CASE STUDY: IMPLEMENTING A GOVERNANCE FRAMEWORK

BCAC had been experiencing inefficiencies complying to industry specific corporate and clinical governance requirements.

Bankstown Aged Care
www.bcac.com.au/

Established: 1973

Services: Retirement Living, Home Care, Aged Care - Dementia, Palliative & Disability.

Region: Bankstown City – NSW - Australia

Customer Since: 2016

THE CHALLENGES

The burden on complying with the heavily regulated aged care governance.

1. Implement an automated whole of organization governance framework.
2. Provide transparency over all areas of business compliance.
3. Reduce the Board Members time reviewing and overseeing the clinical and corporate governance.
4. Capture all operational compliance evidence in one system.
5. Automate data collection for QPS benchmark reporting requirements and to increase monitoring between quarterly submissions
6. Free up time for Manager.
7. Decrease clinical high-risk incidents.
8. Reduce time to respond to complaints.
9. Link feedback to improvements.
10. Automate escalation of serious incidents and events to drive better care outcomes.
11. Interface to and Import data from other systems to enhance reports and eliminate duplicated data entry. Eg Payroll, Finance and HR
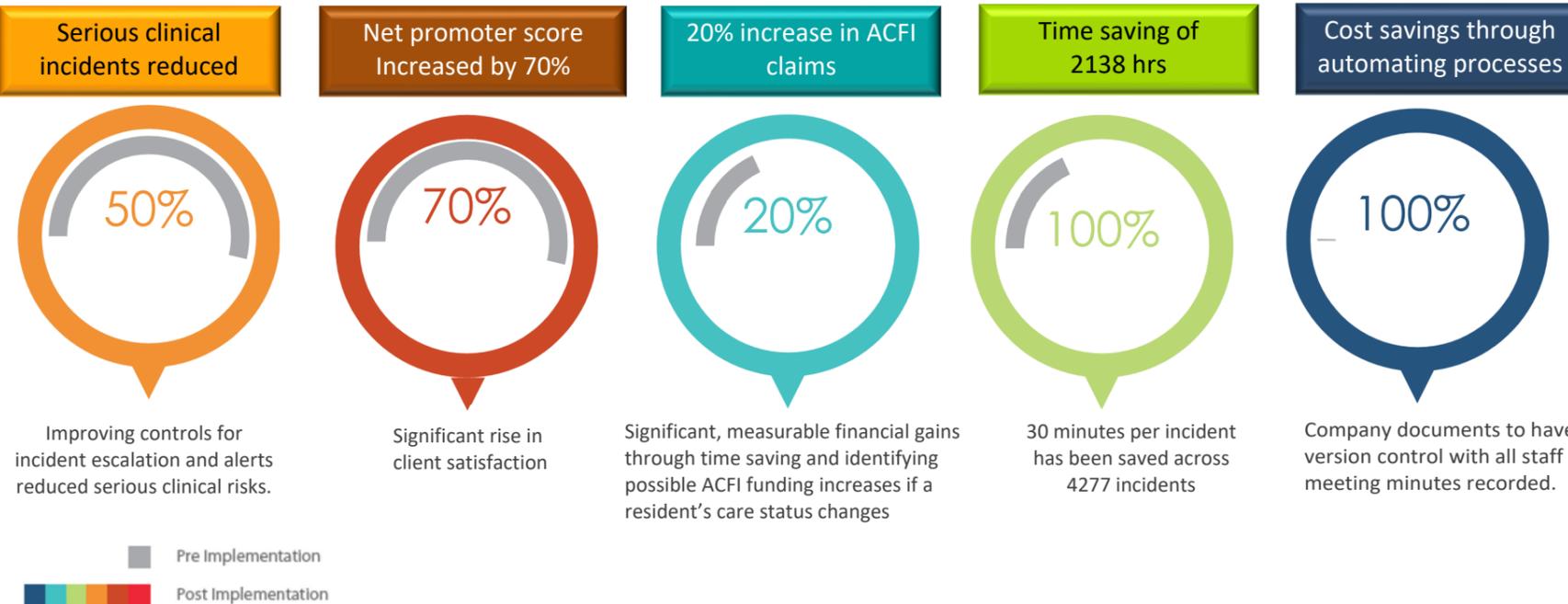
THE RESULTS

An organisation wide governance framework where decision making is tied to risk and outcomes, providing transparency and accountability.

