



CareGEN

It is Time to End Accreditation
Surprises!

Why are Provider's current Quality Systems failing them?

Most providers rely on quality staff or care staff to complete periodic audits of small cohorts of residents. This does not work and is an inefficient use of staff time additionally frontline managers are rushed and short of time to comprehensively monitor their residents.

Periodic audits have the following issues:

- They are not frequent enough to pick up issues
- They are not comprehensive enough as they do not cover all residents so miss high risk residents, many only do 10% of residents every 6 months – this is pointless and cannot be relied on.
- They are done inconsistently by staff.

We propose providers end these programs and redeploy the staff to more effective programs. CareGen can replace the care audit program with a program that covers all residents, every month across all key risks.

“It is time to end Accreditation Surprises!”

- Even large established providers are still caught out by the Commission with homes that have serious and immediate resident risks that are not managed or missed by staff.
- We believe we finally have a clear solution to end this problem.
- We use remotely located RNs to comprehensively review every resident every month. We give you peace of mind that residents are being care for safely or we quickly alert you if they are not so you can take action.
- If we identify a high risk home or resident you can track the progress of the home back to compliance easily every month with our summary risk matrix.
- There is no better way for Executive teams and Boards to have confidence that every resident under your care is receiving safe and effective care all of the time...or demand action if they are not.

Current issues in aged care

Industry Issues

- **Shortage of Registered Nurses**
- **Financial barriers and lack of funds**
- **Impact of Regulator and risk exposure**

How CareGEN helps

- **Hundreds of RNs available remotely**
- **Hourly rates are at least 50% cheaper than onsite staff**
- **Our services significantly reduce accreditation compliance risk and improve resident safety**

It becomes difficult to be able to constantly monitor the care of every resident all of the time - but we have a solution...

About CareGEN

- We have hundreds of registered nurses available remotely both in Australia and abroad that are trained to complete quality and risk profile reviews for residents in aged care facilities.
- We work with any electronic care management system e.g. iCare, LeeCare, eCase, Autumn Care, Alayacare etc.
- We complete periodic reviews of every resident in the home and notify your care management team of high-risk residents and care issues that can be resolved immediately by the team. We can perform reviews on any frequency – but most commonly fortnightly or monthly.
- We use a simple application that helps care management teams easily understand risks that we have identified and where to take action. We save care teams time and make their job easier.
- We have developed an extensive network of Registered Nurses based overseas and can therefore perform detailed and exhaustive quality reviews at a fraction of the cost – usually at least 50-60% less cost than Australian based staff.

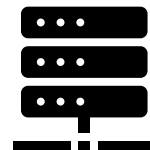
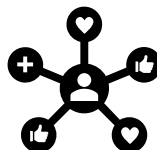
CareGEN's Overseas Networks

Our management team have spent a considerable amount of time developing and cultivating networks of overseas based Registered Nurses.

We have implemented high quality teams with remote working technology.

We have sourced and trained them in the Australian Aged Care Quality and Safety Commission's Quality Standards with a focus on Standard 3 and high impact high prevalence risks.

All our staff have completed our intensive training and competency program and their work is constantly audited by our Australian based team.



Our Services

Fundamentally we provide 'remote' quality and assurance. We can perform a range of reviews using via your electronic care management system using Registered Nurses based in Australia and overseas.

- Individual Resident Risk Profiling using 'best in class software
- Documentation Reviews
- Suite of Clinical Auditing

Our services assist providers stretch or replace existing quality assurance functions and we can provide these functions at a fraction of the cost.



What is Individual Resident Risk Profiling and Monitoring?

- The Quality and Safety Commission is focused on risks to consumers. They now take a “risk based proportionate approach” to the assessment of residents in Residential Aged Care facilities. **Their expectation is that every resident receives the care they need all of the time.**
- **Risk profiling** is the most effective way of providing clarity around the high impact high prevalence risks of each consumer in the home. It involves a detailed and ongoing assessment of every resident’s individual risks and whether there are managed adequately or not.
- It is also the most effective way of ensuring your **constantly meet the accreditation** requirements of Standards 3 and 8 which are the most frequently ‘not met’ and also the Standards that drive serious non-compliances and sanction outcomes.
- The initial implementation of CareGEN requires a detailed 100% consumer assessment profile development. Post-implementation the CareGEN team update the risk profile monthly or fortnightly as consumer needs change or in response to monthly incidents which is far more effective than traditions scheduled audits.

