City of Greater Dandenong

May 2008

"With GoldCare in place, our team spends one day a week less on paperwork and entering redundant data."

- Mary Rydberg,
Manager, Aged and Disability Services,
City of Greater Dandenong

GOLDCARE

Workflow efficiencies result in improved lives for clients and staff.

OVERVIEW

The City of Greater Dandenong is located in the southeastern suburbs of Melbourne, Australia. There are 31 different metropolitan and 48 rural Local Government Areas in the state of Victoria, each responsible for managing and delivering their own services to their community. Within the City of Greater Dandenong, there are over 2,900 clients each month representing 67 different countries and speaking 44 different languages. They also offer a range of care: Home Care, Personal Care, Respite Care, Home Maintenance, Social Support Programs, Community Transport and Meals on Wheels. With such an array and diversity of clients and services, the City of Greater Dandenong chose GoldCare for its ease and sophistication to help meet current and future goals.

"In 4 years, we've made enormous progress with GoldCare that I don't think could have been possible with other products."

– Mary Rydberg, Manager, Aged and Disability Services, City of Greater Dandenong

WHY GOLDCARE?

The City of Greater Dandenong had tendered out their community care services for a number of years to a private provider. In 2003, the City made the decision to bring the services back in-house and they began to look at software solutions available in Australia. In the past, Jayne Kierce, City of Greater Dandenong's Access & Quality Systems Coordinator, had worked with other software products in other organisations and was in the habit of "always looking around to make sure we had the best product available". When it came time to find the solution for the City, the group looked at a lot of demonstra-

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tions of other software providers and eventually had a demonstration by their community care provider who was using GoldCare.

GoldCare "looked like it was more robust and did a lot more. GoldCare is a much more sophisticated program – it looks better, it's more user-friendly and it's a lot more intuitive in the way it works. People find it much, much easier when they first start to use it."– Jayne Kierce

She also judged that one of the failings of all the other products she had seen was that their strengths lie in either client or staff programs. "GoldCare was very strong on both sides – their client assessment and their rostering. It also had a lot of double-checking and didn't rely on people remembering and took care of all that for us. So that was quite impressive." – Jayne Kierce

VISION FOR COMMUNITY CARE

Starting with community care services, City of Greater Dandenong envisioned a paper-less office with much better communication, better-managed distribution of workflow and improved service to clients. It went with their new philosophy: "you enter something once but it has multiple uses throughout the system," said Jayne Kierce. Mary Rydberg, Manager, Aged & Disability Services coordinated the transition from provided service to in-house service. She also recognised that, "we were starting with a green field and so really had an opportunity to create the very best practice and service."

THE CHALLENGE

They both recognised that GoldCare would best fit their goals, but they were unsure if GoldCare could meet their aggressive timetable. New staff was starting at the end of May 2004 and they would require training. Determined, they made a call to Canada over a weekend. "We had the demonstration early one morning in December 2003 and within months of seeing the demonstration we went live", commented Jayne Kierce.

"It was a real concerted effort between three organisations and that was Campana, ourselves and the private provider", said Mary Rydberg, giving credit to the co-

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- Jayne Kierce

operation between all parties to get things running so smoothly, so quickly.

"We felt in the long run that (GoldCare) was more than competitive as far as ongoing costs but mostly the decision was driven by the functionality – and it's potential. There are very limited products available here so we were looking not only at its current functionality but also it's potential for the future."- Mary Rydberg

SOLUTION

To make the changeover to GoldCare both manageable and affordable the City of Greater Dandenong started using the GoldCare software initially for their community care services, and a year or two later brought in other services under GoldCare. This staggered approach really helped "because as we got to know the program better, we could see different and better ways of using it, so when we were ready to bring on our social support programs and meals on wheels, it was with a much better sense of what GoldCare could do for us." Jayne Kierce

For community care, one of the earlier things implemented was wireless laptops where much of the client information is collected at the point of assessment. This prevents data re-entry, lost time and creates a far more comprehensive electronic file for each client.

"Now they just grab their laptop and off they go. Everything they do is electronic – there's no paper involved at all!" Another benefit is that "it allows them to have a better conversation with the client because they're not asking the same questions as they've already been asked. They're able to actually talk to the client and it often gives them a much better insight into the client's needs and therefore allows them to develop a better care plan." – Jayne Kierce

"The product has streamlined the way we work. Some providers, who have used other products, are just blown away when they first look at GoldCare and they see what is possible. The main thing is we're pretty happy."- Mary Rydberg.

