



ionMy | Quality & Compliance

CASE STUDY

Residential Aged Care

Modernising Quality, Compliance & Governance

Practical evidence built from the experience of Australian aged care providers.

REAL CLIENT OUTCOMES • PROVEN OPERATIONAL IMPROVEMENTS • MEASURED BUSINESS BENEFITS





SECTOR CONTEXT

A sector under pressure, and ready to modernise

Residential aged care providers are being asked to deliver stronger governance, faster reporting and safer care while reducing administrative burden.

Increasing regulatory expectations, SIRS reporting, workforce shortages, consumer expectations and heightened governance requirements have made fragmented systems increasingly difficult to sustain. Leading providers are replacing spreadsheets, paper processes and standalone systems with connected Quality & Compliance workflows.



From a single facility to a 29-site national provider, the same needs recur: visibility, consistency, accountability and timely action.



OPERATIONS

- Multiple spreadsheets
- Paper forms and manual registers
- Duplicate entry



GOVERNANCE

- Limited Board visibility
- Delated reporting
- Reactive management



WORKFORCE

- Administrative burden
- Follow-up chasing
- Training and credential tracking



QUALITY & VISIBILITY

- Trends difficult to identify
- Fragmented evidence
- Inconsistent reporting across sites

 EVIDENCE

Outcomes that make the business case

Measured outcomes from multiple ionMy implementations show the operational impact of connected quality and compliance.



67%

Reduction in governance reporting effort



2,138

Hours saved in the first measured year



50%

Reduction in some high-risk clinical incidents



5 months

Return on software investment



20%

Increase in ACFI funding through improved reporting



70+

Net Promoter Score achieved at one facility



Better trend identification



Stronger executive and Board visibility



Faster issue follow-up



Better policy and compliance adherence

Representative examples from multiple ionMy client implementations.
Results vary by organisation size, scope and baseline practices.



THE IONMY APPROACH

From information to better resident outcomes

ionMy connects governance, visibility, compliance and improvement into one continuous operating model.



GOVERNANCE

Clear accountability, ownership and executive oversight.



ORGANISATION-WIDE VISIBILITY

One view across facilities, services and support offices.



QUALITY & COMPLIANCE

Evidence captured as work occurs, not reconstructed before an audit.



CONTINUOUS IMPROVEMENT

Trends, incidents and feedback converted into actions and measurable improvement.



RESIDENT OUTCOMES

More staff time, confidence and responsiveness focused on residents.



SEE EARLIER



ACT SOONER

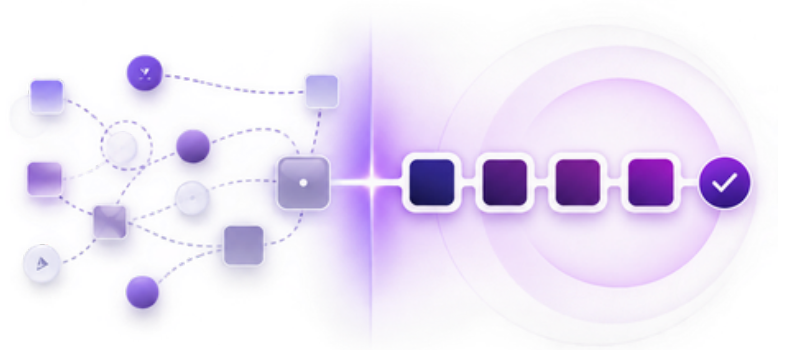


STAY READY

 CONNECTED WORKFLOW

What changes

One continuous process replaces disconnected hand-offs and repeated data entry.



✕ BEFORE



Incident spreadsheet



Manual manager updates



Email follow-up



Separate committee action list



Another spreadsheet



Monthly report



✓ WITH ionMy



Incident captured once



Workflow and notifications



Structured investigation



Corrective actions assigned



Committee visibility



Executive dashboard and continuous improvement



Repeated effort and delayed visibility become connected actions and continuous insight.



BUSINESS BENEFITS

Value beyond the software

The strongest case is not a feature list, it is the operational change created.



STRONGER GOVERNANCE

- Better visibility
- Better decisions
- Executive confidence



IMPROVED COMPLIANCE

- Continuous evidence
- Audit readiness
- Accreditation support



PRODUCTIVITY

- Less paperwork
- Reduced duplication
- Automated reporting



BETTER RISK MANAGEMENT

- Earlier identification
- Trend analysis
- Escalations



CONNECTED ORGANISATION

- Integrations
- Single source of truth
- Consistent information



BETTER CARE OUTCOMES

- More staff time
- Less administration
- Greater focus on residents



Less work managing compliance. More time improving care.

 CLIENT VOICE

What providers tell us

The strongest proof combines measurable outcomes with the experience of the people doing the work.



“

Residents feel heard and know their complaint or compliment is being appropriately managed.



“

The recurring follow-up to actions has been a major improvement.



“

The ability to interface with other systems eliminates duplication of data entry.



“

Improved capability to identify trends and proactively manage issues at both ground level and national support office level.



“

Ability to capture and manage SIRS incidents within allocated time.

Representative comments from supplied client testimonial and case study material.



MEASURING SUCCESS

Success is not just installed. It is **measured**.

Baseline measures create a credible before-and-after business case and make value visible after go-live.



TYPICAL MEASURES

- ✓ Administration effort
- ✓ Governance reporting effort
- ✓ Committee preparation time
- ✓ Incident response effort
- ✓ Compliance effort
- ✓ Action follow-up
- ✓ Executive reporting
- ✓ Staff time redirected to care



WHERE VALUE SHOWS UP

- ✓ Visibility
- ✓ Governance
- ✓ Compliance
- ✓ Productivity
- ✓ Resident experience
- ✓ Executive decision-making



**Modern Quality & Compliance is not about collecting more information.
It is about seeing the right information earlier, acting sooner and staying ready.**



LET'S BENCHMARK YOUR ORGANISATION

Estimate operational improvements, governance efficiencies, reporting savings, productivity gains and expected return on investment.