September 2022

Industry Report: Digital Transformation in Aged Care - 2022 and Beyond

PainChek
Intelligent Pain Assessment

VCare
International Ltd

About PainChek®

PainChek®, the app available on smartphones and tablets that enables digital pain assessments by using facial recognition technology, is the world's first regulatory cleared medical device for the assessment of pain.

Enabling best-practice pain management for people living with pain in any environment, PainChek®'s pain assessments can be conducted on those who cannot reliably self-report their pain, those who can, and those who fluctuate between the two.

PainChek® is currently being used in over 1,500 aged care facilities around the world, with more than one million digital pain assessments conducted to date, and is trusted by thousands of nurses, carers and clinicians.

For more information, please visit **https://painchek.com/**

About VCare International

VCare International is New Zealand's top residential aged care software solution provider, with a growing international presence.

VCare manages aged care facilities' administrative, billing, care and compliance needs efficiently and in line with best practice. Its solutions are available via desktop and mobile devices, allowing staff to access resident information from anywhere.

VCare integrates seamlessly with a range of solutions including its latest interRAI integration options, helping care providers to gain efficiency and save time across their entire organisation.

For further information, visit: **https://www.vcaresoftware.com/**

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Foreword

The aged care industry is currently in a state of significant transformation, driven by a growing ageing population, a heightened focus on quality of care, changing business models, ongoing workforce challenges, and technological advancement.

Technology has an important role to play to support and improve the standard of care for residents and patients, and to support carers and clinicians. Although the use of digital tools is already common within the industry, there are still many ways in which facilities, residents, nurses, carers, and families can further benefit from innovative technologies and experiences.

In this whitepaper, we explore:

- The state of technology in aged care today and drivers of transformation across the industry
- Current and future use cases of technology across the aged care industry
- How artificial intelligence (AI) is enabling automation, efficiency, and objectivity at every stage of the care journey
- Key challenges and planning considerations for implementing new technologies
- How technologies such as PainChek® and VCare inform better clinical decision-making and improve quality of life and clinical care outcomes.

During this time of significant change, ongoing support for the aged care industry is crucial. Further investment in technology will help deliver high-quality clinical care, improve resident outcomes, and inspire future growth.

Philip Daffas
CEO and Managing Director, PainChek

Technology plays a key role in the development, implementation, monitoring, and review of effective processes in the aged care sector. Technology assists in improving transparency, decision-making, patient outcomes, and providing greater insight.

By utilising appropriate technology you will transform the way your facility operates, increasing productivity and streamlining internal processes, which continues to be the driving force in creating significant improvements in the quality of care, particularly in aged care.

Chris Graham
Director, VCare International Limited

Overview:
The State of Technology in Aged Care

Explore the state of aged care and key drivers of technological uptake across the industry in Australia, New Zealand, the UK, Ireland, and the US.

Like all industries, aged care is currently being reshaped by the introduction of new technologies, including a push by governments around the world for wider availability and use of digital tools and systems. At the same time, region-specific changes are being brought about by an increased focus on quality of care and reporting of clinical outcomes – Australia's recently-updated mandatory aged care quality indicators (QIs) is a prime example of this. In addition, the industry faces ongoing workforce hiring and retention challenges, which have been exacerbated by the COVID-19 pandemic.

The combination of these factors has created an impetus for facilities, clinicians, and industry decision-makers to utilise technology as a facilitator of positive change. Globally, there are several key elements driving the uptake of technology in the aged care industry:

An ageing population

According to the United Nations, there are more than 703 million people globally aged 65 or over[1]. In 2018, people aged 65 or older outnumbered children under the age of five for the first time in history[2]. By 2030, it's expected there will be about 1 billion older people globally, which is equivalent to 12% of the world's population[3].

At the region-specific level:

A. 15% of Australians (3.7 million people) were aged 65 and over in 2016. This is predicted to grow to 22% (8.7 million people) by 2056[4].

B. In New Zealand, there were 790,000 people aged 65 and over in 2020. This figure is predicted to increase to 1.36–1.51 million in 2048, and to 1.61–2.22 million in 2073[5].

C. There were 11.8 million UK residents aged 65 years and over in 2016, representing 18% of the total population. This number is expected to increase by a further 8.6 million within the next 50 years[6].

D. In the Republic of Ireland, the number of people aged 60 or over was estimated to be 950,000 in 2019, and is projected to rise to 1.9 million by 2051[7].

