

Safety First Aged Care



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Technology's Role in Providing a Safe Aged Care Environment

Across industries and geographies, safety has been top of mind in 2021. The significance and impact of safety are ever-present in the aged care industry due to the turmoil of 2020; the pandemic, the Aged Care Royal Commission, changing industry regulations, and declining public perception.

With a massive shake up to the norms inside residential and home aged care, where do these organisations go from here to ensure they deliver safe, quality care? Technology is a key component to ensuring safety for both employees and the residents in their care.

UKG's Head of Healthcare for ANZ/SEA, Darren Kilmartin, speaks about the critical urgency of having the right systems in place to meet safety requirements in modern aged care facilities.

"We're seeing the need for technology come even further to the forefront, especially following the pandemic. The visibility it provides has become critical to providing a safe environment," says Mr Kilmartin. "Technology is assisting in the management of infection control, minimising the risk of any spread, and in rostering shifts to ensure the highest quality of care can be delivered."

Take employee contact tracing for example; employers now have the ability to analyse their employees' time and attendance data that has been collected via their workforce management solution

This data can help rapidly identify potential contacts who were working alongside other employees that may have been infected or exposed to any type of infection, and assists with timely contact tracing.

Open communication and transparency, supported by workforce management solutions, enable potential health or safety hazards to be flagged and addressed in a timely fashion. Aged care provider, SummitCare, is a customer of UKG and began leveraging attestation technology to record, manage, and action daily occurrences, such as the health status of each employee in its aged care homes. Chief Financial Officer of SummitCare, Glenn Scott, says, "We now have a tracking mechanism in place to protect our staff and residents. "Additionally, employees attesting to their own health status, as well as their experience on shift, helps to keep everyone safe."

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The Aged Care Royal Commission has emphasised the importance of having the right staff in the right place, at the right time.

Skills-based rostering revolutionises this process by automating the scheduling of employees with critical skills and certifications to the correct shifts. Automation not only eliminates complexities and risk, it reduces administrative burdens to allow staff to spend more time with patients, residents, and their families.

Staff-to-resident ratios may not be mandated in aged care, but trailblazers in the industry know that high quality, safe care is the key to success. Mr Kilmartin says, "Intelligent, predictive scheduling is a fantastic tool to leverage to get these ratios right. Visibility into the allocation of your workforce is more than a business need. It's critical to maximising safe care."

Regular patterns of carers, enabled by advanced scheduling tools, means residents receive consistent care and feel comfortable with the nurses supporting them. Employees themselves also have autonomy over their shifts with self-service, to ensure they're engaged and able to deliver safe care.

We certainly know that resident and workforce safety will maintain a significant priority in aged care for years to come, especially as we continue to navigate ongoing uncertainty through the pandemic in 2021.

Workforce technology enables aged care organisations to drive better employee engagement, experiences, and productivity, and in turn put safety first now and into the future.



To learn more about UKG for aged care, visit kronos.com.au/industry-solutions/aged-care