1. A $20,000 software investment delivered an ROI within 5 months.
2. Decreased clinical high-risk incidents in some facilities by 50%.
3. An increased the Net promoter scores (NPS) for client satisfaction of greater 70% at one of their facilities.
4. Increased ACFI funding by 20% through improved reporting on changes in care level status.
5. Time saving of 2,138 hours across 4277 incidents in the first year. People saved 30 minutes per incident in the data entry capture, action allocation, escalation and investigation follow process.
6. Better control risks across all areas of the business, with monitoring and escalations that followed BCAC business rules they were able to change the behavior and improved culture towards governance and risk across all of the teams
7. A system that met BCAC operational improvement objectives.

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Transparency, control and accountability across all areas of the business; Aged Care, Home Care, Disability and Retirement Living.

Serious clinical incidents reduced	Net promoter score Increased by 70%	20% increase in ACFI claims	Time saving of 2138 hrs	Cost savings through automating processes
50%	70%	20%	100%	100%
Improving controls for incident escalation and alerts reduced serious clinical risks.	Significant rise in client satisfaction	Significant, measurable financial gains through time saving and identifying possible ACFI funding increases if a resident's care status changes	30 minutes per incident has been saved across 4277 incidents	Company documents to have version control with all staff meeting minutes recorded.

Pre Implementation
Post Implementation

IMPROVED FACILITY MANAGEMENT

By giving the mangers data that is accurate, contemporaneous and trended allows People to make informed decisions about where to direct resources. The increased revenue has been generated through time savings and reinvested into additional staff hours, technology, improved amenities and staff training.

SUCCESS CRITERIA

1. Meeting legislative requirements, whilst eliminating a large portion of the repetitive administrative burden.
2. Created a culture of compliance.
3. Significant, measurable financial gains through time saving and identifying possible ACFI funding increases if a resident's care status changes.
4. Increased occupancy through creating more time for managers to focus on key business drivers.
5. Improve the efficiency and capacity of the organisation.
6. Ability to report effectively at any given time.
7. Improved governance, risk and compliance knowledge across the entire organisation.
8. Automate processes, alerts and escalations to gain time savings.

OUTCOMES

1. 5-month rapid return on Software Investment.
2. Improved performance by increased transparency, accountability, stewardship, integrity and risk management, which has resulted in the whole of organization governance framework goal of the board.
3. Streamlined time spent by the CEO and Managers to produce board and operational documents.
4. The executive team can drill down by facility or look at the group or an isolated few facilities to look at benchmarking trends.
5. Managers are more confident that interventions are effective due to better insight and controls around clinical trends.
6. Using Mobile APP, staff now complete forms whilst away from the office, or at a Client's home.
7. In 2018, three of BCAC services, Gillawarna Village, Chester Hill Village and Home Based Services, passed their reaccreditation audit with the AACQA.