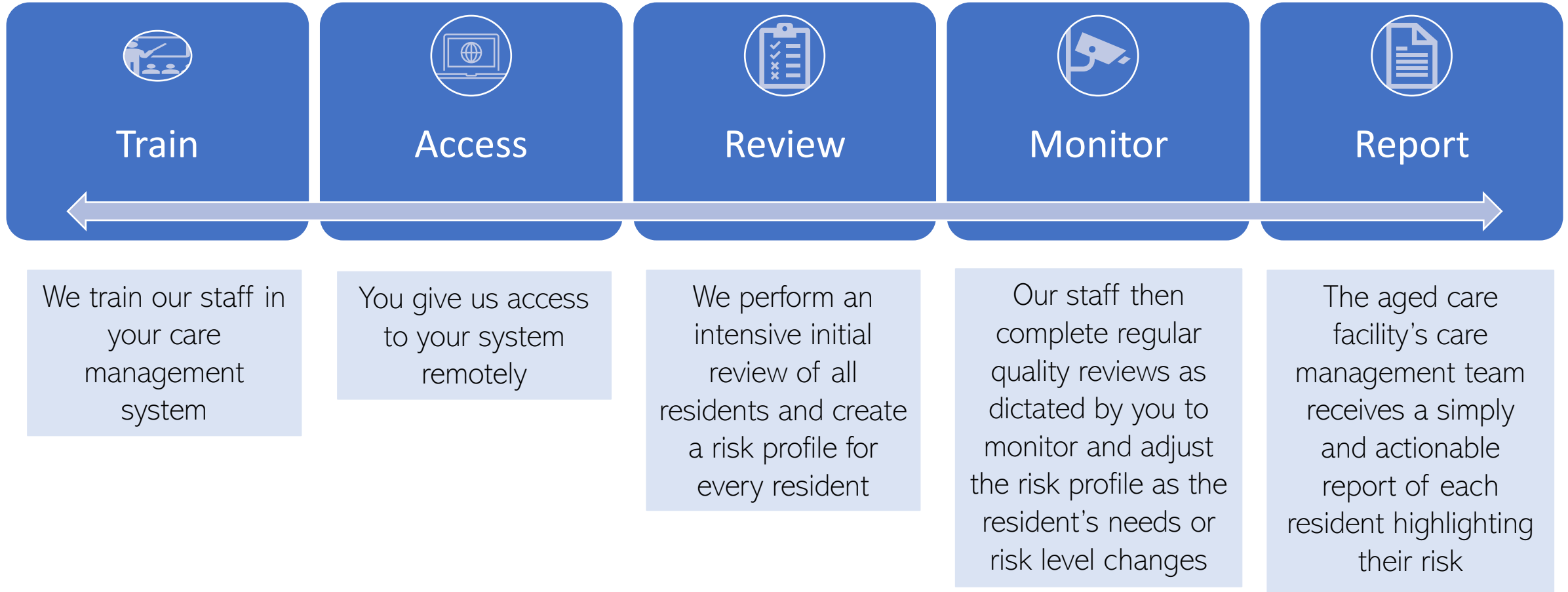


What is Individual Resident Risk Profiling and Monitoring?

Benefits:

- ✓ Fast and effective identification of high risk residents and high impact high prevalence risks new and emerging and if those risks are being managed or not
- ✓ Complete risk profile for each resident that is easy to understand and actionable for the Home's care management team and improved accountability of the team.
- ✓ Take pressure off your existing care management team stretch themselves further.
- ✓ Cost effective Governance System – save on existing quality resources, you won't need anywhere near as many quality staff.
- ✓ Demonstrate the organisation continually monitors risks to consumers and takes appropriate action if a risk is not managed or has increased.
- ✓ Give Executive and Board live information on exactly where their risks are and progress with managing them back to safety.
- ✓ Critically We don't take anytime away from the onsite team as we work autonomously

Process of CareGEN



We audit the work our teams do constantly to ensure its of the highest standard

Case Study

Mrs D was a resident in an aged care facility. She suffered from a chronic pressure wound that would not heal.

CareGEN profiled Mrs D and was able to alert the home that:

- Pressure Care was not taking place routinely or appropriately**
- Wound photographs and dressing was inconsistent between staff**
- Mrs D was complaining of pain that had not been actioned**

The facility immediately took the CareGen report and the care manager performed a review completing a new care plan for wound management, pressure management and pain management and completed training for staff

CareGEN continued to monitor Mrs D and was able to downgrade her risk as appropriate clinical care activities were observed to be taking place consistently. Mrs D's wound healed weeks later and did not return.

