



Blueprint objective 2. Performance information and reporting that is fit for purpose

Case example **Exploiting digital platforms in aged and community care to deliver consumer-focused, values-based outcomes and reduced health care costs**

What is the community need or problem being addressed? The aged and community care sector is coming under increasing pressure as the population ages. Approaches to keep older Australians out of the acute care sector is critical to achieve better outcomes for both consumers and the community.

Australians have a preference for aging well in their own homes and for services which improve their quality of life and participation in the community. Currently there are long waiting lists for home care community services. Very little is known about their impact for individuals or the community to inform decision-making and policy.

Australians entering residential care have minimal data to inform their choices. Residential aged care providers are striving to deliver high quality care but have minimal comparative data upon which to monitor and drive improvements in quality and outcomes.

What is the approach being implemented? Models to interrogate and enhance aged care datasets to drive improved consumer-focused outcomes:

1. Incorporating quality of life and social participation assessments as part of routine care to guide consumer choice and improved outcomes.
2. Data analytics on linked community care and residential aged care datasets to monitor outcomes.

Working in partnership with aged care providers applying data analytics to understand variations in clinical indicators in residential aged care (e.g. polypharmacy, pressure injury rates) and analysis of community care data to address questions such as: whether community care services delay admission to residential care; reduce unnecessary hospitalisations; improve quality of life; and social participation of clients.





What is the context in which the activity or program is being implemented? Electronic systems are creating new possibilities to drive substantial change in the sector by applying data analytics.

The activity is part of an applied research program which is being conducted in partnership with a large aged and community care service provider to develop models for creative use of electronic data to monitor and drive improvements in care.

What are the barriers or enablers impacting the activity or program?

- Information system challenges in this sector, including limited data linkage capabilities, skilled workforce and exemplar models.
- Use of quality of life and social participation assessment processes in the sector are rare.
- Additional applied research is required to investigate the most effective implementation processes to deliver a sustainable approach.
- Service providers, IT vendors, consumers and researchers working together have the capacity to make substantial improvements leveraging existing datasets.

What is needed to scale-up the successes?

Create more collaborative networks between providers, consumers, IT vendors and researchers to engage in a program to deliver innovative models of data transparency and benchmarking and new innovative IT system designs.

More information

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