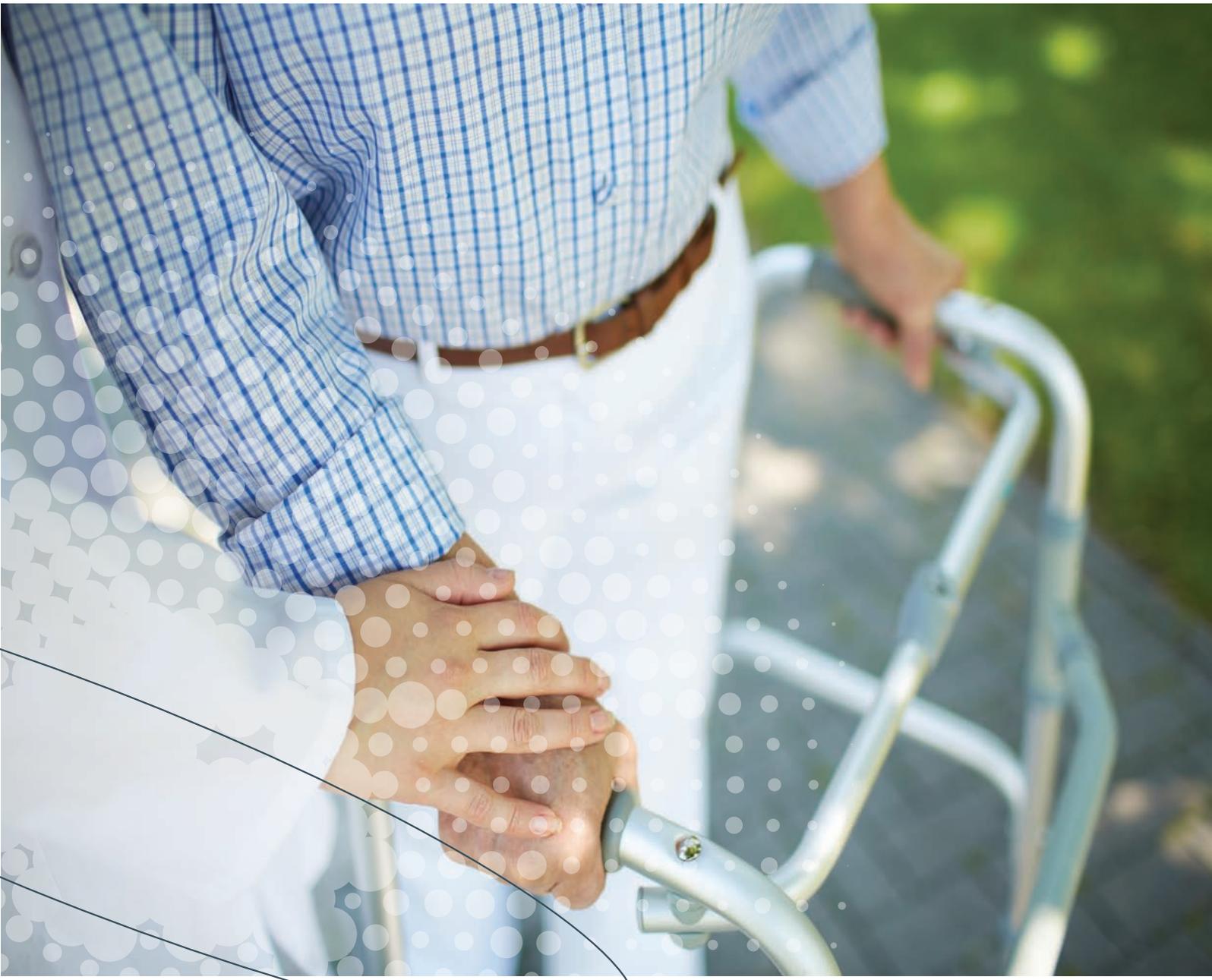




ionMy | Governance,
Risk & Compliance

CASE STUDY

Barunga Village Inc.



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Barunga Village is located in the delightful seaside town of Port Broughton on South Australia's Yorke Peninsula. Barunga Village Incorporated is an award winning community owned, not-for-profit organisation that has been offering quality aged care for more than 20 years.

Barunga Village's friendly and professional staff deliver the highest standard of care to residents in four areas of high quality Aged care and retirement living:

- Barunga Homes
Residential Aged Care 52 bed high care, low care, and special needs unit
- Barunga Cottages
Independent Living Units – 8 x 2 bedroom units
- Barunga by the Sea
Retirement Village – 45 homes and a community centre
- Barunga Community Care
Home Care Package– 30 CHSP

Port Broughton has a population of 1,800 and Barunga Village is the largest employer in Port Broughton with more than 100 staff led by Business Manager, Maureen Coffey and Director of Nursing, Merrilyn Hewett (both pictured on the right).





Once the organisational need had been identified and a decision to purchase a software solution had been made, selection involved scanning the environment via industry magazines and attendance at conferences.

It was at an aged care conference in Perth in 2009, that we first approached i.on my. After discussions and demonstrations at the conference with i.on my and other vendor offerings, short listed vendors were invited to conduct product demonstrations to a wider Barunga management team and provide a proposal. In addition to the functionality for immediate needs, consideration of future needs and financials were a considered part of the discussions and decision.

