



CASE STUDY

Driving clinical governance in home care

Haisey Home Care manages 150 home care packages across Victoria and New South Wales. Prior to 2022, care services were managed and delivered via their rostering software system Polixen paired with paper-based clinical records.

Paper-based records pose a number of risks including transcription errors, omissions, inconsistencies and even loss of files. This can lead to a lack of organisational transparency around significant areas such as clinical risk.

In 2021, Haisey received two notices of non-compliance relating to Standard 2 – Ongoing assessment and planning with consumers.

As part of their improvement strategy to gain compliance with Standard 2, Haisey decided to invest in an electronic clinical management system that would assist them to improve their assessment and care planning processes, as well as gaining the advantage of strengthening their clinical governance reporting capabilities.

AutumnCare was selected following a review of market offerings to identify an electronic clinical system that would provide comprehensive clinical content and compliance support.

"We chose AutumnCare because we could see how it would strengthen our clinical governance and create efficiencies that are impossible to achieve in a paper-based clinical system."

– Abdirahman Omar, CEO at Haisey Home Care.

Haisey implemented AutumnCare in January of 2022 and very quickly received positive feedback from Home Care Managers and Nursing staff.

Not only did the AutumnCare system provide the Home Care team with best practice assessment and person-centred care planning tools, the team began to realise the power of the reporting feature to monitor their governance and compliance responsibilities.

KEY CHALLENGES

The key challenges Haisey aimed to address included:

- Comprehensive and holistic assessment and care planning
- Demonstrating compliance and strong clinical governance
- Generating governance focused reports on infections and incidents
- Enhancing efficiency in clinical processes through more robust assessment and charting



- Providing 150 packages
- NSW and Victoria based
- In-home nursing care through to basic home help services
- Promoting independence, dignity and compassion



We've been able to improve the quality and level of detail in the information we're capturing from the point of admission. Despite being built for residential care, we're finding so much of the system is just as useful to us. Nurses utilise the full set of assessments and charts to provide high quality in-home clinical care.

Aliza Bonilla

Lead Clinical Nurse at Haisey Home Care



Admission

AutumnCare has assisted nurses in increasing the level of detail they capture from day one. Completing the Admission Form and Initial Clinical Assessment at the point of care means that nurses are now capturing a comprehensive and holistic picture of the consumers' clinical needs and preferences.

Assessment and care planning

The Haisey Home Care team utilise the full suite of AutumnCare forms and assessments for ongoing care.

Lead Clinical Nurse, Aliza Bonilla has observed that the AutumnCare assessments enable Nurses to perform a thorough, systematic review of their consumers.

Aliza says that the Nurses at Haisey have found the AutumnCare Mobile app particularly beneficial as they are able to take photos directly from where they are working to update wound assessments and make comparisons to the previous visit.

Clinical governance

"As for clinical governance, the reports and alerts are very helpful. We are also able to quickly gather quality indicator data on falls, wounds, incidents and weight changes."

Generating reports was once a very time-consuming task for Aliza – but not anymore! Detailed reports on infections and other incidents can now be generated in just a couple of clicks.

This allows Aliza and the other Managers to have oversight of the service and identify areas where preventative measures may need to be introduced to improve safety for their consumers.

Leisure and Lifestyle

An unexpected bonus for the Haisey team was the comprehensive detail of AutumnCare's leisure and lifestyle content.

The team are able to share and complete these assessments with the consumer and their family to gain a holistic understanding of the consumer's needs and preferences.

Effectively demonstrating full compliance

The ultimate test for the new clinical management system came during a follow up Assessment Contact in April 2022 from the Aged Care Quality and Safety Commission.

Haisey was able to successfully demonstrate full compliance with all of the requirements for Standard 2 – the Standard for which they had previously received 2 notices of non-compliance.

The assessors confirmed that there was sufficient evidence that consumers were being assessed on entry to the service, were included in the assessment process and were being provided with individualised care plans to inform care delivery. Additionally, there was evidence that care plan reviews were occurring as per the documented process.

Next steps for Haisey include increasing the use of the AutumnCare Mobile app for use by the care staff as well as expanding their home care services into Queensland.

The Haisey team can document any changes to a consumer's care needs and preferences in real time and have the confidence that person-centred, holistic care and services will continue to be delivered and ongoing compliance monitoring can be achieved.

"I would recommend AutumnCare to other home care providers as it definitely assists with good clinical documentation and regulatory compliance" says Aliza.

Contact AutumnCare

Find out how we can help you improve compliance across your home care services. Contact us on 1800 422 472 or info@autumn.care

