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Resident and Client Centred Software

The experience of your residents and clients alike should be at the centre of everything your organisation does, which means your software should provide a view of the entire resident and client journey.

Demands of aged care recipients are increasing, and the higher level of market competition emphasises the need for forward-thinking business practices. Top performing aged care providers utilise an integrated, innovative software built for the Australian aged care market.

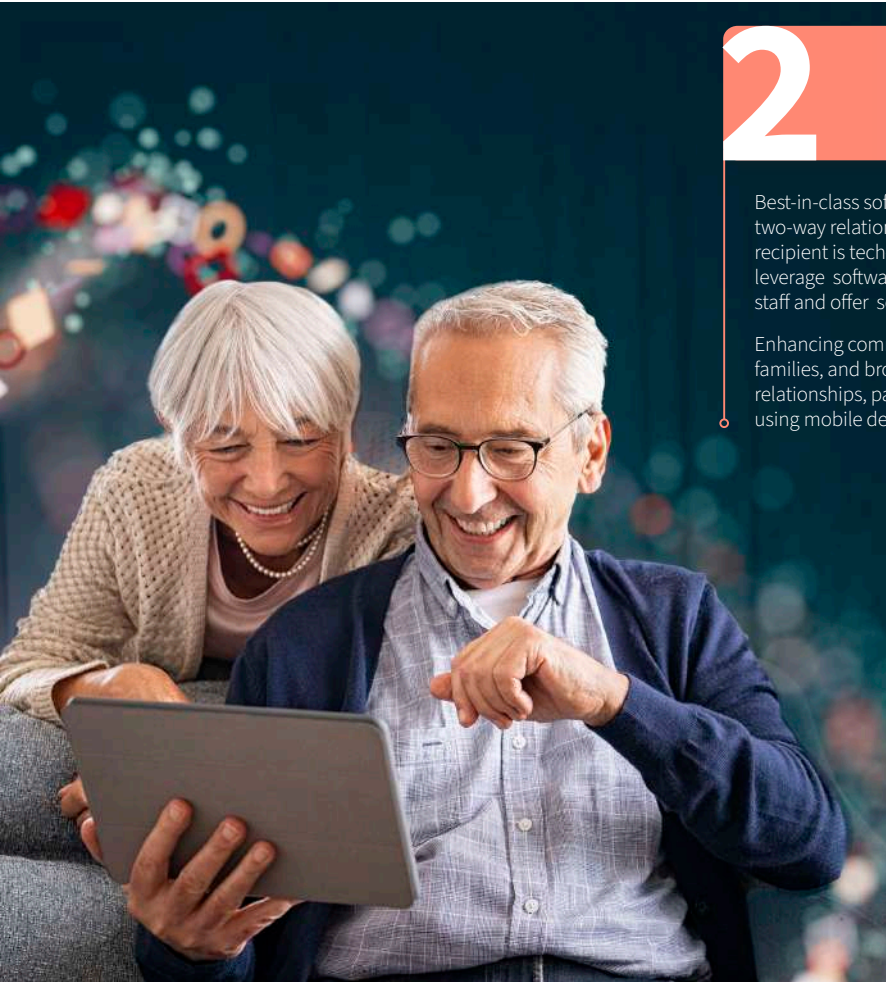
As part of your aged care software evaluation process, we recommend you include an assessment of the below ***Resident and Client Centred*** factors:



1 One single client record

The Aged Care Quality Standards and The Royal Commission into Aged Care Quality and Safety have emphasised a need for consumers to be at the centre of a new aged care system. However, understanding the value of client-centricity as a core tenant of business best practices is one thing; successfully developing and deploying such tactics across the organisation is another.

As your clients and needs will continue to change, tracking their requirements and the resultant variations in their client record is essential. Having one client record across their whole aged care journey from different rooms to different location sites, to different types of care and medical needs builds a “true story” enabling better care that is personalised and effective for each client.



2 Enhanced collaboration

Best-in-class software solutions allow organisations to foster interactive, two-way relationships. Contrary to some beliefs the modern aged care recipient is tech-savvy, which is why aged care organisations should leverage software designed to engage clients, facilitate connections with staff and offer self-service information.

Enhancing communication and collaboration between staff, residents, families, and broader support networks sets a platform for deeper relationships, particularly when users can communicate conveniently using mobile devices.

