

RAAFA'S AGED CARE FACILITIES INCREASE EFFICIENCY, ACCURACY AND QUALITY OF CARE WITH XPLORE RUGGED TABLETS IN HAND



RAAFA CLINICIAN PREPS A REPORT ON THE RUGGED XPLORE TABLET

Company **Royal Australian Air Force Association (RAAFA)**
 Industry **Aged Care**
 Location **Western Australia**

CHALLENGE

Royal Australian Air Force Association (RAAFA) provides quality, consistent care to close to 400 residents across five facilities in Western Australia. In all aged care facilities, caregivers have to balance their working time in actual caregiving with the administrative requirements of maintaining clinical documentation of the patients under their charge. The less time spent doing documentation means more time for caregiving. Unfortunately the administration requirements of aged care facilities are continually increasing and maintaining detailed, accurate, and timely records of patients' assessments, progress notes and histories – as well as meeting legislative compliance standards – is extremely time consuming.

RAAFA concluded that, moving their administration requirements from traditional static 'office' locations to a mobile 'on-the-go' system for caregivers, would increase their productivity, and ultimately increase the quality of care for patients. The goals RAAFA set out to meet included the following:

- Improve the quality of care to its patients
- Improve staff skills and efficiency in delivering high quality care
- Provide a systemic approach to achieving and sustaining advanced care documentation that is accessible and practical for all staff to use (as opposed to relying on a few staff who are good at documentation)
- Implement a wireless application enabling all staff to access data while 'walking and working'
- Ensure a seamless transition with no disruption to normal operations across all RAAFA facilities
- Maintain RAAFA's mission – "To provide the highest standard of care to all patients, while maintaining the dignity, privacy, independence and comfort of each."



SOLUTION

After detailed research, investigation and planning, RAAFA chose to implement a tailored medical trolley solution in all locations. Each custom-built trolley features a mounted rugged mobile device running a comprehensive clinical care management software application, designed specifically for the needs of RAAFA aged care facilities. Additionally, wireless LAN connectivity was also a crucial requirement to ensure the success of this solution.

For a critical implementation such as this, finding the right organisation to partner with would prove paramount to its success. Xplore was selected to provide custom Motion by Xplore C5m Mobile Clinical Assistant (MCA) rugged tablet solution, complete with docking stations and accessories for each trolley. All C5m's were customised with iCare Health Management, the most advanced aged care software system available today.

The lightweight, spill resistant, drop tolerant and easily disinfected C5m's enables caregivers to access 'real time' patient records to document conditions instantly, enhancing clinical workflows while reducing the staff's administrative workload. Additionally, the Motion by Xplore C5m rugged tablet was also selected for its:

- Low cost of technology ownership
- Ease of use
- System capability
- Screen clarity / viewability
- Real-time patient information across all locations at any time.
- The ability to document and retrieve critical data with the integrated barcode scanner, 4G XLTE mobile broadband and wireless)
- Rugged, tough and durable device. No downtime due to dust, water or disinfectant penetration with MIL-STD-810G and IP54 protections.
- Multi-factor authentication for each caregiver ensuring security of patient data
- Ability to continue operation in the event of a server, network or a power failure. Data need only be entered once at the point of care, and is then replicated where relevant throughout the system.
- Future scalability (ability to adapt into proposed RAAFA community care framework)
- A system that was non-invasive on the operation of the trolley
- Simplicity of installation

TESTIMONIAL

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"Not only does it free our staff to focus more on their core competencies in caregiving, it also provides them with a sense of empowerment and accountability in the workplace, plus has increased their IT skillset."

"It is a win / win situation and ultimately translates to better residential care and job satisfaction for our staff."

Craig Burkett,
RAAFA CIO.



RESULTS

Since implementation, RAAFA has witnessed improved efficiencies for the care staff and management. Streamlining the administrative tasks has enabled staff to spend more time on their core offering of quality care to RAAFA's residents.

"This system eases our administrative load and provides us more control of the outcomes," says Craig Burkett, RAAFA CIO. "Not only does it free staff to focus more on their core competencies in caregiving, it provides them with a sense of empowerment and accountability in the workplace, plus has increased their IT skillset. It is a win / win situation and ultimately translates to better residential care and job satisfaction for our staff."

Among the immediate benefits that caregivers at RAAFA receive are the efficiencies of a more consistent workflow across the entire aged care facility. This not only eases the reporting burden for staff, but it also allows RAAFA's management to make meaningful comparisons of performance across multiple locations, numerous staff and all patients. The availability of real-time reports also simplified the process of data analysis replacing the previous requirement of manually wading through voluminous paperwork to extract the necessary information. The ease of access to RAAFA systems has streamlined processes, improved accuracy and increased productivity.

Care decisions are now made faster and more intelligently, with robust reporting that helps RAAFA track its operations. RAAFA further reported the following additional quantifiable benefits:

- Reduced care plan development by four hours
- Reduced care documentation time by 60 minutes per day
- Reduced administration time by at least 90 minutes per day
- Reduction of paper-based systems resulting in material and labour cost reductions

Overall, the advantages are substantial and confirm RAAFA will continue to deploy and utilise Xplore rugged tablet platforms as a key component of their mobility strategy now and into the future.

To find an Xplore rugged tablet that's built to last in your work environment,
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