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GOLDCARE'S CUSTOMIZED SOLUTION

Because GoldCare is so multifaceted, it has a unique ability to be adaptable. Initially designed for the North American market, each implementation requires some adaptation. According to Mary Rydberg, "it's certainly done a marvelous job adapting to the Australian environment. I think that it has continued to be aware of its Australian audience and it still hasn't lost that interest to make sure its compatible with what we do here."

RESULTS

The results to date have been nothing short of transformational. Each month, the City received an average of 84 new client referrals and 52 requests for reassessment. The uneven nature of referrals and assessments made it difficult on the teams involved and resource planning. They also relied on a paper-based system of intake and assessment.

 "We used to do absolutely everything on paper; filling in an 11 page form by hand. Every time we went to visit a client, we had to fill it out again when we got back to the office. Plus, because it was a paper form, it had no connection to what was in the database. When a client called up or was referred to us, it was pieces of paper moving around the office." - Jayne Kierce

Cumulatively, over the course of someone's year, GoldCare really helps with efficiency a lot. "Teams can now comfortably make assessment targets without pulling their hair out and working all hours of the day and night. The quality of assessment with the client is vastly improved." – Jayne Kierce

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How GoldCare Improves Productivity

BEFORE	GOLDCARE IMPROVEMENTS
Checking client status was a manual system of sorting through files on desks. This was both time-consuming and inefficient system resulting in staff and client frustrations.	In the past, the extended leave of absence by one of the City's assessment officers would have been difficult. But with GoldCare, everything was easily redistributed and under control. "Everyone has just taken over that work. They're looking in each other's workspaces and seeing who needs help, which creates a more directed approach. (Jayne Kierce)
Inability to prioritise newer or more urgent assessment needs.	By using the workspaces, the ability to allocate the assessments to teams with the least amount of work means "clients are being assessed much more quickly - within a maximum of 2 weeks, whereas before it might have been up to 4-6 weeks for the non-urgent ones." (Jayne Kierce)
Imbalanced workload across teams resulting in a bottleneck for clients and overwork for staff.	In the past, there was concern about the unequal geographic allocation of referrals. With GoldCare, "our information and referral team can allocate new referrals directly to the teams that have the least clients waiting. That will mean that the clients will have a much quicker wait for assessment and the distribution of work is even." (Jayne Kierce)
Inability to accurately report on time from intake to service delivery, making it difficult to plan workflows or to manage/create better systems.	"From my point of view, it's allowing me to easily plan from an evidence-based perspective rather than intuitive." (Mary Rydberg)
Potential safety issues.	Knowing where staff and clients are at all times with more reliable rostering provides better peace of mind. "Once we couldn't find a client for a short time, and it turned out they were at our own Social Support Program." (Jayne Kierce)

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OTHER BENEFITS
For Staff

Both Jayne and Mary concur that using GoldCare has reduced the paperwork considerably for their staff. By their estimation, staff now spend one day less a week on paperwork and entering redundant data. That one saved day results in a 20% increase in productivity!

"Assessment Officers are now easily meeting their weekly targets for assessment when previously they were lucky to reach 60% of their target."
– Jayne Kierce

For Clients

For clients, the software runs quietly in the background without their knowledge. But they do know that assessment officers are able "to spend better quality of time while with them at home visits". Rather than repeating the same story over and over again, the client gets to engage with the assessment officer, and the team member gets to learn and capture more information about that client.

"It saves a bit of time, but it's the quality we're more interested in. Clients get a higher quality of care, not just better organised care. We also have a much better picture about their entire service, not just one isolated service task. Because we have all their services using GoldCare with a single client record, we can see exactly which clients are using multiple parts of our service so we can actually coordinate (better). We don't send someone to clean their house on the day they've gone out for the activity group." – Jayne Kierce

"We can see more clients more quickly and have a more complete picture of that client." - Mary Rydberg

For Management

Apart from the peace of mind that data is being more easily captured for measurement and efficiency, GoldCare has many other built-in features. Overall, the workflow has improved tremendously.

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Single Client Record

"We're also using it off-site with our social support programs. Our food services have gone on to GoldCare and so has community transport. None of those programs are physically co-located with community care. Instead of individual records for all these clients, we now have one record. In the past, the only people who would have really known who was getting multiple services was the finance department because they did the billing, which is really ironic when you come to think of clients and delivering services." - Mary Rydberg

Reporting

"I rely heavily on reports from Jayne as far as planning services, particularly around analysis in the rostering of staff. That's one of the great things; I just ring Jayne up and say, "Can you give me information about X, Y, Z', and it appears on my desk." - Mary Rydberg

Workspaces and Individualised Desktops

With MyGoldCare workspaces, individual workers are given screens with content relevant to their job.