3 Granular insights

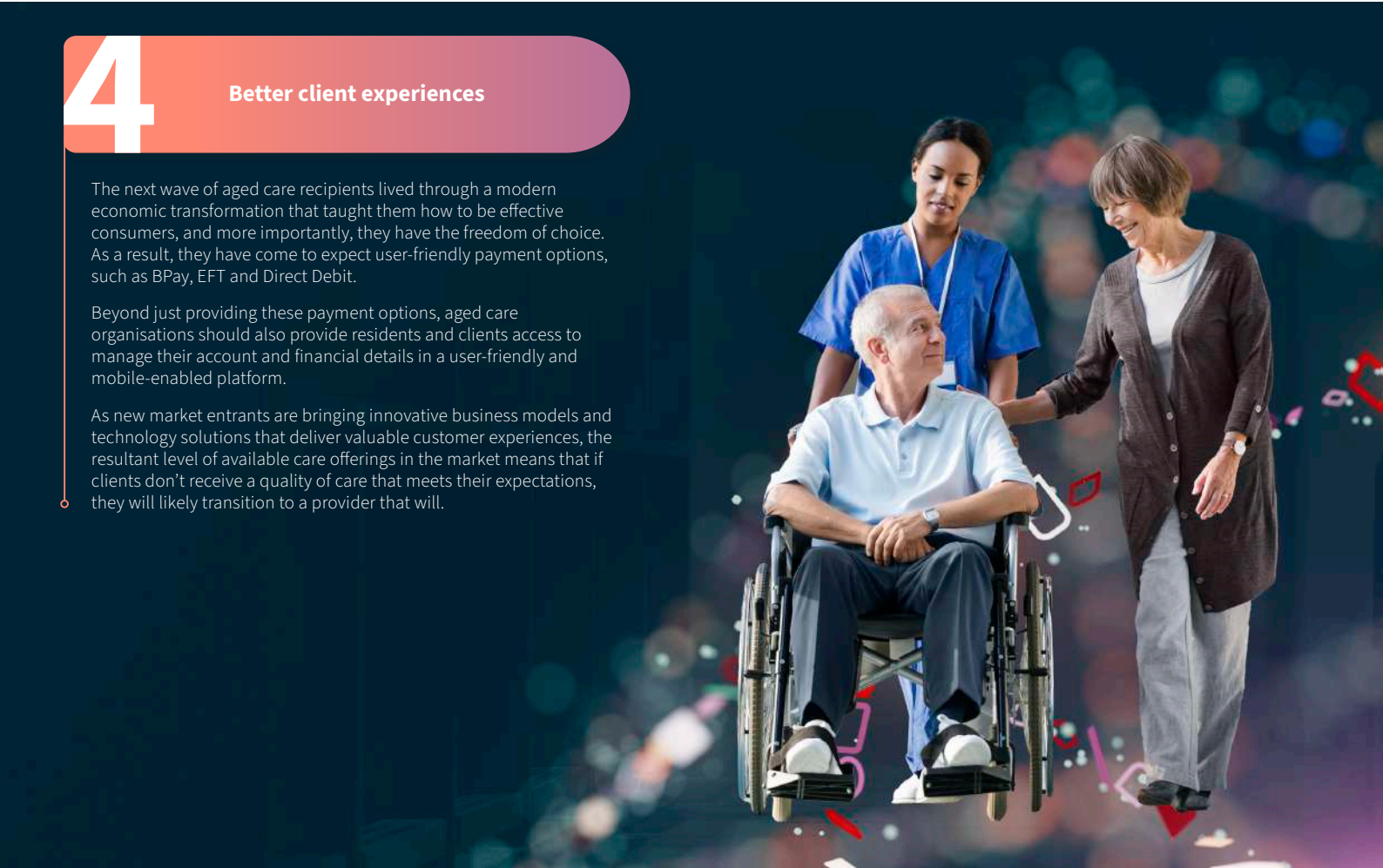
Leading aged care software applications provide users with a high-level view of their residents' and clients' that can be expanded into granular insights. These granular insights include interactions, care needs, accommodation preferences, order history, emails, phone calls, and other attached documents. This 360-degree view of the aged care recipient profile provides a single source of truth for all required information and enables a proactive approach to care needs and effective business decision-making.