Case Study – Risk Profile Change with CareGEN

Resident Name	KEY SUMMARY RISKS	Pain	Behaviour	Diabetes	Wound	Palliative	Falls	Pressure Injury or Major PI Risk	Restrictive Practice	Sensory loss Vision or Hearing	Weight Loss nutrition & hydration	Delirium	Lifestyle	Choking	UTIs	Meds Mx	Complaints
	Overall Individual Resident Risk Profile																
Resident 1	1 Very High	5	0	0	0	0	5	0	0	3	0	0	0	0	0	0	5
Resident 2	4 Low	3	0	0	0	0	0	0	0	3	3	0	3	0	3	0	0
Resident 3	2 High	0	5	0	0	0	3	0	3	0	0	0	0	0	0	0	0
Resident 4	4 Low	0	0	0	3	0	0	0	0	0	0	0	3	0	0	0	0
Resident 5	1 Very High	0	0	0	0	0	0	3	0	3	5	0	0	0	0	0	3
Resident 6	3 Medium	0	3	0	0	0	0	0	3	0	0	0	0	0	0	0	0
Resident 7	3 Medium	3	0	3	0	3	0	0	0	3	3	0	0	0	0	0	0
Resident 8	4 Low	0	0	3	0	0	0	0	0	0	0	0	0	0	3	3	0
Resident 9	4 Low	3	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0
Resident 10	1 Very High	3	0	5	3	3	0	3	0	3	3	0	0	0	3	3	3
Resident 11	3 Medium	0	0	3	0	0	3	0	0	0	0	0	0	0	0	0	3
Resident 12	4 Low	0	0	0	3	0	0	0	0	0	0	0	3	0	0	0	0
Resident 13	1 Very High	5	0	0	0	0	5	0	0	3	0	0	0	0	0	0	5
Resident 14	2 High	0	5	0	0	0	3	0	3	0	0	0	0	0	0	0	0
Resident 15	3 Medium	0	3	0	0	0	0	0	3	0	0	0	0	0	0	0	0
Resident 16	4 Low	3	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0
Resident 17	4 Low	0	3	0	0	0	0	0	3	0	3	0	0	0	0	0	0
Resident 18	3 Medium	3	0	3	0	3	0	0	0	3	3	0	0	0	0	0	0
Resident 19	2 High	3	0	0	5	0	0	3	0	0	0	0	0	0	0	0	3
Resident 20	3 Medium	0	0	3	0	0	3	0	0	0	0	0	0	0	0	0	3

Month One

Case Study – Risk Profile Change with CareGEN

Resident Name	KEY SUMMARY RISKS																
	Overall Individual Resident Risk Profile	Pain	Behaviour	Diabetes	Wound	Palliative	Falls	Pressure Injury or Major PI Risk	Restrictive Practice	Sensory loss Vision or Hearing	Weight Loss nutrition & hydration	Delirium	Lifestyle	Choking	UTIs	Meds Mx	Complaints
Resident 1	2 High	3	0	0	0	0	3	0	0	3	0	0	0	0	0	0	3
Resident 2	4 Low	3	0	0	0	0	0	0	0	3	3	0	3	0	3	0	0
Resident 3	2 High	0	5	0	0	0	3	0	3	0	0	0	0	0	0	0	0
Resident 4	4 Low	0	0	0	3	0	0	0	0	0	0	0	3	0	0	0	0
Resident 5	3 Medium	0	0	0	0	0	0	3	0	3	3	0	0	0	0	0	3
Resident 6	4 Low	0	3	0	0	0	0	0	3	0	0	0	0	0	0	0	0
Resident 7	3 Medium	3	0	0	0	3	0	0	0	3	3	0	0	0	0	0	0
Resident 8	4 Low	0	0	3	0	0	0	0	0	0	0	0	0	3	3	0	0
Resident 9	4 Low	3	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0
Resident 10	2 High	0	0	0	3	3	0	3	0	3	3	0	0	0	0	0	0
Resident 11	3 Medium	0	0	3	0	0	3	0	0	0	0	0	0	0	0	0	3
Resident 12	4 Low	0	0	0	3	0	0	0	0	0	0	0	3	0	0	0	0
Resident 13	1 Very High	3	0	0	0	0	5	0	0	3	0	0	0	0	0	0	5
Resident 14	3 Medium	0	3	0	0	0	3	0	3	0	0	0	0	0	0	0	0
Resident 15	3 Medium	0	3	0	0	0	0	0	3	0	0	0	0	0	0	0	0
Resident 16	4 Low	3	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0
Resident 17	4 Low	0	3	0	0	0	0	0	3	0	3	0	0	0	0	0	0
Resident 18	4 Low	3	0	3	0	3	0	0	0	3	3	0	0	0	0	0	0
Resident 19	2 High	3	0	0	3	0	0	3	0	0	0	0	0	0	0	0	3
Resident 20	3 Medium	0	0	3	0	0	3	0	0	0	0	0	0	0	0	0	3