E. The number of Americans aged 65 and older is projected to more than double over the next four decades, reaching 80 million people by 2040[8].
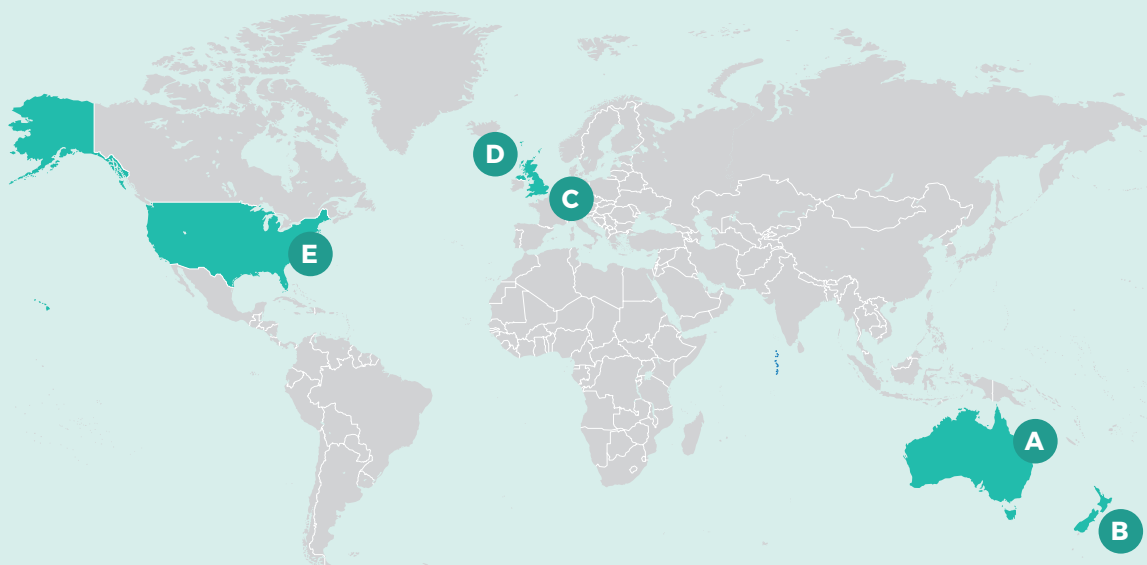
Ageing cohorts create both challenges and opportunities for the aged care industry. On one hand, a larger older-aged cohort puts pressure on the system from both a resourcing and cost perspective as more people require support in later life. In particular, home care services will need to accommodate a higher number of people choosing to receive care at home rather than in an aged care facility. On the other hand, a growing ageing population compels governments and industry decision-makers to fund and implement more innovative and cost-effective ways to deliver quality care, which in turn supports continuous improvement and growth.

Technology is critical in not only ensuring older people around the world have access to quality care, but also in improving the efficiency required to handle the needs of a growing aged population. Moreover, integrated care systems can prevent unnecessary hospital admissions by ensuring high-quality, holistic and preventative care is provided in aged care and home care settings, reducing the strain on hospitals.

COVID-19

The COVID-19 pandemic has created many challenges for the healthcare industry worldwide and led to one of the largest societal upheavals in modern times. It has also served as a large-scale test of the maturity of technologies and accelerated the transition to digital health tools.

The potential of digital health technologies to serve and protect communities throughout the pandemic has been broadly recognised and elicited the uptake of these technologies in related areas, such as aged care.

For example, a 2021 study[9] found four major categories in which digital technology has become more widely used in Australia to support interventions in aged care as a result of the pandemic (see table on the next page).
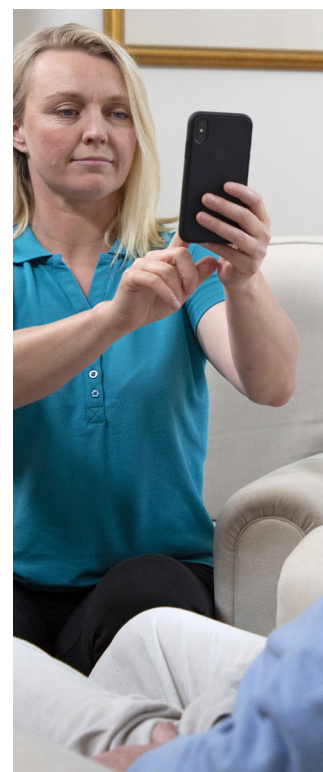
Similarly, in New Zealand, telehealth consultations rose ten-fold to 34,500 per week by April 2020[10], while in the UK, registrations to the NHS App increased by 111% in March 2020[11] and 61% of appointments with a GP were carried out by phone by June 2020[12].

The growing focus on quality of care

With the industry already under pressure and an increasing ageing population globally, countries are seeking ways to enhance and systematise quality of care through technology.

In Australia, the Royal Commission into Aged Care Quality and Safety released a roadmap[13] to improve the aged care industry across five pillars:

■ Technology-enabled operational, business and communication systems.

■ Technology-enhanced care and support for older people.

■ Technology-enhanced information and access to care.

■ Technology-enhanced assessment of eligibility and changing needs.

■ A technology-literate and enabled workforce.

