\$407.70
Total Government Funding	\$4,483.80
Your Contribution	
Your Top Up	\$114.20
Total Your Contribution	\$114.20
Total Funds (Opening Balance, Government Funding and Your Contribution)	\$9,274.32
Your Services	
Annual Care Plan - Client Adviser (SILVER)	\$760.00
Ongoing Advice & Guidance - Client Adviser (SILVER)	\$95.00
Service Support - Care Centre (GOLD)	\$240.00
Administration Charge (Level 4)	\$371.94
Total Charges from Care Connect	\$1,466.94
Services booked in your calendar	
Continence Supplies	\$86.85
Day - Std	\$639.36
Domestic Assistance - Standard	\$639.36
Gardening and Lawns	\$77.70
Personal Care - Saturday	\$773.10
Personal Care - Standard	\$2,237.76
Personal Care - Sunday	\$727.92
Total Charges for Services booked in your calendar	\$5,182.05
Total Adjustments to services booked in your calendar	-\$1,154.97
Total Kilometres & Kilometre Adjustments	\$88.00
Total Services booked in your calendar, Adjustments & Kilometres	\$4,115.08

Please turnover for detailed overview of your services received and adjustments

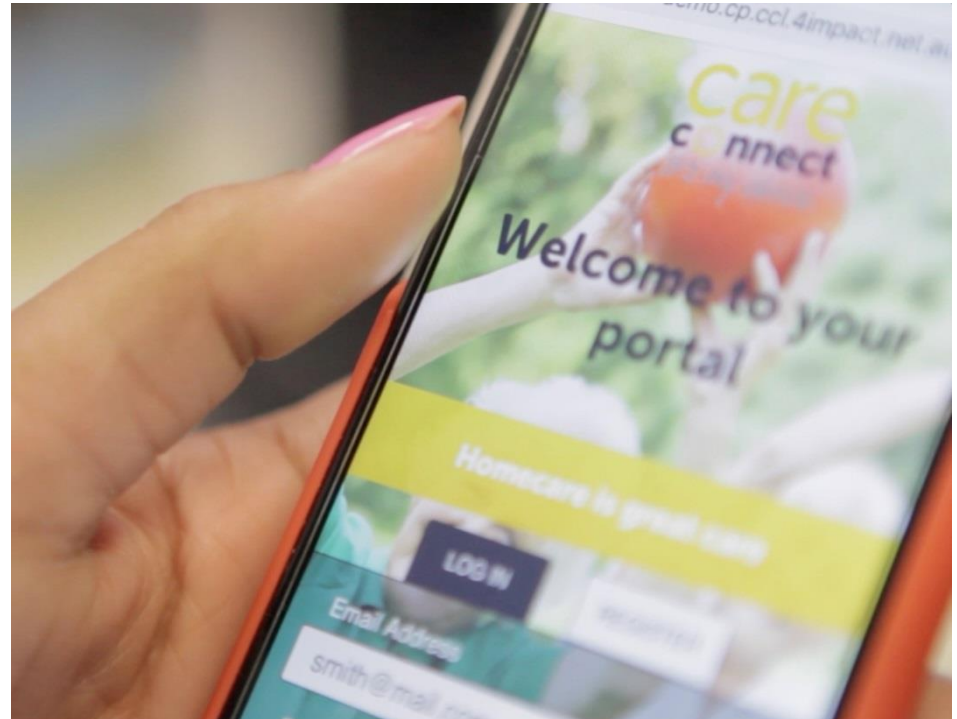


Page 2 of 2
S-0009555

Services	Service Provider	Date	Hrs/Qty	Cost
Personal Care - Sunday	Omni-care Pty Ltd	3/09/2017	0.50	
Personal Care - Sunday	Home Instead Maidstone	3/09/2017	2.00	
Personal Care - Sunday	Omni-care Pty Ltd	10/09/2017	0.50	
Personal Care - Sunday	Home Instead Maidstone	10/09/2017	2.00	
Personal Care - Sunday	Omni-care Pty Ltd	17/09/2017	0.50	
Personal Care - Sunday	Home Instead Maidstone	17/09/2017	2.00	
Personal Care - Sunday	Omni-care Pty Ltd	24/09/2017	0.50	
Personal Care - Sunday	Home Instead Maidstone	24/09/2017	2.00	
Total Services Received				\$5,182.05
Adjustments to Services booked in your calendar				
Continence Supplies	Independence Australia	1/05/2017	-2.00	
Continence Supplies	Independence Australia	23/05/2017	-1.00	
Continence Supplies	Independence Australia	25/05/2017	1.00	
Domestic Assistance - Standard	Home Instead Maidstone	3/05/2017	-2.00	
Domestic Assistance - Standard	Home Instead Maidstone	10/05/2017	-2.00	
Domestic Assistance - Standard	Home Instead Maidstone	17/05/2017	-2.00	
Domestic Assistance - Standard	Home Instead Maidstone	24/05/2017	-2.00	
Domestic Assistance - Standard	Home Instead Maidstone	31/05/2017	-2.00	
Gardening and Lawns	Bill Wood Gardening	31/05/2017	-1.00	
Personal Care - Saturday	Omni-care Pty Ltd	6/05/2017	-0.50	
Personal Care - Saturday	Omni-care Pty Ltd	13/05/2017	-0.50	
Personal Care - Saturday	Omni-care Pty Ltd	20/05/2017	-0.50	
Personal Care - Saturday	Omni-care Pty Ltd	27/05/2017	-0.50	
Personal Care - Sunday	Omni-care Pty Ltd	7/05/2017	-0.50	
Personal Care - Sunday	Omni-care Pty Ltd	14/05/2017	-0.50	
Personal Care - Sunday	Omni-care Pty Ltd	21/05/2017	-0.50	
Personal Care - Sunday	Omni-care Pty Ltd	28/05/2017	-0.50	
Total Service Adjustments				-\$1,154.97