Month Three

Case Study – Risk Profile Change with CareGEN

Resident Name	KEY SUMMARY RISKS																
	Overall Individual Resident Risk Profile	Pain	Behaviour	Diabetes	Wound	Palliative	Falls	Pressure Injury or Major PI Risk	Restrictive Practice	Sensory loss Vision or Hearing	Weight Loss nutrition & hydration	Delirium	Lifestyle	Choking	UTIs	Meds Mx	Complaints
Resident 1	3 Medium	0	0	0	0	0	3	0	0	3	0	0	0	0	0	0	0
Resident 2	4 Low	3	0	0	0	0	0	0	0	3	0	0	3	0	3	0	0
Resident 3	2 High	0	3	0	0	0	3	0	3	0	0	0	0	0	0	0	0
Resident 4	4 Low	0	0	0	3	0	0	0	0	0	0	0	3	0	0	0	0
Resident 5	4 Low	0	0	0	0	0	0	3	0	0	3	0	0	0	0	0	3
Resident 6	4 Low	0	3	0	0	0	0	0	3	0	0	0	0	0	0	0	0
Resident 7	3 Medium	3	0	0	0	3	0	0	0	3	3	0	0	0	0	0	0
Resident 8	4 Low	0	0	3	0	0	0	0	0	0	0	0	0	0	3	3	0
Resident 9	4 Low	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0
Resident 10	3 Medium	0	0	0	3	3	0	3	0	3	0	0	0	0	0	0	0
Resident 11	3 Medium	0	0	3	0	0	3	0	0	0	0	0	0	0	0	0	3
Resident 12	4 Low	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0
Resident 13	2 High	3	0	0	0	0	3	0	0	3	0	0	0	0	0	0	3
Resident 14	3 Medium	0	3	0	0	0	3	0	0	0	0	0	0	0	0	0	0
Resident 15	3 Medium	0	3	0	0	0	0	0	3	0	0	0	0	0	0	0	0
Resident 16	4 Low	3	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0
Resident 17	4 Low	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0
Resident 18	4 Low	0	0	3	0	3	0	0	0	3	0	0	0	0	0	0	0
Resident 19	3 Medium	3	0	0	3	0	0	3	0	0	0	0	0	0	0	0	3
Resident 20	4 Low	0	0	3	0	0	3	0	0	0	0	0	0	0	0	0	3

Month Six

Why CareGEN

Our team have run some of Australia's largest Aged Care Providers. We have partnered with some of the best in the industry in regards to compliance management and resident safety.

A tightening labour market, skills shortages & shifting economic conditions may be the impetus that prompts Australian providers to consider outsourcing some quality functions, however the benefits are many & significant, including:

- Lower labour & operating costs
- Accessing an available and highly skilled talent pool
- Accessing a bigger, global market & providing service across multiple time-zones
- Increasing productivity
- Driving efficiency, flexibility & higher performance
- Business Continuity
- Ascendency over competitors via being able to over-service



Save on Existing Quality Resources

- CareGENs comprehensive service will mean that you do not need the same level of Quality Resources on site or offsite – this means you will save money!
- We can replace your current scheduled auditing programs while giving you more actionable and comprehensive information about your home's quality and safety outcomes.
- In other words we can do more for you with less financial investment – better quality and safety at a better price.



‘Direct Care’ Hours Offset

From October 2022 providers will be required to provide a minimum amount of ‘direct care’ and register nurse hours per resident. It is highly unlikely that Australian aged care providers will be able to consistently meet the required ratios due to national workforce shortages.