CATEGORY	SETTINGS	TECHNOLOGIES	INTERVENTIONS
Consultations	- Self care - Home care - Regional/remote care - Residential care	- Video - Telephone - Multiparty videoconferencing	- Aged care assessments/reviews - Specialist consultations - Primary care - Rehabilitation - Hospital outreach - Emergency care - Allied health - Dentistry - Nutrition - Daily checkup
Monitoring	- Self care - Home care - Residential care	- Monitoring devices - Monitoring systems - Vital signs surveillance - Mobile apps	- Primary care - Home living assistance COVID19 screening & monitoring - Smart home system
Independent living support	- Home care - Residential care	- Pendant/alert button - Personal wearables - Mobile apps - Intelligent accessories	- Alarm/distress response services - Respiratory services - Daily living activities - Hearing aid configuration
Communication between patients/residents and carers	- Self care - Home care - Residential care	- Video - Telephone - Tablet/iPad - Mobile apps - Internet voice devices	- Home care services - Independent living support services - Care services - Entertainment and social services - Video captioning

Accordingly, the Australian government has committed $345.7 million to assuring technology-enabled access to multidisciplinary care and maintaining effective quality audits, and $48.5 million to upskilling the aged care workforce[14].

Similarly, the UK government has put forward a 10-year plan[15] to better utilise technology to benefit those receiving care, including the aged population, and caregivers. This includes committing £150m to drive greater adoption of technology and digitisation across the adult social care industry.

In 2021, the UK's Care Quality Commission (CQC) also introduced a new strategy for health and social care with a focus on using artificial intelligence and data science to support robust decision-making, and encouraging the use of technology-enabled services to deliver more effective and efficient care[16].

In the US, policy reforms proposed in early 2022[17] will, if enacted, see data analytics being used more effectively to improve the safety and quality of nursing home care, and make the quality of care more transparent for the public.

> **Across the world, harnessing technology is seen as a key strategy for improving care standards and handling the increasing costs associated with an ageing population.**

Technology in Aged Care by Numbers

- 75% of aged care recipients and 66% of decision-makers feel technology is essential to providing high-quality aged care during the COVID-19 pandemic and beyond[18].

- 48% of aged care recipients feel that their providers are not yet using technology to its full potential[15].

- In the UK, approximately 30% of social care providers are partially digitised, with a further 30% still using entirely paper-based systems[19].

Spotlight on Artificial Intelligence

Advancements in technology are undoubtedly heralding a new standard of aged care. In particular, artificial intelligence (AI) is driving automation, efficiency, and objectivity at every stage of the care journey, from care planning and tracking of clinical information to diagnosis of medical conditions and assessment and treatment.

Some of the main uses for AI that have emerged in aged care include:

Pain assessment

Accurate pain assessment is challenging in aged care settings, particularly for those who cannot reliably report their pain levels. Tools such as PainChek® utilise AI to enable more consistent, efficient, and objective pain assessment. With PainChek®, carers use their smartphone or tablet camera to allow automated facial analysis to observe an individual's face. The app then analyses the images (without storing) in real-time. This is combined with a non subjective binary checklist across other domains (vocalisation, movement, behaviours etc) that calculates an overall pain score and severity rating.

Remote monitoring

Supervision and rapid detection of issues are paramount in aged care and home care settings. Several companies globally are utilising AI to automate resident and patient monitoring and reporting, and immediately alert carers to changes in activity and behaviours. In addition, AI-enabled video recordings and wearable devices are being used to detect and notify carers about falls in real-time.

As an example, in New Zealand VCare's residential and care management software integrates with Gillie.AI, which utilises artificial intelligence to predict changes in health and well-being for residents in aged care or home care recipients. Data recorded in VCare is passed through the Gillie.AI engine and reviewed, with deviations being identified and flagged to the care team. Gillie.AI also predicts and diagnoses conditions before negative care events occur based on a wide spectrum of health identifiers.

Medication development

AI is transforming medication discovery with the use of robotics and models of genetic targets, drugs, organs, diseases and their progression, safety, and efficacy. Within aged care specifically, AI can be used to identify targets of interest and compounds that could treat age-related diseases and increase longevity[20].

Personalised treatment

Several studies have suggested that AI can help discover which treatments are most appropriate for a patient based on various attributes and the treatment context. For example, one study found that it was possible to identify the most effective drug for the treatment of cognitive impairment in dementia at an individual patient level using artificial intelligence-based recommendations[21]. Patients whose prescribed medications were the best fit according to the machine learning model had improved cognitive performance after two years of treatment.
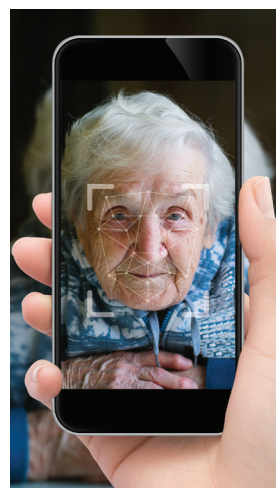
Enabling Best-Practice Processes

Discover the latest research into the benefits of utilising technology in aged care, from operational efficiencies to improved clinical care outcomes.