Co-redesign of Provider Portal

- Provider Portal re-design
 - Key to supporting provider choice, scalability, traceability and integrity
 - But quickly proved unusable for > than 20 transactions/m/provider
 - Co-redesigned with largest providers
 - Resulted in bulk upload, reconciliation and RCTI process
 - Critical to reducing payments from 4 months to 14 days and Accounts payable to just 4 people



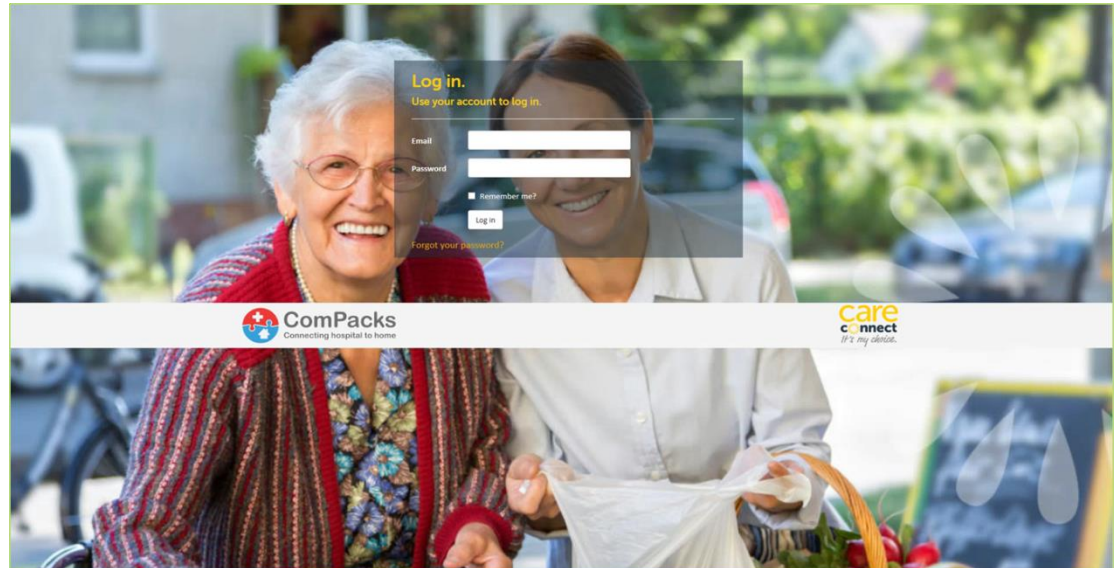
Co-design of the ComPacks portal

- Challenge
 - 6000 assessments and discharges per year
 - From 32 hospitals across NSW
 - Received by phone, fax and email
 - In various states of completion
 - Requiring extensive rework
 - And only 24 hours to respond, analyse referral and book assessment



Co-design of the ComPacks portal

- Solution was co-design
 - 5 co-design workshops with Local Health Districts & demonstration to the Ministry
 - Prototype test in one Local Health District
 - Pilot in two Local Health Districts
 - Role out to 32 hospitals and nearly 200 discharge staff
 - *Response down to 4 hrs for 80% of referrals received*



Co-design of the ComPacks portal

All Hospitals' Referrals

North Sydney - Week 20: 05/11/2018
 Target: 37
 Actual: 30
 In Progress: 2
 Remaining: 5

+ Create New

Export to Excel

Referral Nu...	Program	Referral Date	MRN	Client Name	Referrer	Hospital	LHD	Assesment...	Referral Stage	Referral Not...	
REF-000004383	ComPacks	08/11/2018 15:01	10 digits MRN numbers	Client Name/s displayed here	Referrer Name/s displayed here	Northern Beaches Hospital	North Sydney LHD	09/11/2018 12:00	Assessment Booked		View
REF-000004382	ComPacks	08/11/2018 14:48				Northern Beaches Hospital	North Sydney LHD	12/11/2018 12:15	Assessment Booked		View
REF-000004379	ComPacks	08/11/2018 13:45				Royal North Shore Hospital	North Sydney LHD	09/11/2018 11:00	Assessment Booked		View
REF-000004371	ComPacks	08/11/2018 10:26				Royal North Shore Hospital	North Sydney LHD	08/11/2018 10:30	Assessment Only	Declined support from Compacts.	View
REF-000004370	ComPacks	08/11/2018 10:13				Mona Vale and District Hospital	North Sydney LHD	08/11/2018 13:30	Awaiting Discharge	Approved	View
REF-000004369	ComPacks	08/11/2018 09:30				Northern Beaches Hospital	North Sydney LHD	09/11/2018 14:00	Assessment Booked		View
REF-000004367	ComPacks	07/11/2018 16:49				Mona Vale and District Hospital	North Sydney LHD	12/11/2018 08:30	Assessment Booked		View
REF-000004366	ComPacks	07/11/2018 16:42				Royal North Shore Hospital	North Sydney LHD	09/11/2018 09:00	Assessment Booked		View