The Commonwealth Department of Health have already indicated that in the event that a provider cannot meet the ratio they will need to apply for an exemption and demonstrate what else they have done to mitigate the issue.

It is expected remote RN services like CareGEN will be an effective mitigation for providers unable to consistently meet RN ratios and it will be a very cost effective and convenient mitigation that will take pressure off onsite RNs.

CareGEN Quality Control

We constantly audit the work of our teams and additionally:

All staff must:

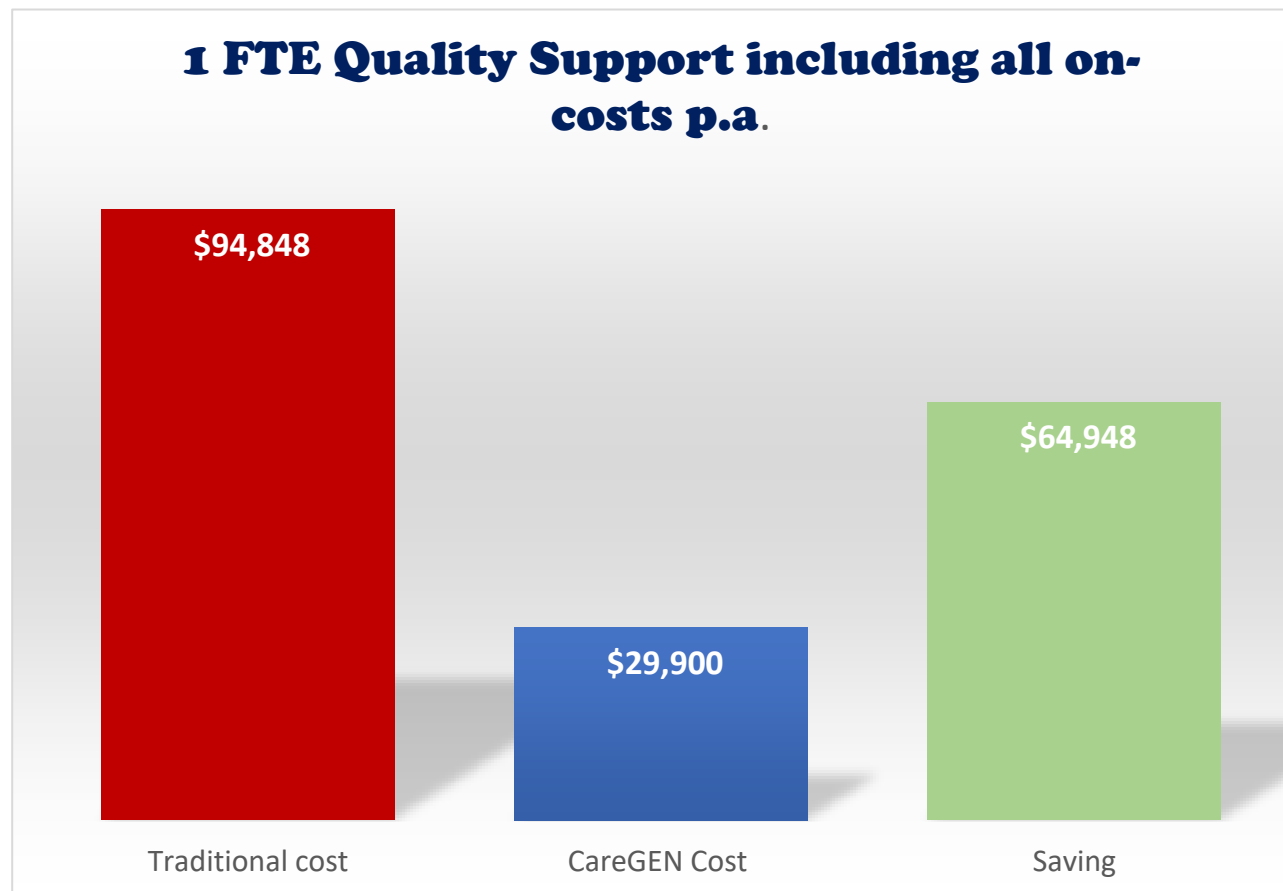
- Complete their RN program
- Pass English proficiency testing
- Have a police check
- Complete an intensive Caren training program covers Accreditation Standards requirements, Risk Profiling, Resident Assessment and more.
- Pass a rigorous Caren competency program



What does it cost?

Monthly Full Reviews:

\$1.40 per resident per day



Contact Us

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