

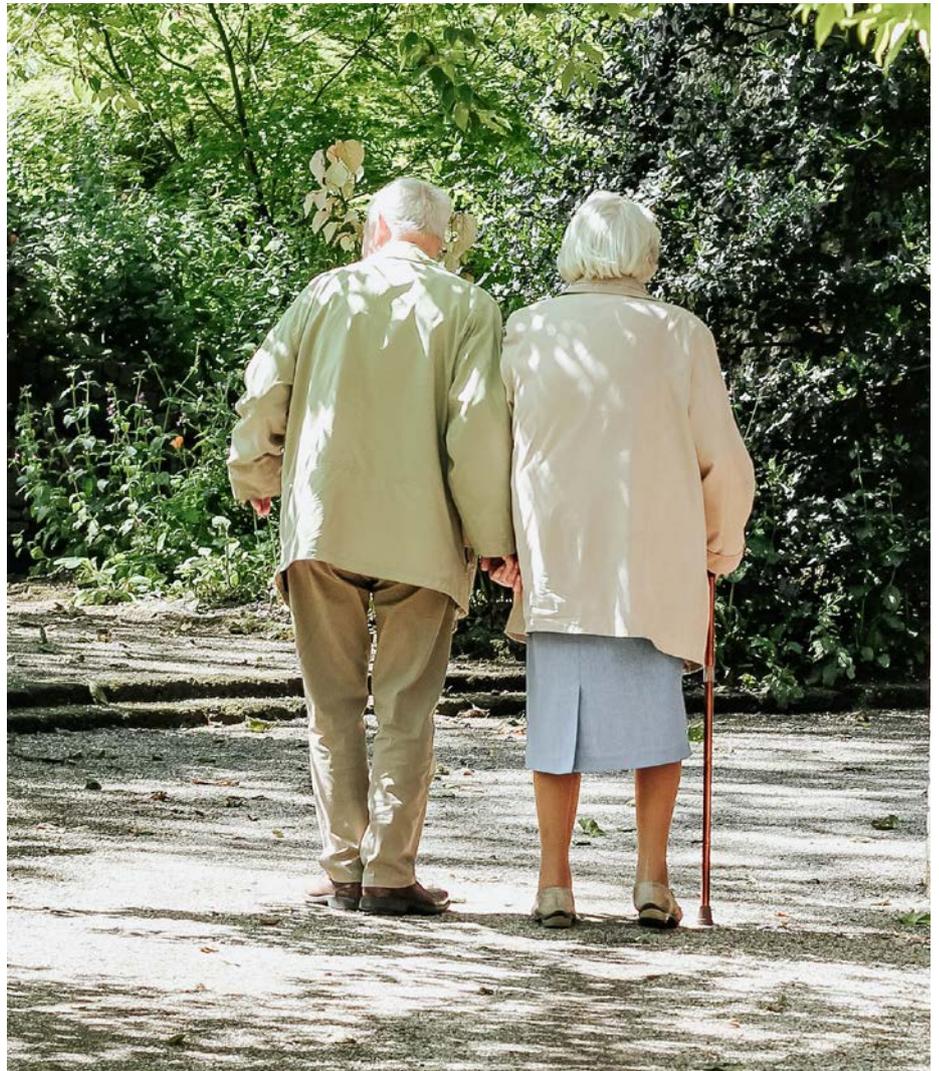
Change in Action: How technology can make immediate improvements to **Aged Care.**

A review of the impact of COVID-19, the Royal Commission and other forces for change in the sector to enable better, personalised care at scale through the informed use of technology.

Introduction

With the right approach, issues around quality of care, data management and overall efficiency within Aged Care can all be solved in an integrated manner that gets providers working smarter rather than harder. At FUJIFILM Business Innovation Australia, we have experience in implementing technological solutions that can make immediate improvements to how care is administered and managed — here are three of the most common ways we can help initiate the process of transformation for providers of all types.

