



Aged Care IT Summit NSW: Top 4 takeaways

4 Top Takeaways from the Aged Care IT Summit NSW 2023

On 21st February, technology leaders from across Australia's aged care industry gathered in Sydney for the 2023 edition of the Aged Care IT Summit NSW. Brennan were proud sponsors of the event, moderating a panel on data transformation to meet quality regulations. Read on for our top four takeaways from the Summit...

Takeaway #1: Expectations are changing... it's time to rethink the customer experience.

Consumer expectations around aged care are changing, all panellists agreed during the 2023 Priorities & Projects panel discussion. This is putting increased pressure on aged care providers to rethink the customer experience. Choice is being put back in the hand of consumers, who are increasingly opting for alternative providers if their needs, wants, or expectations are not met. Panellists discussed the need for organisations to map out their customer journey and understand where any weaknesses are. This allows them to identify and prioritise investment into areas where technology will ultimately have the biggest impact on improving customer experience.

Takeaway #2: Attracting, retaining, and empowering the aged care workforce is Challenge #1.

Workforce remains the #1 challenge faced by the aged care industry; all panellists agreed. Technology plays an important role in improving the employee experience and is key to employee retention and empowerment. It is critical that any technology introduced makes staff's lives easier, and for this to happen, understanding the employee's user experience should be a strategic priority. All contributors agreed that technology should reduce the admin burden and allow workers to invest time saved into spending quality time with patients and residents.

Takeaway #3: Getting out of the compliance mindset is the key to doing more with data.

Panellists agreed that there is a need to start reinvigorating the capture of data in the aged care industry, with more emphasis required on using data to create value. The shared experience of panellists, who represented providers including Apollo Care, Estia Health, and Catholic Healthcare, was that care workers are currently capturing data predominantly for compliance purposes. All agreed that a culture shift is needed to move employees beyond the 'compliance mindset', in order to allow data to be used to drive improvement in care delivery and outcomes.

Takeaway #4: The secret to successful data transformation? Think big, start small.

It was felt that the biggest challenges to successful data transformation is engaging the organisation and building trust, particularly at the C-level. To help ensure engagement and establish strong C-level support, data leads must create a vision for data that aligns with business strategy and also avoid a silo mentality. Data owners across the organisation should be taken on the journey of mapping data requirements to business outcomes, in order to help guarantee long-term success.

A final point, stressed by panellists from organisations including Hammondcare, RSL Lifecare, and BaptistCare, is that aged care providers should avoid taking a big bang approach to transformation. While long-term vision is important, the components of data transformation should be tackled piece-by-piece. After completing each part, feedback should be sought from the business, allowing for iteration and improvement throughout the entire process.

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