

Health Organisation Modernises Aged Care Assessment Tool with Decision Inc. Australia

Develops proof-of-concept application ahead of national rollout to meet recommendations of Aged Care Royal Commission.



THE CLIENT

An Australian healthcare organisation that works across a large set of stakeholders to ensure better health outcomes for all Australians needed to create a new approach to assist with the determination of the support and aged care options available to the elderly. The Aged Care Royal Commission added an element of urgency to the existing issue.

THE CHALLENGE

The Aged Care Royal Commission determined 148 recommendations, and One of the Aged Care Royal Commission determinations found significant deficiencies in the process of elderly support assessment because of the technology used and underlying processes. While the issue had been flagged and was being addressed by the organisation over time, the Royal Commission ensured the process needed to be expedited.



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Furthermore, COVID had put increasing strain on the health system and care for the elderly. New protocols of care had to be developed quickly and this exacerbated the issues facing the department, health workers, assessors, and the elderly.

Aiden Heke

Chief Executive Officer, Decision Inc. Australia



Rolling proofs of concepts for a new approach to assessing the elderly via an application needed to be built and rolled out for testing, and it needed an expert to help it design and build the various iterations of the application.

The organisation’s third-party consultancy recommended Decision Inc. Australia to undertake the task alongside the organisation, based on its experience and application build expertise.

THE SOLUTION

Decision Inc. Australia worked closely with the health organisation to develop proof of concepts for the new application. It needed to deliver an iterative learning approach using Agile Development methods and an adaptable solution architecture.

Decision Inc. suggested some options that would satisfy both requirements and the organisation pursued the most expedient recommendation to maintain the programme timetable.

We delivered the project with an agile project team covering off standard discovery, design, minimum viable product (MVP) development, review, and production release steps. Based on Microsoft technologies and development within the .NET framework, Decision Inc. established a fully-automated delivery process using Azure DevOps CI/CD pipelines. By integrating business intelligence capabilities, the solution is able to surface critical KPIs and analytics within the application and as a separate set of application reports.



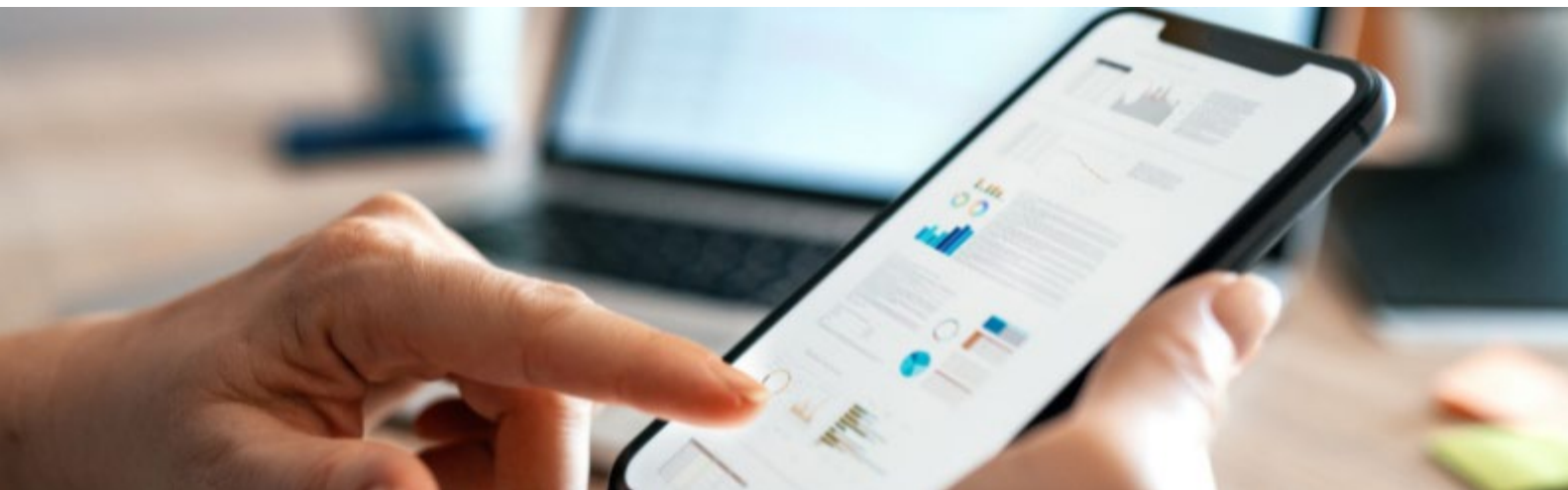
The healthcare sector underwent enormous and urgent change amid the pandemic. Everything from checking in at a healthcare facility to managing visitations, assessments and everything else needed to be updated. For Aged Care, the Royal Commission’s recommendations ramped up the need for new technologies and tools exponentially.

Aiden Heke

*Chief Executive Officer
Decision Inc. Australia*



"The architecture, functional and technical specifications were developed to support an MVP but also enable additional features to be added as the software was released over multiple tranches to improve usability.," said Heke. "The application design supports the addition or modification of users, approvers, and administrators and scaling of locations, users and metrics recorded. By building this on an Azure cloud environment, compute and storage capabilities are sufficient to address any future growth requirements."



THE OUTCOME

"The application design was delivered by a squad dedicated to development in line with our program releases using Agile development methods," said the organisation's spokesperson. "This ensured we had the best possibility of seeing enhancements in the hands of assessors for testing."

The architecture, functional and technical specifications will now be used to move the proof of concept into production ahead of a potential rollout nationally.



The healthcare sector, from public to private, is undergoing enormous change, and applications such as these will only increase in number across the board. Australians are set to be the key beneficiaries of the transition towards modernised systems.

Aiden Heke,
Chief Executive Officer
Decision Inc. Australia





■ ABOUT DECISION INC. _____

Decision Inc. Australia is a leading independent data and analytics consultancy which delivers value from data faster.

We serve the Australian community and industry and believe great data and analytics expertise will underpin economic recovery and prosperity. We provide insights and accelerated business improvement capabilities to help our clients in their pursuit of progress.