Ensuring best-practice processes in aged care is a complex undertaking that must take into account the needs of care recipients, carers and staff, organisational goals, and compliance requirements. Finding the right balance between these factors can pose significant challenges, particularly when faced with the pressures brought about by the global pandemic.

Organisations that effectively utilise technology to enable best-practice processes have, however, been found to benefit in several areas:

Data Interoperability

Standardised and interoperable data is crucial to implementing and evaluating the quality of care, as well as the effectiveness of improvement strategies at the organisational level. According to research by the University of Queensland[22], data interoperability – the ability for data to be easily exchanged between systems, departments, and organisations – has several advantages within both the immediate care setting and at the industry level.

Advantages in the immediate care setting include:

- Consistent monitoring of issues across provider organisations and settings
- Real-time analytics inform clinical care decisions
- Case profiling for planning and resource allocation
- Information sharing with other involved providers, within and outside the immediate care setting.
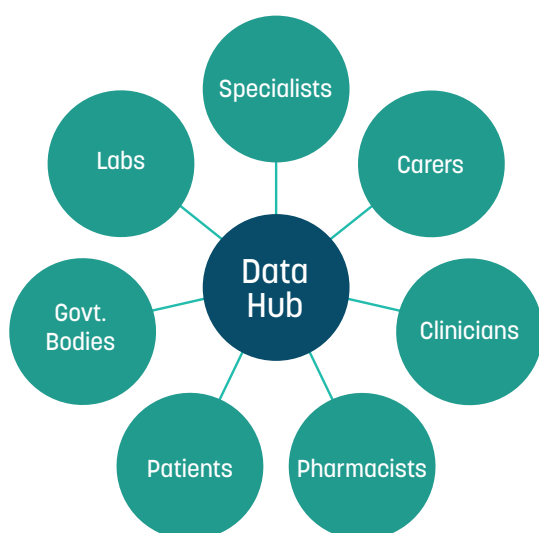
Advantages at the industry level include:

- Improved future planning and development processes
- Increased eligibility assessment and entitlements
- Better quality analysis and increased funding
- Greater assistance in informing consumer choice.

Case Study
Villa Maria Catholic Homes

Villa Maria Catholic Homes (VMCH) provides high-quality services in disability, aged care, and retirement living in Australia. VMCH first implemented PainChek®'s digital pain assessment app in 2019 to facilitate evidence-based pain assessment and enable best-practice care.

Integrating PainChek® into VMCH's existing resident management system has ensured data is consistent across the board, informing clear clinical decision-making.

At the time of the integration, Villa Maria Catholic Homes' Clinical Care Manager Jeffrey Brooks explained:

"Having an open API allows for the seamless integration of PainChek® into VMCH systems. This integration allows for collected data to be held in our single source of truth enabling in-depth analysis of an individual resident's results. This then provides an opportunity for staff to establish trends and effectiveness of interventions over time."

Accreditation and Compliance

Globally, there is a growing focus on quality of care standards and clinical reporting.

In Australia, for example, the National Aged Care Mandatory Quality Indicator Program requires all government-subsidised residential aged care facilities to collect data and report on the following five quality indicators (QIs):

- Pressure injuries.
- Physical restraint.
- Unplanned weight loss.
- Falls and major injury.
- Medication management.

Similarly, within the UK, the Care Quality Commission (CQC) rates care providers based on five Key Lines of Enquiry (KLoEs) that evaluate whether the organisation is safe, effective, caring, responsive, and well-led.

In New Zealand, aged care facilities are audited against service standards relating to consumer rights, organisational management, continuum of service delivery, safe and appropriate environments, restraint minimisation, safe restraint practice, and seclusion.

Technology plays a fundamental role in collecting required data and supporting compliance with these different standards. Furthermore, it has been suggested that technological capability may be formalised as a criterion for aged care provider accreditation in the future[9].
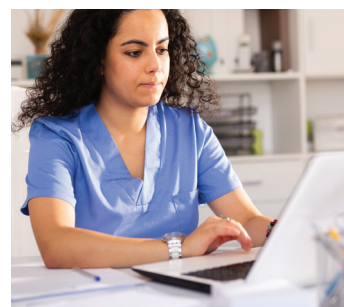
Case Study
Orchard Care Homes

Orchard Care Homes has been running care homes in the UK for over a decade and has built a strong reputation in the industry for providing quality care for the elderly, striving to deliver the best standards of care.

Following a review, it was identified that there wasn't a consistent approach to pain assessment across the various Orchard Care Homes sites – but rather a mixture of infrequent pain assessments, those completed subjectively, and those which went unrecorded.

To address this issue, PainChek® was introduced at Orchard sites in January 2021 and since then, Orchard has been able to streamline and improve their pain assessment processes.