The fundamental steps undertaken were:

- Identify need
- Decision to source a solution
- Scan to identify likely solutions
- Demonstrations/presentations
- Proposal
- Map of offering to current and future needs
- Sign off

We needed

Barunga Village, like all care facilities, adheres to strict regulatory obligations and is required to record and report upon operational matters such as:

service improvement
continuous improvement
staff and resident incidents.

So Maureen and Merrilyn went in search of a suitable system to assist address these requirements.

i.on my Functionality Objectives

Tracking

Using i.on my has solved sticky issues such as:

- escalating items to an agenda (and remembering to do that)
- carrying items forward from one meeting to another (and remembering to do that)
- tagging items to be part of our service improvement plan (and remembering to do that).

Reminders & Alerts

Not just a piece of software to manage meetings: it is an entire business management process that embeds the typical aged care industry needs, e.g.

- ⊙ assign who is responsible
- ⊙ allocate actions
- ⊙ automate reminders when actions have not been closed.

Workflow

Workflow management aspects of:

- ⊙ being able to raise a service improvement and/or Quality improvement associated with a minute item
- ⊙ have that automatically added to the Improvements and/or Quality plan, then being able to hook that as evidence of meeting nominated standards is unique.

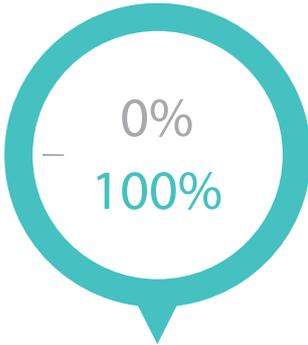
Embedded Auditable Links

When we use the workflow embedded functions of Create Service Improvement, Create Quality Plan etc. the system makes sure all the links are clearly accessible and we are able to follow the linked trail even if it is through many processes,

e.g. an infection that was raised to a committee that was then assigned as a service improvement we are able to online click and follow the links.

Which means so are our auditors.

Pre and Post Implementation Metrics Dashboard



Actions from meetings are allocated to staff via an email, which provides a link to the action each staff



Documents have version control with all staff accessing the most current versions.



Cultural Shift as staff take on board ownership for assigned tasks and actions.



Improved accountability due to embedded auditable linked data trails



Automated collation and scheduled delivery of reports



Event and date based automated alerts and reminders sent to who needs to know what when



i.on my Implementation Process

The key driver and champion for this project was Maureen Coffey the business manager of Barunga. This ensured that decisions regarding a suitable solution were made with knowledge from across all 4 of the business areas, and with a view of future needs in sight.

Implementation change management was about taking on ownership, appropriate training and information for that core team.

The approach was to pilot the functions and features first then a gradual roll out to additional committees, people and Barunga business areas.

The change management for the roll out was relatively easy as people had already heard and seen the positive outcomes and there was no resistance to adoption. Additionally i.on my provided free online training tutorials that are step by step guides and a great resource for staff who only occasionally needed access/functions.

{ "Implementation of i.on has revolutionised our facility on many levels."



Benefits and Industry Impact

“Previously our service improvement forms and actions were tracked through minutes manually on numerous sheets of paper. Now with i.on my Care, any related conversations, information and actions are linked within the system.

All the data is recorded centrally rather than in multiple files; it’s a far more productive process. It also enables all staff up to the minute access to reports across all care levels.

It is safe to say i.on has revolutionised not only our processing system but in turn has saved us administration hours which can, in turn be devoted to hands-on patient care.”

“In the past we have spent laborious hours completing our desktop audits, trying to gather all of the data and supporting evidence from multiple sources and files. I.on my Care has enabled Barunga Village’s management to centrally manage information and to access it instantly and easily,” Maureen reports.

“Streamlining this governance practice alone has relieved staff of unnecessary pressure and anxiety not to mention administrative hours.

The required reports are available to everyone, any-time and anywhere harvesting a feeling of confidence and accountability”.

Barunga Village’s Business Manager, Maureen Coffey said:

“Since they started using ThoughtWare’s i.on my Care software in January 2010, the Village’s management of information and governance had improved dramatically.”

Benefits and Industry Impact

Through i.on my Care, current service and continuous improvements can be linked to any of the four aged care service standards, and/or community care standards.

“This means that when we are audited, we can easily obtain the necessary information and evidence that’s related to a particular standard, clearly outlining any issues and how we have dealt with them.

This level of transparency between auditor’s/care facilities and staff members is unique and ultimately augers towards a safer environment for all; staff, residents, axillary staff and volunteers”.

I.on my Care allows Barunga Village to generate automatic reports. For example, management has scheduled a monthly report that outlines the number of incidents that have occurred in the month, who was involved and the action/s taken. The report is automatically generated and emailed to the relevant staff.

{ Automatically generated reports removes the need of a specific staff member to compile it and distribute it. Saving valuable time.

I.on my Care has eliminated the lengthy manual administration that was previously required to develop the monthly reports. This function of i.on highlights how cutting-edge it is in real-time.

When resident/patient care is the primary purposes of an Aged Care Facility it makes sense to devote as much human time to your patients as possible.

With i.on Care this is achievable and simple. Ion delivers streamlined processing, encompassing all staff and allied staff.

Ion is accessible even from smart-phones, making i.on’s intelligence accessible remotely.