Co-design of the ComPacks portal

SAVE AS | NEW | SET AS DEFAULT | REFRESH ALL

New ComPacks/SASH referrals received via Care Connect's Portal

ComPacks - Intake Dashboard

ComPacks - New Referrals

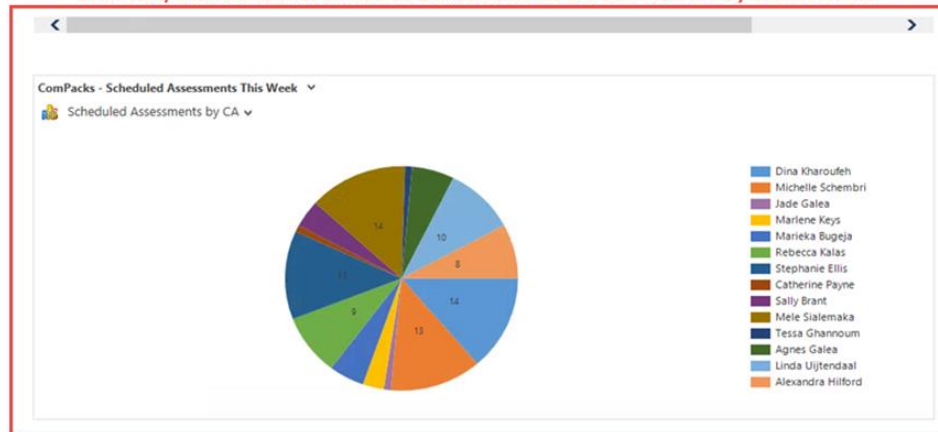
Referral Date...	Program	First Name	Last Name	Referral Sourc...	Client Local G...	Estimated Hos...	Referrer Nam...	Assessment N.
11/10/2018 8:0...	SASH	Client First Name and Last Name will be displayed here		SASH Referral...	Ballina (S)		Referrer Name will be displayed here	REF-0000004025
8/11/2018 4:24...	ComPacks			ComPacks Ref.	Byron (S)			REF-0000004387

New ComPacks/SASH referrals received that requires a response from the Referrer

ComPacks - Response Required Referrals

Referral Date...	Program	First Name	Last Name	Client	Referrer Nam...	Referral Stage...	Referral Stage...	Estimated Hos
28/09/2018 8:0...	SASH	Client First Name and Last Name will be displayed here		Client Full name will be displayed here	Referrer Name will be displayed here	Response Requi...	Information rec...	
28/09/2018 8:0...	SASH					Response Requi...	29.10, 11.10am...	
28/09/2018 8:0...	SASH					Response Requi...	Information rec...	
3/10/2018 8:00...	SASH					Response Requi...	Katherine has b...	
3/10/2018 8:00...	SASH					Response Requi...	16.10, 12pm - In...	
6/11/2018 2:14...	ComPacks					Response Requi...	9.11, 9.30am - S...	8/11/201:
8/11/2018 2:04...	ComPacks					Response Requi...	4:35pm 8/11- L...	20/11/201:

ComPacks/SASH number of scheduled assessments for the current week by Client Adviser



Goals (No. of packages) available for the week - Target, Actual and In-Progress

Goals - This Week

Name	Local Health...	From	To	Target	Actual	Percentage Ac...	In-Progress	Cust
Illawarra - Week 20	Illawarra Shoalh...	5/11/2018	11/11/2018	10	15	150	1	
North Sydney - Week 20	North Sydney L...	5/11/2018	11/11/2018	37	30	81	2	
Northern NSW - Week 20	Northern NSW...	5/11/2018	11/11/2018	38	31	82	0	
South East Sydney - Wee...	South Eastern S...	5/11/2018	11/11/2018	7	7	100	0	
St Joseph's - Week 20	St Joseph's (St...	5/11/2018	11/11/2018	2	1	50	1	
St Vincent's - Week 20	St Vincent's He...	5/11/2018	11/11/2018	4	4	100	0	



What is the real potential here?



Summary

- Award winning innovation driven by need
- The lessons of co-design learned internally
- With value ramping up through external co-design
- Is there potential for a sector-wide solution?





Thank you

Contact details:

Paul Ostrowski, Chief Executive

Care Connect

T: 03 9270 9930

E: postrowski@careconnect.org.au