PROJECT SCOPE

- Board of Directors' docs, reports and access.
- Real time reporting of strategic and operational risks.
- Committee management with responsive agendas.
- Sophisticated security for a wide variety of people accessing data and documents.
- Company documents library to accept multiple formats.
- Link of feedback to quality improvements.
- Link activities to our accreditation and standards.
- Link documents to other documents.
- Ability to record advocacy activities.
- HR credentials and license renewal management.
- Communities memberships and renewals advice.
- Capture marketing and media activities growth.
- Report on our social responsibility and sustainability
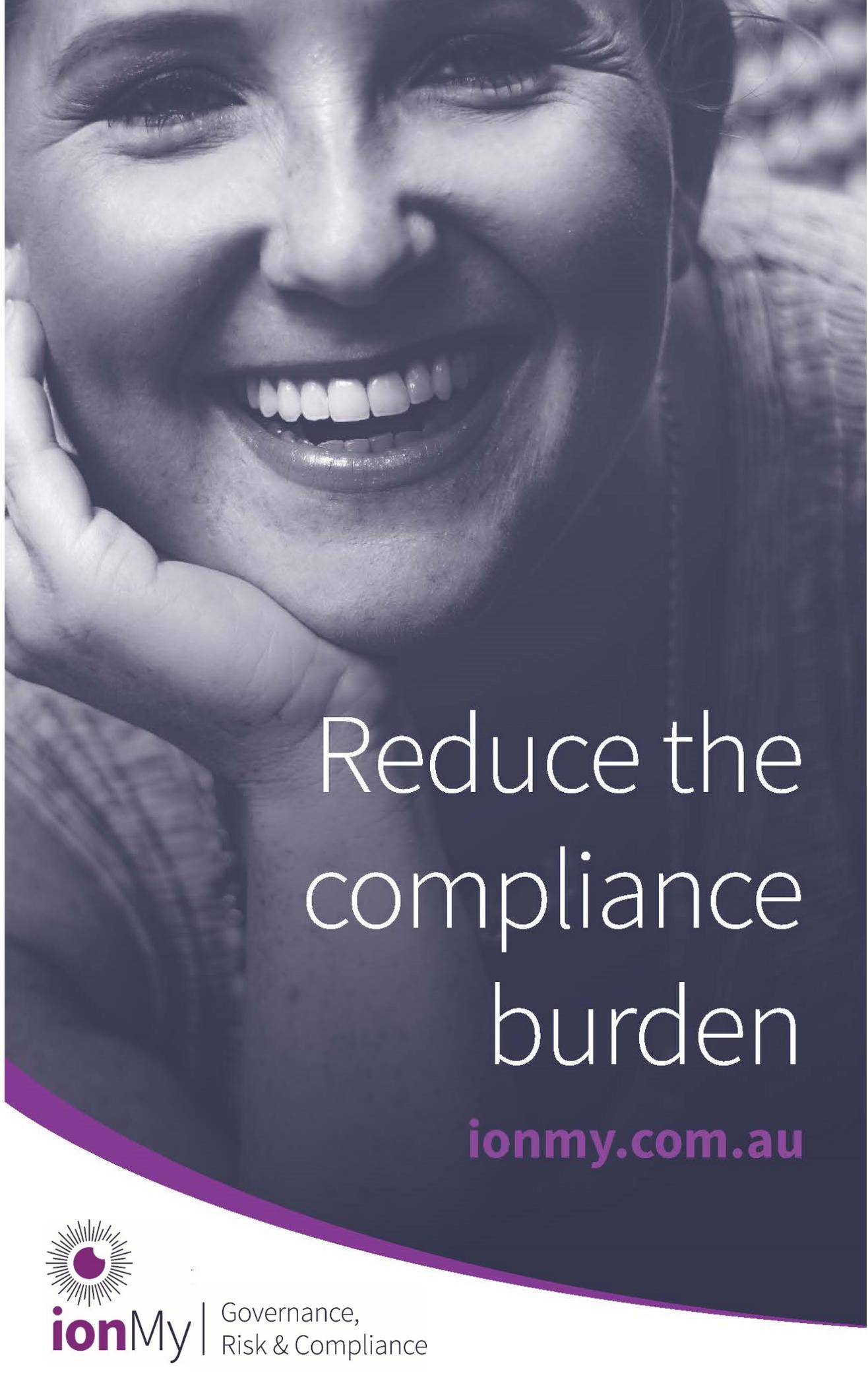
Reduce the compliance burden

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