Cheryl Baird, Director of Quality and Care said:

"The teams that are using it absolutely love the app. It's given them a real insight into a person's needs, and we're getting some fantastic outcomes for residents and for staff as well. The greatest achievement to date is a marked decrease in antipsychotic use in those living with dementia. We rolled out PainChek® across the Orchard portfolio, initially focusing on our dementia communities. However, once we observed such amazing results it was agreed to launch in all of our care homes."

Additionally, external health professionals now request residents' pain charts from Orchard, which is accessible via PainChek® Analytics.

Crisis Management

Technology-driven solutions can significantly reduce the costs and consequences of a crisis. This has been especially evident throughout the pandemic, where technology has helped facilitate preparedness and the tracking of people, and thus assisted in containing the spread of infection, in many countries[23].

Likewise, digital technologies can automate tasks and reduce manual effort, enabling aged care providers to more effectively respond to and mitigate the effects of a crisis, such as staff shortages and resourcing challenges.

Operational Efficiency

It has been shown that the use of digital tools and technologies can significantly improve operational efficiency within aged care facilities[24], which can pave the way for innovation and organisational growth. Positive efficiency outcomes include:

- Automated and more complete collection of data
- Reduced manual effort
- No double-handling or duplication of effort
- More time for carers to spend with residents and patients.
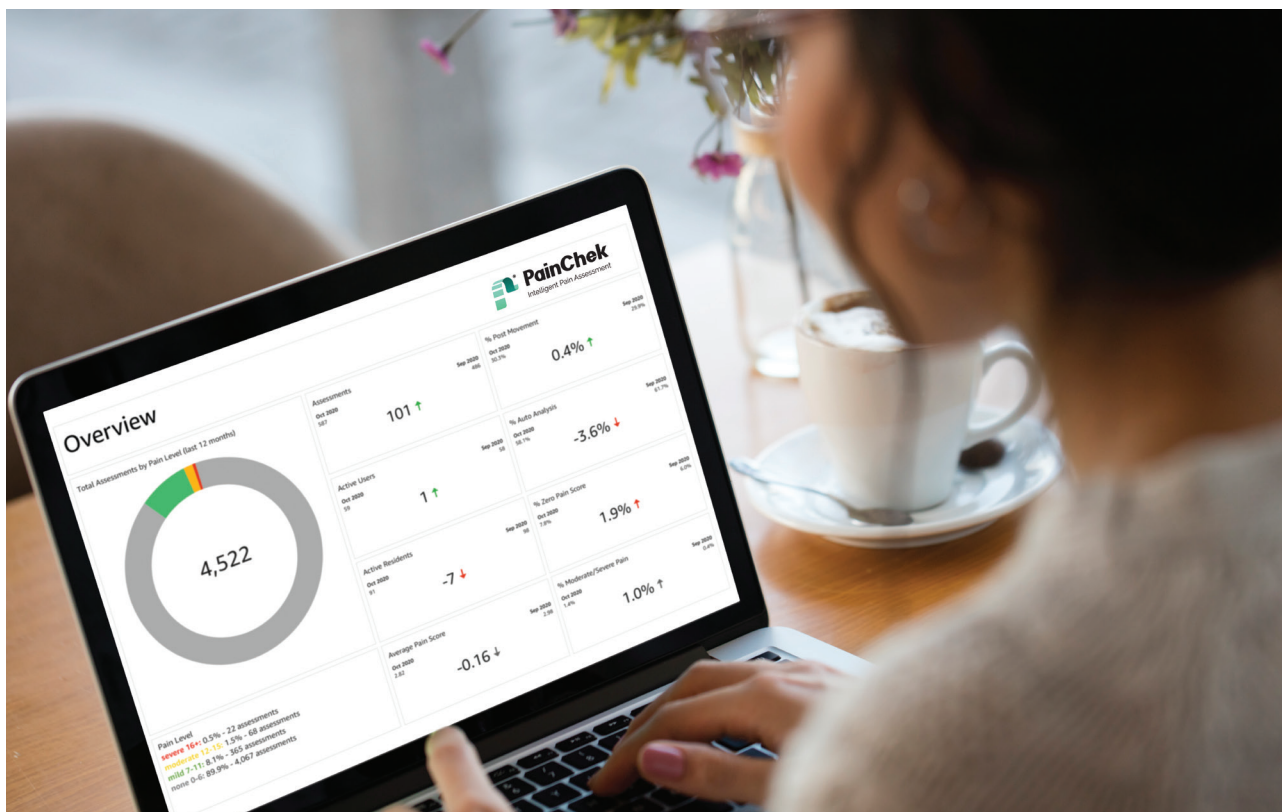
Case Study
Presbyterian Support Otago

Presbyterian Support Otago (PSO) provides services including residential care, home care, community home-based care and support, day/activity programs, and social services.

With multiple locations throughout the large area of Otago, PSO needed a solution that was going to streamline their processes and drive efficiency across their organisation. Since implementing VCare's care management software, access to information has been significantly improved and processes have sped up, giving staff more time to focus on delivering the best care.

