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Critical clinical data insights

AlayaCare's cloud-based residential aged care management solutions are empowering providers to utilise their clinical data and achieve better outcomes.

Finding the time to properly analyse clinical data or even extract this information from paper-based or detached systems is a current and real challenge for the many residential aged care providers not using a digital management system.

It means these providers are likely missing out on valuable and critical clinical data insights that could support decision making, reduce risk and enable a more efficient and effective delivery of care and services to residents.

It also means that residential aged care employees, who are already time poor, are spending extra time doing administrative tasks, such as finding information instead of providing care, says Annette Hili, General Manager of AlayaCare Australia and New Zealand.



Annette Hili



Helen Woods



Rachel Linton-Mapp



“One thing we know and we hear constantly in the aged care space is there are not enough staff and we want staff to spend more time with our residents. The best way that we can help achieve that is to minimise the time they spend on administration,” Hili tells *Australian Ageing Agenda*.

A part of the problem is that providers are struggling to find time to analyse clinical data in depth because many are still operating with either part or full paper-based systems, Hili says.

“The challenge with paper-based practice is that when you're looking for something, it's not always easy to find it,” Hili says. “Conversely, the advantages of doing things electronically are that you can do it more quickly, you can find it more quickly and you can analyse the data more easily.”

To help organisations make use of critical data insights and provide more efficient and effective services to aged care residents, AlayaCare has developed a cloud-based, end-to-end, customisable and scalable platform. AlayaCare Residential offers a holistic view of residents' information to help staff provide more personalised care.

The software has been developed from the ground up with input from clients and industry experts. It features a clinical care module to support staff to document in real-time and a residential management module designed to support day-to-day operations.

It also has in-built integration with aged care systems Painchek, Picalere and Medi-Map software to seamlessly support pain, wound and medication management respectively.

Hili says the dashboard provides easy access to real-time data insights such as the number and type of clinical care actions and lifestyle activities that are scheduled, due and overdue for today and tomorrow as well as any incomplete documentation which can save staff and managers' time and reduce clinical risks by early identification and action.

“The dashboard can be used to highlight some of the key things that need to be done for the day

or if you have anything that's been missed, which from a risk perspective is important," she says.

Helen Woods, Residential Solutions Engineer at AlayaCare, says the key operational benefits of the platform include its intuitive, simple-to-use capability and staff can access and enter information in real-time.

"It is an end-to-end solution for providers for all of their clinical documentation and reporting requirements. It includes everything they need for the pre-admission and admission processes as well," Woods tells AAA.

All clinical documentation is stored in one central location that can easily be retrieved by staff members, she says.

"You can access it from portable devices like your iPad and Surface Pros. Staff can even document and report real-time data back when they're away from the facility at an activity, or the general practitioner can access the solution without having to go into the home," Woods says.

AlayaCare Residential can also be easily updated as new policies emerge and regulations change.

"The design studio functionality enables updating of forms and assessments to include additional fields or information required to respond to regulatory changes immediately as these updates can be quickly made. And providers can do that themselves independently without needing a development team," Wood says.

"One of the things that sets us apart is we have a team of people that come from the aged care industry, so we keep very aware of all of the industry changes and understand the impact at the operational level. We regularly update the suite of assessments and reports to meet any legislative requirements," she says.

The software also features open API [Application Programming Interface] to allow easy integration with other solutions, such as medication management systems and the My Health Record platform.

A tailored solution

Workflows and events are other key features of the system, says Rachel Linton-Mapp, Residential Solutions Delivery Manager at AlayaCare. The platform can trigger automated care follow up, track required actions, outcomes, appointments and documentation, and support audit and reporting requirements.

"When we admit a resident and enter that they're a smoker, the system can trigger a workflow

"The advantages of doing things electronically are that you can you do it more quickly, you can find it more quickly and you can analyse the data more easily."

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around a risk assessment for smoking and plan our care plan responses around smoking and how we keep that resident safe," Linton-Mapp tells AAA.

The solution is designed for providers of all sizes and individual organisations looking to add a personal touch and customise their own platform.

"We do have an out of box solution for those smaller clients that don't have resources available to manage the system and update the system as they go. But we find some providers and especially our larger customers want to customise a solution around the organisational values and language. And we can do that," Linton-Mapp says.

This customisation also allows providers to build their own documents or care plans from scratch if they prefer, she says.

Meeting requirements

AlayaCare Residential can help aged care providers meet the Royal Commission into Aged Care Quality and Safety recommendations including Number 68, which calls on providers to implement a digital care management system.

Many of the major aged care reforms require robust and detailed data collection, says Hili.

"We've already included the Serious Incident Reporting Scheme and the behaviour support updates for restrictive practices. Those items are highly administrative and require a lot of time and effort to do and to do well," Hili says.

Aged care providers are also required to report on an increasing number of Aged Care Quality Indicators under the mandatory program, which Hili says is an additional layer of reporting that AlayaCare Residential can help with.

As part of any digital transformation, providers should also aim for platforms that are interoperable with government systems so they can seamlessly talk to each other, she says.

"We need to be moving more and more to B2G [business-to-government] transmission of data so that it can give staff time back. The focus should be all about giving them time back to actually spend with the residents," Hili says.

"It will be difficult for providers to manage in the future with the ongoing changes that the Department will implement in response to the Royal Commission recommendations without being digital." ■



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