

WHITE PAPER

## THE DIGITALISATION AND AGED CARE



**NAPIER**  
Healthcare

## The Benefits of Digital Technology – Aged Care

It is estimated that there are nearly 16,000 'connected' health care provider organisations in Australia, including hospitals, pharmacies, diagnostic imaging, pathology general practices, and residential aged care facilities.

Healthcare is undergoing digital transformation requiring sustainable compliance, governance and security. Technology plays a vital role in the health of all Australians ensuring that the management of digital health information is held securely. It is predicted that Australia's aged care industry will grow by more than 24% by the end of June 2022<sup>2</sup>.



Aged Care providers have been cautious investors in terms of embracing new technologies. Most software providers are now offering hosted cloud-based offerings for assessments, care plans and residential and homecare management of the business including governance and compliance as an integral part of their offering.

Digital technology supports governance and compliance and offers the ability to demonstrate compliance based Aged Care accreditation standards.

Digital software systems not only assist with accreditation reporting but also Aged Care Funding Instrument (ACFI). July 1, 2019 saw the roll-out of the Aged Care Quality Standards and these standards apply to all Australian Government-funded aged care services.

These standards have a strong consumer focus and providers are legally required to ensure that each resident receives the best care available to them.

*Best care does not necessarily mean the most comprehensive or expensive care but a focus on an individual's specific needs<sup>4</sup>*

Despite the roll out of the new standards, issues remain with the quality of care being delivered! The current Royal Commission into Aged Care Quality and Safety, aligning with the new standards and transparency from residential facilities requires providers to report accurately and meaningfully against three additional measures –

- Pressure injuries,
- Use of physical restraint and
- Unplanned weight loss.

Reporting this data aims to improve transparency and help providers to monitor and improve the quality of their services<sup>5</sup>. Having a Care Management solution in place can reduce risk for residential facilities and increase governance and compliance reporting and auditing efficiency for the organisation.

Long term and Intermittent care scenarios from a compliance perspective is paramount for ease of reporting and auditing.



## Clinical Governance in Aged Care

Clinical governance provides a system through which carers, clinicians and managers are jointly accountable for consumer safety and quality care.

Good clinical governance places an emphasis on systemic approaches to safety and quality, rather than reactive, short-term fixes. It draws on the experiences of consumers and the contributions of all staff, as well as organisation-level strategies and continuous quality improvement.

The clinical care of the aged is now more complex than ever before, with staff required to understand and use more clinically sophisticated information systems in order to manage and report care outcomes, adherence with pathways and best practice medication management.

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*High quality data is a key driver in producing meaningful, transparent and actionable reporting. Capturing and reporting data accurately enhances data quality as well as minimizing the burden of compliance.*

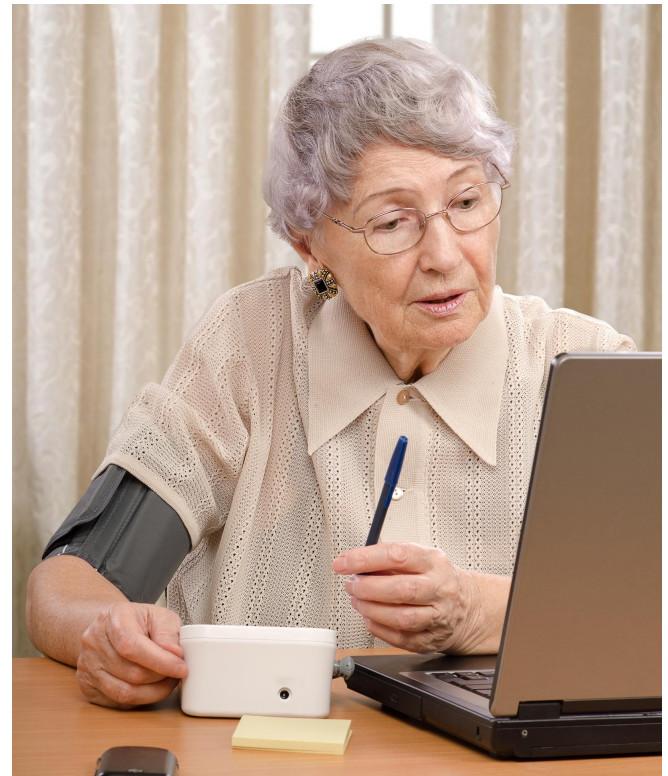
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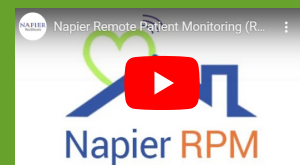
Digital health focuses on prevention, improving resident outcomes and ultimately saving lives. The inability of a provider to share health information quickly, easily and safely can lead to communication breakdowns, in turn contributing to poor health outcomes, duplication and inefficiency. There is now an increased expectation from residents and their families, as well as an onus on providers, to improve their experience as well as reduce avoidable errors<sup>1°</sup>.

Digital technology help not only to improve patient outcome but also to provide a strong focus on prevention, providing the data entered is a trustworthy accurate source and can be audited as to who, what and when something occurred. Having such a solution in place will ensure that the governance and compliance needs of organisations are met in a timely and accessible, auditable structured way.

There is also less paperwork leading to providers better using their time to spend it with residents in the planning of their care and better aligning reporting for the measurement of quality. Finally, this will also better enable the funding criteria and claiming information requirement<sup>7</sup>.



