



Alphington Aged Care

CLIENT TESTIMONIAL ...

“Shortly after ‘i.on my care’ was installed we had a ‘spot check’ from the Accreditations Agency.

They were very impressed with the CQI system we had in place. We demonstrated the knowledge and evidence reports. This meant that we were able to pass the test and demonstrate our compliance to the standards. We had everything we needed in simple to access reports.. The ‘i.on my care’ system immediately proved its value to us”

Fiona & Greg Harding | Directors of Alphington Aged Care.

About Alphington Aged Care....

Located in Old Heidelberg Rd, Alphington, Victoria with 45 delightfully elegant, large furnished bedrooms & ensuites. The rooms have panoramic views across Darebin creek and parklands; the centre provides a tranquil vista for their residents.

31st Jan 2008

System delivered. Paper-based evidence systems are automated & customisation begins.

22nd Feb 2008

Continuous Quality Improvement systems, compliance & evidence reports are defined

18th April 2008

CQI systems in place & the automation of evidence delivers immediate time saving & productivity gains.

i.on my care SIMPLE, HASSLE FREE INSTALLATION!





‘The system has had an immediate impact. The compliance burden has become more manageable. We were very impressed with the responsiveness throughout the implementation process.’

About the i on my care solution ... Alphington implemented a total Continuous Quality Improvement Solution using the i.on my care software in just 11 weeks, with minimal disruption. Alphington expects to reduce costs by up to \$20,000 per year and streamline the entire centre operations.

i.on my care – an evidence based governance, risk, compliance and accreditation solution for Aged Care Facilities that simplifies the day to day management. The results are measured delivering immediate cost savings and productivity improvements, in addition the business intelligence allows faster, more accurate business decisions.



Project Success & Measures

Project	AGED CARE FACILITY Alphington Victoria
Business problem – compliance	Management & Nursing staff had to allocate too much time each day documenting evidence and this reduced the amount of time spent caring for the residents and it increased costs.
Cause of the problem	The day to day processes required to manage risk across the centre was not efficient. Staff were burdened with an increasing amount of paperwork required to meet the compliance and accreditation standards. Managing the reporting was taking too much time for the Directors.
Implications across the business	<ul style="list-style-type: none">  Residents had to wait longer for attendance in peak times whilst nurses documented accidents, incidents, risk, etc.  If the centre fails to provide adequate evidence of CQI (continuous quality improvement) and does not pass a 'spot check' from the Accreditation Agency, risks losing income, funding and staff and damages its reputation .  Because the systems were paper-based, Management were unable to forecast trends such as dangerous areas where falls/ hazards/ accidents/incidents regularly occur or predict downtime cycles for maintenance and systems.  Business intelligence reports were unavailable in key areas such as staff performance reviews and satisfaction surveys
Success measures & project outcomes	<ol style="list-style-type: none"> 1. CQI system has been introduced and Accreditation evidence is now automatically collected. 2. Incident/accident/hazard etc reports are completed by staff in less than 15 minutes. Saving between 2 - 5 hours of paperwork per week. 3. OH & S meeting monthly reports (10 of) are now generated in 45 minutes - a saving of 2 hours each month. 4. Trend data for incident / accident reports is now available with the click of a mouse allowing faster, better business decisions by management. 5. A proactive workflow system is in place for management. The 'Suggestion & Action' Report provides a tool which automatically sends reminders to key staff who are accountable for specific actions by an agreed date.

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