



Collaboration and Innovation IT in Aged Care

Alain Leitch

IT Adviser to Ageing and Aged Care Division
Department of Health and Ageing

4 September 2008



Australian Government
Department of Health and Ageing



- Implementation 20 March of significant changes for residential care, with a planned review in 18 months
- Ongoing reform of community care (HACC) and the implementation of “the Way Forward”
- Reality is that Aged Care will continue to evolve

- IM/IT has a role to play to support and enable:
 - streamlined administration,
 - the need to foster IT enabled innovation to more effectively use the available workforce and help address issues in rural and remote settings, and
 - the need to improve the quality and exchange of information to provide better and safe care, and improved co-ordination and decision making.
- DoHA has a number of IM/IT related projects underway to:
 - Implement current reforms and government policy
 - Strive to continually improve the services and operation of the aged care system
 - efficiency
 - consistency across programs
 - improve pathways for individuals

My neck of the woods - Aged Care eConnect

- Aged Care eConnect is a set of Department projects designed to

“create an enabling environment to leverage the use of IT to improve efficiency, quality of services and care delivered to older Australians”

- Our current focus is:
 - Streamline Administration
 - Progress Clinical IT and eHealth:
 - the use of IT in Clinical and Care related applications
 - Develop Industry Awareness and Support Takeup



Streamline Administration: eBusiness

- Allowing aged care services to conduct electronic business with the Department (and Medicare Australia).
 - The IT readiness survey identified
 - 92% of respondents saw sharing information with the Department as a priority and
 - 32% of respondents were assessed as being 'eBusiness capable'
- Medicare Australia's **Aged Care Online Claiming** system, allows aged care services to electronically lodge aged care forms and claims directly with Medicare Australia.
- eACCR. ACATs lodging electronic ACCRs for processing and sharing through Medicare Australia's Online Claiming System
 - Aged Care Services can verify and access ACCR electronically
 - eACCR national rollout underway

eBusiness Future Opportunities

Considering extensions to eBusiness to allow:

- Approved Provider self updates:
 - key personnel, contacts
- eACAR
 - Electronic lodgement of ACAR proposals
- Future opportunities to make use of the ACFI data set across aged care services and within the Department. For example:
 - eValidation to further reduce the administrative burden on services without jeopardising program management
 - Benchmarking and statistical comparisons for services in their region and across the State and country

- eValidation
 - may use the ACFI data set to more selectively target validations based on data anomalies
 - may extend the electronic provision of information to allow desk checking of ACFI assessments
 - The Department and the ACFI Industry Reference Group are planning to conduct a trial once the key implementation issues surrounding the introduction of ACFI have been worked through

Clinical IT and eHealth

- Investigate and promote the use of IT in Clinical and Care related application
- Research and Evaluation
 - Literature Review
 - Clinical IT Trials documented 5 formal evaluations of the application of IT in clinical setting in residential aged care
- Quick Win Projects
 - JBICConnect is documenting best practice guides and making these available online
 - Virtual Visiting to showcase social improvements from videoconferencing for residents and their families
- eHealth continues to progress with NeHTA and the respective health jurisdictions

Industry Awareness and Takeup

- Case Study Development
- IT Readiness Survey
- ICT Product and Service Directory to list available, including a members only area providing value-add information and services
- IT Implementation kit,
 - Step by step guide
 - video showcase

Community Care

The *'A New Strategy for Community Care - The Way Forward'* will

- develop a three-tiered service provision model (early intervention, basic care, packaged care)
- develop a common assessment approach across tiers
- develop a consistent approach to financial reporting and electronic acquittals
- information and data management actions to develop
 - national MDS across key programs (HACC, ACAP)
 - support common arrangements through standards and information sharing
 - scope the development of a continuous client record for electronic exchange between service providers,
 - supporting strict privacy and security safeguards
 - providing an appropriate referral for both community and residential care providers

Community Care – Way Forward IM/IT Activities

- Development and trial of new processes for Access Points
 - Access Points Service Directory for Access Point Staff access to directory of available services
 - Being used live in Victoria and negotiating with other states
 - National evaluation of Access Points to be completed June 2009
- IM/IT enablers:
 - Electronic referrals for service
 - Development of new standardised assessment tools
 - ACCNA-R and CENA-R
 - Community Care Access Support System
 - Web-form entry of the ACCMA and CENA
- Scoping of an electronic Continuous Client Record
 - Provide access to history of assessments and services provided
 - Improve client pathways and access to information for better decision and outcomes

Assistive Technology

- Implementing a program to investigate and establish research and development support for Assistive Technology in Aged Care
 - Device, system or design
 - Increases capability, or safety
 - Broad definition
- Why
 - Improved safety and reduced falls; eg sensor activated night lights
 - Reduced hospitalisation (and associated costs);
 - Improved independence, mobility and physical function; eg electric scooters
 - Improved wellbeing and quality of life,
- The department is undertaking a scoping study and literature review to identify areas of focus for the investment in developing Assistive Technology.
 - Urbis Keys Young

Assistive Technology

- Barriers
 - Lack of clear access and information
 - Lack of assessment for specific need
 - Follow up and maintenance
 - Emotional responses
- Enablers
 - In response to an accident or incident
 - Service providers mainstreaming
- Gaps in Research
 - Social impacts
 - Cost models and evaluation frameworks

In summary

- There is significant IT activity in implementing current aged care programs and policies
- IT is an enabler to future reform and efficiencies
 - streamlined administration,
 - the need to foster IT enabled innovation to more effectively use available workforce and to help address issues in rural and remote settings,
 - the need to improve the quality and exchange of information to support better care, co-ordination and decision making, and
 - leverage from eHealth developments to not re-invent the wheel
- There are challenges and significant barriers to widespread uptake of IT in aged care that will require contribution from all to resolve:
 - leadership and know-how
 - understanding and delivering benefits
 - technical capability & workforce
 - Standards, security & privacy
 - Encourage research and development of new IT enabled models of care



In summary

There is however significant interest and great potential for IT to enable improvements in efficiency and the quality of care for older Australians

Which we can deliver together through effective collaboration & innovation

Thankyou