"It makes training easier. They only see what they need to do their job; everything they need is right there in front of them." – Jayne Kierce

Security and Privacy Assurances

Mary Rydberg is also secure that GoldCare has built-in permission levels as well as an invulnerable security system. "The capacity for Gold-Care to monitor anything (whether it's) happening or not, from a risk management point of view, it's a mitigation for me that's in place. I depend so much on GoldCare that when I look at doing a risk assess-

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ment of what are the issues out there, the security side of it is one thing. That's the side of it that we often don't think about, but it's actually pretty important if you are as dependent on a software product as we are to run our day-to-day business." – Mary Rydberg

Training is Easy

"I think basically as soon as they started using (GoldCare) any of the fears they had disappeared. They might have forgotten a step or couldn't remember quite what to do in that situation, but that was really only a week or two. I think they

found it very simple and very logical in the way it worked. It's like moving a piece of paper around through the different processes, but there wasn't any paper." – Jayne Kierce

"My understanding from staff who have used other products is that they are amazed at how simple (Gold-Care) is to use." – Mary Rydberg
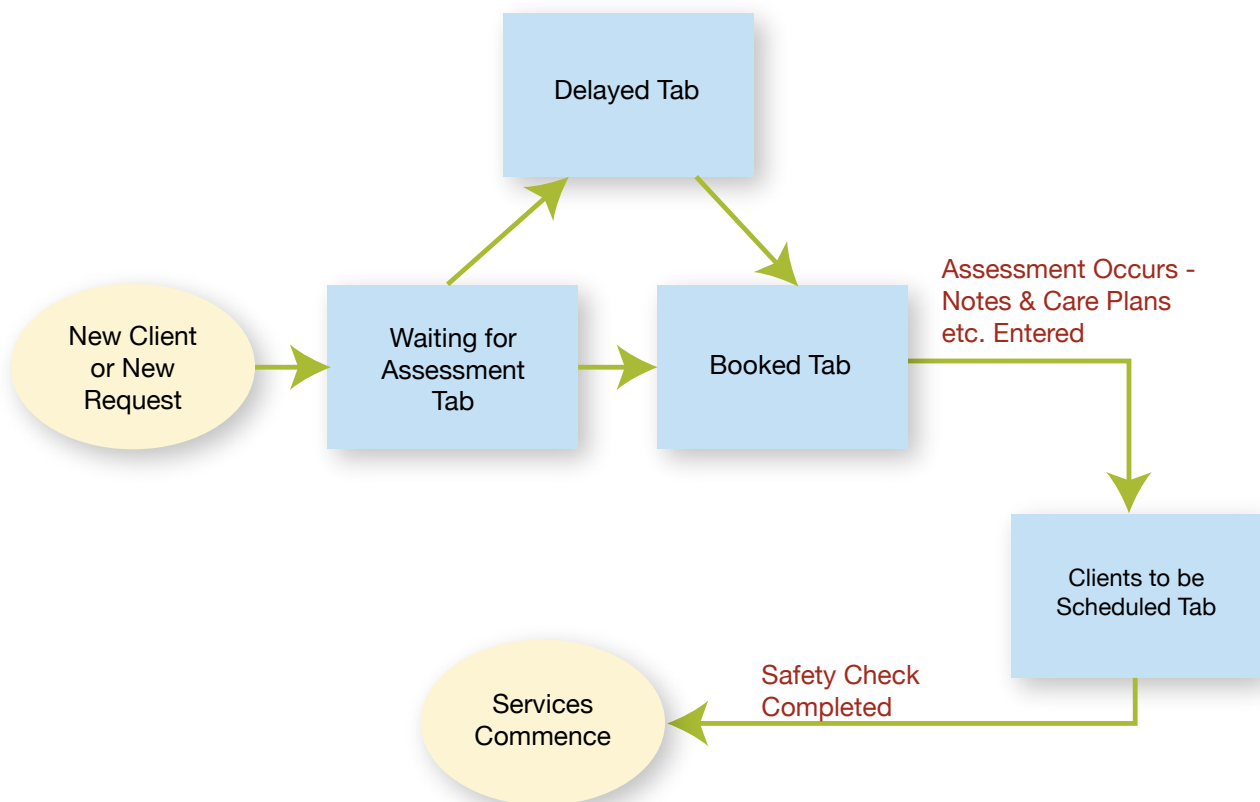
Planning Calendar