Very simply, there is an opportunity to let technology take the pain of repetitive tasks away from staff, and as a result enabling the delivery of much better, personalised care for the patient that can be measured more easily.





Automate to simplify

Process Automation has the ability to change a wide array of existing high-volume, simple or complex processes and dramatically improving them by reducing the time demands on staff. This also has the secondary benefit of making errors far less likely. Providers can start by moving data away from paper to enable digital solutions for data management. All of this is very much a part of the Royal Commission's findings too, with the requirement for documented processes that can be easily reported against.

In the context of the COVID-19 pandemic, ensuring patients in care homes are safe is paramount. But beyond this, we had to consider how we were looking after the physical, emotional and social wellbeing of these patients by maintaining regular access to family and friends.

FUJIFILM Upstream Solutions have designed a digital visitor management solution called Visitor Manager Central, which enables easy data collection when visitors arrive at a care home. Details are provided directly into a tablet-based interface which then notifies hosts of a visitor's arrival, then collates this information and stores it for future records. Data can then be analysed, at the same time as ensuring it is managed in a compliant manner and reducing the time and cost of staff in collecting and maintaining this data manually.

Simple automation of existing processes can improve the visitor experience while making the care home a more efficient environment where staff can focus on the job of ensuring quality of care is their priority, not administrative tasks that slow them down.



Improved Data Management

Content Management is not a new term, however the way we can tag data today means there has never been more value in enabling faster archive retrieval and clear processes designed around heightened levels of compliance regulation. With a view to recommendation 27 from the Royal Commission report (focused on being able to provide records in a standardised manner to ensure faster decisions), this type of solution is tailor-made for Aged Care providers to help improve the quality-of-care experiences for patients and their families through more efficient data management, which also allows for care personalisation through an integrated approach to data.

However, it may not be possible to access sophisticated datasets right now that make this task easy. With a mix of processes and documentation not always digitised, the first step is to get the data enriched and working for you, not you working on the data.

In combination with a number of our technology partners, we are able to provide solutions that make the process of digitisation work for your needs. A good example of this is moving old patient records or payment information from paper-based documentation to centralised locations that can then be analysed and efficiently managed. This layer of management allows for the generation of reports, ensuring better security of information and general document lifecycle easier, all at the same time as freeing up staff from manual tasks that can be repetitive and open to error.





Outsource what you can

You can reduce the IT burden by removing administrative tasks and a redundant IT Infrastructure. And you can reduce the burden of even identifying where you need to start by working with a strategic partner like FUJIFILM Business Innovation Australia, who can save you time and money by doing the hard work of getting your infrastructure into the shape you need to be a digital Aged Care provider.

Our Managed Print Services (MPS) offering is the lifecycle management of everything related to your printing infrastructure. From planning and procurement, implementation and operation (including the supply of consumables). Working closely with providers, we have helped to rationalise existing print devices and related costs to drive sustainability, secure sensitive business information and gain insights into workflow to support further digital

transformation. By fine-tuning and optimising printer networks and managing the print infrastructure as a whole, businesses can reduce costs, boost staff productivity and increase data security.

As a second example of improving the quality of care experience, communications are always a vital part of keeping patients and families of patients up to date with the right information.

With technology available to providers, content can be personalised in both print and digital formats to help avoid many of the communication issues that can arise and dent confidence in the level of service providers can deliver.

Using technology solutions that automate your communications can give you additional bandwidth to focus on the important work your team need to focus on, giving exceptional care experiences from start to finish.

Your Next Step is a conversation

We work with healthcare providers across Australia to develop solutions that work for their businesses. We do not believe in point-solutions, we believe in discovering the areas where value can be created and supporting the development of transformation programs in co-creation with our clients.

Arrange for one of our FUJIFILM Business Innovation Australia healthcare specialists to talk to you today, simply call us on **13 14 12** or complete a webform at fujifilm.com/fbau/en/aged-care and we will get in touch with you.

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