*Watch how Napier's  
Telehealth solution helps  
Homecare service providers  
to deliver the highest quality  
in their engagements  
with their client.*



## Facts on age care population indicting the need for digital transformation

- An estimated 40-50% of aged care residents are more likely to go through an Emergency Department than the general population of over 75's.
- It is estimated that 14% of pathology tests are ordered due to lack of access to the resident's history and digital health. Having access to the residents' medical history will ensure that their results are visible. There are also improvements to be made with End of Life Care. It is estimated that 70% of people want to die at home, yet only 14% do so.
- There are many aspects to electronic governance, and one of them is 'medication management'. Ensuring accurate, detailed and timely recording of medications is a major component of the governance and compliance requirements of a residential facility providers.
- Approximately nine out of ten older Australians take at least one medication regularly and it is estimated that in Australia 223,000 older adults (aged 65 or over) are admitted to hospital due to adverse drug events. The additional cost to the health system is approx. \$1.2 billion.
- 18% of aged care residents experienced a missed or significantly delayed dose of medication within 24 hours of discharge from hospital. In Australia, many medication histories are stored across a variety of paper based and electronic systems leading to much inconsistency which in turn is inconsistent and problematic.
- Electronic medication management systems provide alerts, discharge and transfer summaries integrated into the system to ensure consistent information<sup>10</sup>. Electronic systems also allow for fewer adverse drug events (approximately 50% reduction), better enabling healthcare workers to prescribe, order, check, reconcile, dispense and record administration of medicines and ensuring quality standards are not only met but exceeded.
- Having an Intermediate and Long Term care system that encompasses medication management will provide the ability to capture a resident's current medicine and allergy information in a structured, coded, standardised and shareable form<sup>6</sup>. It is predicted that 90% of aged care residents have at least one medication related problem with an average of 3.2 problems per person<sup>7</sup>.

Digitisation of medication information will improve safety, governance, quality and compliance, especially across transitions of care such as hospital admissions. Improved adherence of medication management will also enable pharmaceutical companies to obtain a better understanding of the impact of their drugs including complications or drug interactions. This data will be useful for future research<sup>9</sup>.



### Implementing digitized solutions

For a smooth transition to this technology, staff not only need to be trained but will be required to reach a level of confidence in its use enabling effective and enhanced care delivery. The staff will be better adapted to change allowing for the next generation of healthcare provider to help improve consumer health and care<sup>7</sup> with a stronger focus on quality and governance in turn increasing quality and enhancing efficiencies.

Once the overall Care Management solution, including medication management has been implemented, staff will be able to access the information needed from anywhere.

There is evidence that users could have a negative outcome if this training is not designed or implemented appropriately<sup>11</sup>. Resident conditions can be managed with digital connectivity therefore improving resident outcomes and in turn lowering costs for providers, while increased efficiency and adherence to the overall governance structures.

Risk mitigation is a key criterion for new technology. Transitions of care are high risk and inefficient without good quality data being provided from the client to the provider.

*Napier's iLTC platform enables a 'single version of the truth' by ensuring that all appropriate information is available readily.*

*Again, being encapsulated within the system ensures integrity of the data and enables reporting for Compliance and Governance needs.*

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As discussed above – governance and compliance are paramount for residential care facilities, and homecare based scenarios within the aged care sector and is strictly controlled and audited by the government bodies. An Open Source, standards based, Cloud enabled, Secure ILTC platform with full Mobility access is the need of the hours. Such a solution that will ensure the clinical care pathways and life cycle of care are managed efficiently using a digital system designed to reduce costs, ensure accuracy of reporting and provide a framework for the governance and compliance of the elderly.

Such a platform must provide all clinically needed care plans for residents and create resident centred clinical progress notes which will ensure that facilities comply with five of the Aged Care Quality Standards;

- **Standard 1.** Consumer dignity and choice,
- **Standard 2.** Ongoing assessment and planning with consumers,
- **Standard 3.** Personal care and clinical care,
- **Standard 4.** Services and supports for daily living<sup>3</sup>.
- **Standard 6.** feedback and complaints.

Aged Care Funding Instrument (ACFI) data can also be captured through the system along with management of care packages and costs. This is achieved from an interface with the Medicare Aged Care Funding Instrument (ACFI) system.



To conclude, there are many benefits of using digital health and iLTC solution combined with TeleHealth is a clear end to end solution that will enable the availability of health information whenever and wherever it is needed, while providing the backbone of a governance and compliance system. This information can be exchanged securely and high-quality data with a commonly understood meaning can be used with confidence. There is also an increased availability and access to prescriptions and medication information along with resident monitoring using real time data. Digitally enabled models of care improve accessibility, quality, safety and efficiency to ensure compliance and governance.

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## About Napier

Headquartered in Singapore, Napier Healthcare Solutions is a specialist global technology vendor for healthcare providers. Since 1996, the Company has been enabling medium to large, private and public sector hospitals and hospital networks across the globe to capture and work with clinical information, streamline workflows, reduce medical errors, drive cost efficiencies and maximize profitability.

Napier Healthcare's expanded portfolio today covers the information needs of acute care providers and operators of long-term care facilities, such as hospices and nursing homes, as well specific healthcare IT needs in other industries such as aviation and maritime. To find out how Napier Healthcare can help your organization to derive top dollar returns on IT investments, make your way to [www.napierhealthcare.com](http://www.napierhealthcare.com) today.

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