

IT In Aged Care

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CEO

Lynden Aged Care

Introduction

- LACA 80 beds
- No dementia specific wing but most have some degree of dementia
- Three distinct wings
- Over 100 staff
- Operates 24/7/365
- Maximum numbers on duty 25
- Carers, lifestyle, hairdresser, maintenance, physiotherapist

Problems

- Clinical
 - Dementia
 - Contenance assessments
- Communications
- Medications
 - Errors
 - Time consuming
- Transcribing errors

Clinical

- Get out of bed at night
 - Mats
 - Light beam
- Cannot identify the toilet
 - Dim light in bathroom
 - Calls staff if no movement
 - Light over the bed when toilet flushed
- Wander - get lost
 - Exciter

Clinical (cont)

- Difficult to do continence assessment
 - SIM
- Difficult to assess improvement/deterioration in wounds
 - Digital cameras

Communications

- Can't find staff
- Call bell fixed
- Busy when bell rings
- Call bell linked with pagers
- RN carries phone and pager
- Dead spots
- Relatives complain that call bell goes unanswered

Communications (cont)

- Get there and find they wanted to know the time
- Keep ringing because they think you have forgotten them

Medication Management

- Takes ages
- Get interrupted
- Forget to sign
- Charts run out of space
- Still need MIMS to refer to

Solutions

- VOCERA
- Aeroscout
- CISCO
- ICare RxRight
- SIM
- Robots

Costs

- Very expensive short term
- Results in significant time saving
- Respond to complaints etc
- Additional beds being built, but insignificant additional staff