Quality Advisor Jo Sime explained:

"Duplication of reporting was taking lots of time and it was very costly. [VCare] makes it a lot easier. Assessments are pre-populated so when staff go to do a report assessment, they only have to change a few bits rather than having to do a whole new assessment every time. From a financial point of view, we can extract information from VCare for invoicing, which has reduced a lot of spreadsheets and manual counting up. This has certainly streamlined these processes as well."

Case Study
Summerset Retirement Villages

Summerset, New Zealand's third-largest care provider, completed a successful 6-month pilot program trialling PainChek® at Summerset's Levin Care Centre and will roll out PainChek®'s digital pain assessment solution in all 24 of its care centres throughout 2022.

PainChek® is fully integrated with VCare, Summerset's existing CMS provider, meaning clinical staff benefit from significant time savings and workflow improvement.

Lynda Irvine, Head of Clinical Services at Summerset explained:

"PainChek® really made us think about how important effective pain management is for older people and a key advantage is being able to rule out pain as a contributing factor for residents who are at times distressed. The connection with VCare reduces duplication for clinical staff and means the team can spend a little more time each day with residents."

Clinical Care Outcomes

Multiple studies have shown that the use of technology leads to improved care outcomes within the residential aged care industry.

For example, an independent evaluation found that facilities which had implemented PainChek's digital pain assessment app reported greater awareness and capability to identify pain behaviours associated with dementia.

Furthermore, pain assessment in these facilities had become more consistent and multidisciplinary (involving pharmacists, GPs, physios, dementia behaviour consultants). There were also multiple cases where facilities had limited or corrected medication usage as a result of accurate pain assessment, which in turn led to positive care outcomes and supported accreditation standards.

Workforce Enablement

Today's aged care providers face the dual challenge of handling a growing ageing population with complex support requirements, while also dealing with an increasingly transient workforce. As such, there is a heightened need to rapidly upskill new staff entering the industry and ensure they are providing high-quality care as quickly as possible.

Technology is a critical enabler to build workforce capability, where there is currently a shortage[26,27] by:

- Empowering staff to learn new skills through digital-led training
- Facilitating data sharing to improve decision-making
- Providing opportunities to innovate and trial new ways of working
- Saving time and increasing efficiency, thus providing a better working experience
- Enabling staff to see and measure the positive impact they are making through their work
- Attracting and retaining employees who are inspired and motivated by the digital transformation journey.

Leveraging technologies aimed at enabling staff not only drives organisational productivity, but also ensures staff are given the tools they need to perform their work well, promoting engagement and job satisfaction.

Challenges and Considerations

Explore the key barriers to digital transformation, and how investing in solutions such as PainChek® and VCare can circumvent these challenges to enable best-practice care.

The evidence is clear that technology has the potential to greatly improve aged care standards on a global scale. However, digital transformation within the industry is not yet fully realised, in part due to workforce challenges and barriers to adoption.

A recent analysis[28] found that carers and staff need to become more digitally savvy before technology can be utilised to its full potential. Several countries have recognised this and are implementing strategies to train carer workforces. In Norway, for instance, a nationwide strategy has been rolled out to improve the digital skills of care workers during initial education. In the UK, Health Education England (HEE) offers online learning modules and programs to enhance the digital literacy of health workers across the nation.

While government support is crucial, organisations also play a key role in fostering a learning environment where staff are able to reskill and upskill through implementation of, and training on, new digital tools.

PainChek® & VCare: Enabling Best-Practice Care

PainChek's digital pain assessment app and VCare's care management software facilitate best-practice processes, documentation, and reporting, therefore assisting in compliance with national standards.

PainChek® and VCare are fully interoperable, meaning pain assessments completed in PainChek® automatically flow through to VCare in real-time, and resident data recorded in VCare is automatically shared in PainChek®.

At its simplest, the PainChek® and VCare integration can be represented as:
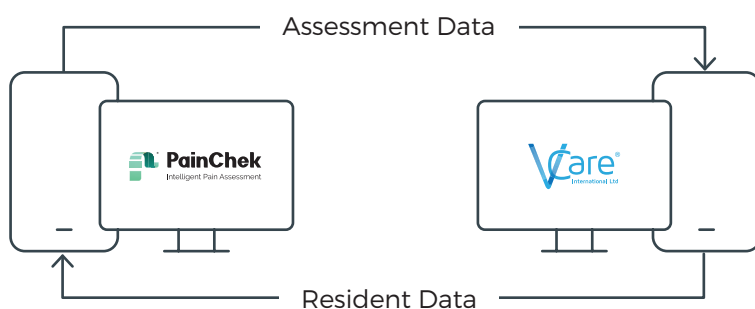
The integration uses a combination of triggers to detect and synchronise changes to VCare patients or new PainChek® assessments. Resident changes within VCare are synchronised immediately with PainChek®, for example when:

- A new resident is created
- An existing resident is updated
- The admission details or status of a resident is changed.