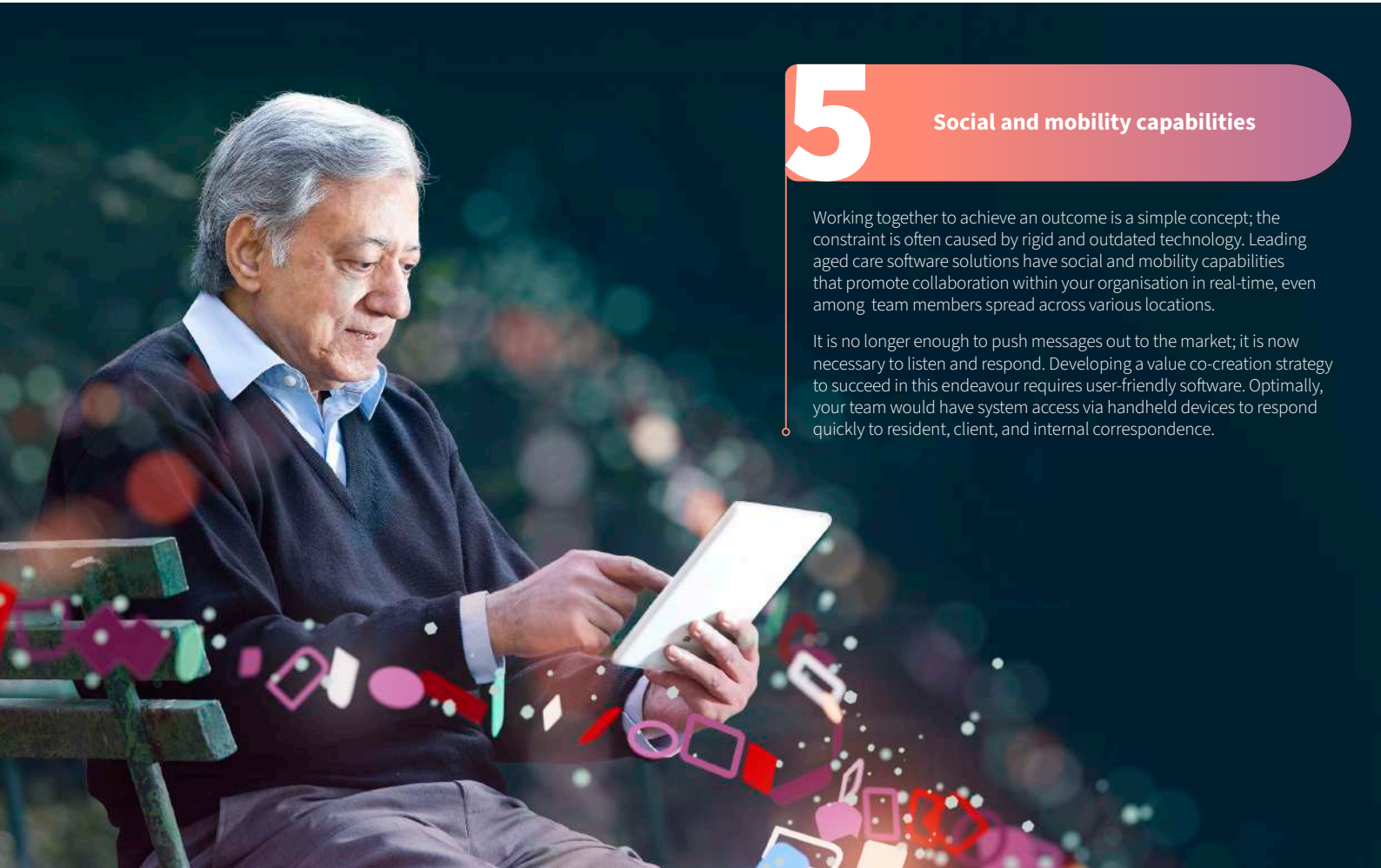
4 Better client experiences

The next wave of aged care recipients lived through a modern economic transformation that taught them how to be effective consumers, and more importantly, they have the freedom of choice. As a result, they have come to expect user-friendly payment options, such as BPay, EFT and Direct Debit.

Beyond just providing these payment options, aged care organisations should also provide residents and clients access to manage their account and financial details in a user-friendly and mobile-enabled platform.

As new market entrants are bringing innovative business models and technology solutions that deliver valuable customer experiences, the resultant level of available care offerings in the market means that if clients don't receive a quality of care that meets their expectations, they will likely transition to a provider that will.





5 Social and mobility capabilities

Working together to achieve an outcome is a simple concept; the constraint is often caused by rigid and outdated technology. Leading aged care software solutions have social and mobility capabilities that promote collaboration within your organisation in real-time, even among team members spread across various locations.

It is no longer enough to push messages out to the market; it is now necessary to listen and respond. Developing a value co-creation strategy to succeed in this endeavour requires user-friendly software. Optimally, your team would have system access via handheld devices to respond quickly to resident, client, and internal correspondence.

Does your aged care software evaluation process also cover the remaining six elements of the PIMBRIC Framework?

Click to view your chosen information sheet.

P	I	M	B	R	I	C
Purpose Built	Industry Compliance	Management Efficiency	Business Intelligence	Resident Centred	Integrate Everything	Cloud Deployment

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