For Jayne Kierce, her favourite feature is the Planning Calendar. Having an overview of the entire staff gives her a good picture of what the staff is doing at any given time. Plus, GoldCare has built-in warnings set up by the City, such as over hours, etc. For the rostering staff it's a big time-saver and allows them to better roster staff, and from a client perspective to get better care:

"It gives you all the information quickly that you need to know. It's probably one of the best; not wanting to continually compare it to other programs I've seen, but I've never seen one that shows you all of your staff at once. What would have happened (in the past) would be you would have had to print out everyone's rosters and manually look through them to have any idea of what they were all doing. Because GoldCare's client-driven you can at any point know what a client is getting for the week."

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Workflow Improvements

Overall workflow has improved tremendously over the years since GoldCare has been implemented.

Workflow Improvement Using GoldCare

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"We can enter appointments on multiple workers' rosters at once. For meetings, we can give them proper details of where that meeting is. Previously we'd have to write a memo and attach that to their roster and manually enter each individual appointment. Now we're able to communicate quite a lot of information about our clients just directly on the rosters." – Jayne Kierce

"Requesting and implementing changes is a very simple process and quick. I've never had the opportunity to change anything like that before. One of the things we really like is the care plans that we give to the workers before they go out to the clients. It's built from several note types that are as up-to-date as any changes that have occurred with the client." – Jayne Kierce

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"Rostering has been a huge benefit for the staff and for increased efficiency. And for the client, who gets more timely service." –Mary Rydberg

GoldCare User Groups

Jayne has participated in the Gold-Care User Groups, which help to direct the future development of GoldCare applications. She enjoys meeting other organisations and individuals, and has learned a lot as a result. For example, "We don't have a residential facility, but there are similar things that they use, that would make it much easier if we did it that way. (It's about) getting together and talking about how people solve things; it may not even be that you use the entire way of doing things, but even a part of it might help you in the end."

THE GOLDCARE SUPPORT TEAM

"One of the things that I find is really great is that you can just describe a problem and there's usually a GoldCare staff member who will say, 'Have you thought about this?' 'Have you tried it this way?' 'Another organisation is dealing with that by doing this…' And we say, 'that's a great solution.' You could probably find that out by yourself, but there's

no need to because someone else has already been there and done that, and you can just get on board." – Jayne Kierce

"When we first decided to go with GoldCare, local people would say to us 'how are you going to get support because Canada is so far away?' In the end that time difference was often an advantage for us because you (the GoldCare staff) weren't working on resolving the problem for us at the same time that we were trying to work." - Mary Rydberg

"I think having a single client record has been a huge benefit. I think the service that we deliver now that we have a single client record has improved to no end."

-Jayne Kierce

FUTURE

Jayne and Mary are excited about the future of their organisation and credit GoldCare with beginning the huge process of change:

"GoldCare can grow with our organisation. We're going to trial some PDAs with GoldCare on them so that when team members are in the field the costs of the job can be confirmed as soon as the job is complete. And that means they don't have to bring anything back into the office at all. And it also means that it's all on the one system from the beginning." – Jayne Kierce

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NOTES

The City of Greater Dandenong has gone a long way toward achieving a single client record, improving workflow and the lives of staff and clients alike in the process:

"I think having a single client record has been a huge benefit. I think the service that we deliver now that we have a single client record has improved to no end." – Jayne Kierce

"When we made the decision to go with GoldCare 4 years ago we had a simple goal - a single client record. Not only did GoldCare meet that goal, but they have allowed us to see the possibilities of what we can achieve in the future.

GoldCare has kept pace with our changing and diverse needs, anticipating our future needs and providing expertise and innovative solutions for whatever we have thrown at them. We signed up with GoldCare and have never looked back!" - Jayne Kierce

GoldCare is a versatile healthcare management solution that enables care providers to efficiently manage and support the many aspects of community, residential and continuing care and case management: clinical administration, assessments, client and employee management, rostering, financials, reporting and more. Integrated applications share an intuitive web interface, which provides users with centralized and streamlined access to information. This integrated approach to care management and support, and dedication to industry-advancing solutions are just some of the reasons why GoldCare is used by over 150 clients at 500 sites across Australia, New Zealand and North America.

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