Together, VCare and PainChek® provide an up-to-date, comprehensive overview of resident data with no duplication or double-handling. This not only gives back critical time to clinical staff but also enables best-practice care for all residents whose data is stored within the two systems.

Key Takeaways from PainChek & VCare

James Matthias, Global Product Manager - Integration Partnerships, PainChek

1. Through the use of technologies like PainChek®, assessment quality and objectivity can be optimised across a diverse workforce with varying levels of training and education. This then ensures consistent and best practice care pathways are developed and applied.

2. Interoperability of data between clinical systems ensures that a multifaceted and person-centric view of the patient/resident is taken at all times (no matter which system is being used), while minimising administrative overheads.

3. **The easy availability of objective clinical data can have significant positive flow-on effects by supporting a holistic review of the needs of the patient/resident.** For example, robust and readily available pain data as provided by PainChek® can result in significant reductions in the inappropriate use of psychotropic medication.

Eoin Cosgrove, Manager, VCare Ireland

1. Providing staff with cutting-edge technologies such as VCare and PainChek® ensures residents and patients are assessed using the best available tools. In particular, giving a voice to non-verbal residents or patients opens a realm of possibilities in providing effective care and interventions.

2. **PainChek® data is automatically synchronised with VCare, which creates a single source of truth.** Managers and Quality Teams can effectively audit the data in VCare, using intuitive Dashboards and Reports. Ensuring key stakeholders have all the relevant information at their fingertips enables effective decision-making.

3. The PainChek® integration provides staff with another evidence-based, best practice tool. Supplying staff with a vast range of relevant assessment tools ensures that person-centred care can be delivered effectively at all times.

Looking to the Future: 2022 and Beyond

Read insights from industry experts into how technology is transforming the aged care industry and creating a path for improved efficiencies, processes, and treatment outcomes.

Below, industry experts share their insights into how technology is transforming the aged care industry and creating a path for improved efficiencies, processes, and treatment outcomes.

In what ways is technology helping drive better quality of care and supporting compliance with aged care quality standards?

**Dr. Jennifer Abbey, founder of the Abbey Pain Scale**

"More than ever, challenges around staffing levels and training are creating issues in residential facilities. Time pressures, for example, may mean experienced staff feel they know when a resident is in pain and can remember a score in their head, then record it later in notes. As much as we acknowledge the skills of these experienced staff, research shows this subjective assessment does not work in the management of pain or diagnosis of a resident's behaviour.

This issue is underscored by the increasing emphasis on the dangers of using psychotropic drugs as a pseudo-restraint. Facilities need to prove to both prescribing doctors, and to regulators, there is clear evidence that these drugs are needed. Indisputable evidence is required, such as that produced by the PainChek® app.

The Abbey Pain Scale has been the standard tool used to overcome that problem for nearly 20 years in Australia and elsewhere. I see PainChek® as a welcome technological development of my past work, ensuring an evidence-based assessment of pain that can be made at the point of care, and digitally linked."
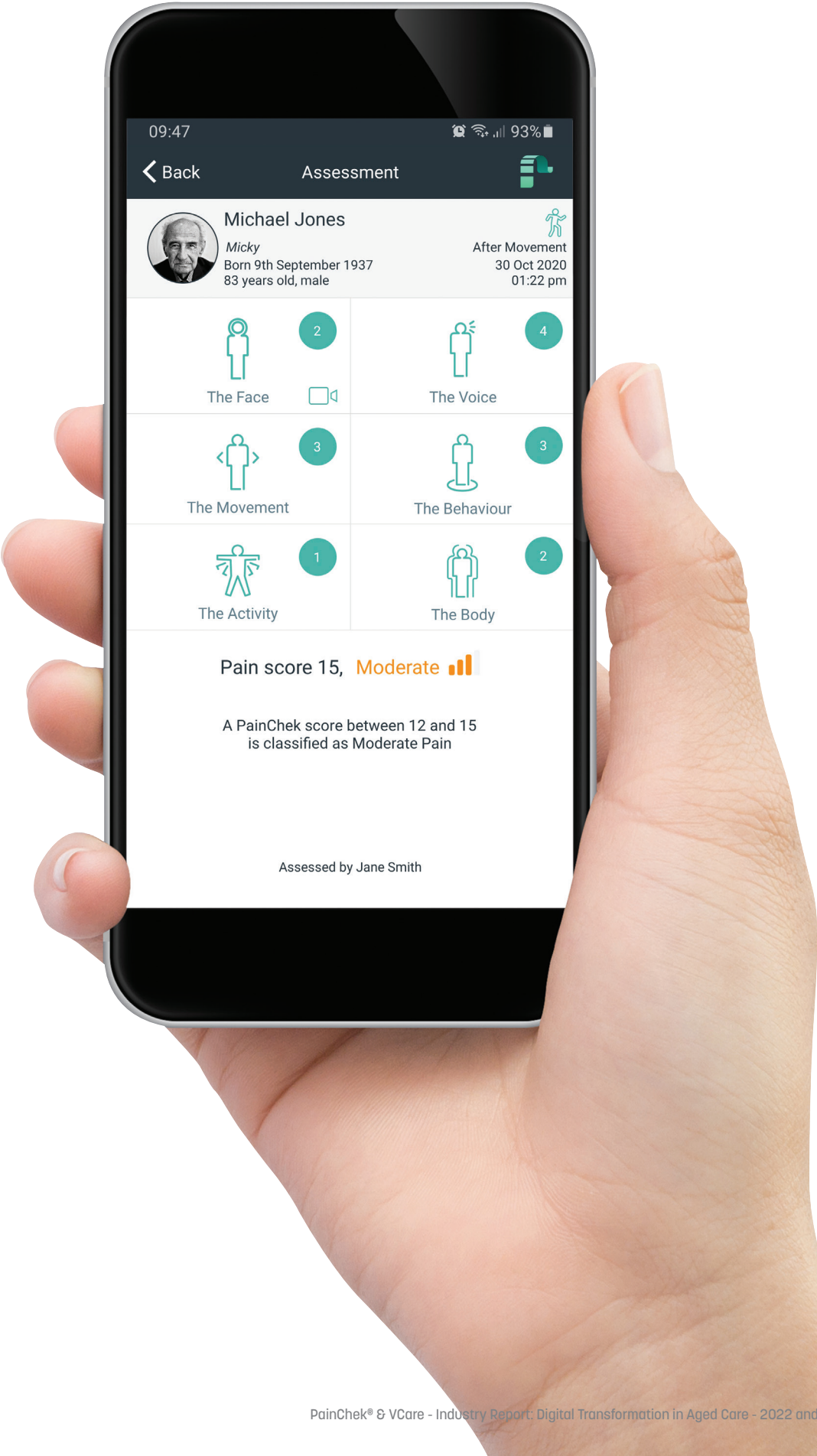
What advice would you give to aged care facilities looking to make better use of technologies?

Jo Sime, Quality Assurance Specialist, Presbyterian Support Otago

"You must put the investment into technology, but the return won't come straight away. You need to work at it. You need to use the system to the greatest extent and not just little pieces of it, otherwise you won't be getting the full benefit of it. You have to make sure you use the whole programme.

When we talk about investment, we are talking about actual devices – about people having access to those devices for the appropriate task, as well as the appropriate backups and IT support to enable those devices to be maintained as current and working. But it's also about having the resources to train people on how to use the device and utilise its full range of functionality.

Ongoing support and training, maintenance, evaluation, and feedback are also important in identifying what is and isn't working. With technology, one of the bonuses is that if a need for change is identified, then we can make a change. For example, I can go behind the scenes in VCare and make the change and it's updated for everyone in our teams. This avoids the risks that are inherent to paper-based systems.

Finally, it's critical to ensure you know how to extract data in formats that are useful – whether that's reports, resident lists, checklists, or other formats. Understanding how to use the available data helps drive business efficiencies."

How can clinicians and carers benefit from utilising digital technologies?

Elizabeth Lear, Quality Auditor and Assessor, South Island Alliance

"The use of digital tools and technology is leading to greater integration of services. For example, the ability to see in real-time what is happening with a resident is of great benefit. In addition, staff no longer need to email requests to GPs/NPs and wait for a response regarding lab results, as they now have immediate access to this information. This is also of benefit when clinicians are onsite and have access to up-to-date patient information and prescribing via electronic medication management systems.

There is also a reduction in the duplication of information, as CAPS and triggers from InterRAI assessments are automatically populated into the care plans. Furthermore, pain management tools such as PainChek® have achieved improved outcomes for residents who are experiencing pain.

The use of dashboards to help prioritise workloads makes processes more efficient and the handover process more succinct. This, in turn, promotes and prompts clinical decision-making, which positively impacts the patient/resident experience."

How can clinicians and carers benefit from utilising digital technologies?

Lynley Chirnside, Clinical Nurse Advisor, Presbyterian Support Otago

"Accessing information, for example, getting into the DHB information, medication systems or other sources where you are not waiting for information to be sent to you in an old fashion way. We have access, well, not the full DHB notes, but you have lab results, discharge summaries, x-ray results and those sorts of things.

It is instant, we are not waiting for a week to 10 days to get that information and residents come back, and we do not have the information to support them in the best way. *This way, we have access to it and can adjust care to be provided instantly to reflect whatever needs have been identified at another source. Which is enormous for continuity of care and providing the best you can for the resident."*

Final Thoughts

With the ongoing digital transformation of the aged care industry, technology-based tools and systems are set to create significant improvements in the quality of care, empower staff to build their skill sets, drive greater operational efficiencies, and inspire continued growth.

PainChek®'s digital pain assessment solution enables facilities to cost-effectively operationalise best-practice pain management and quality care by facilitating best-practice processes, documentation, and reporting.

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