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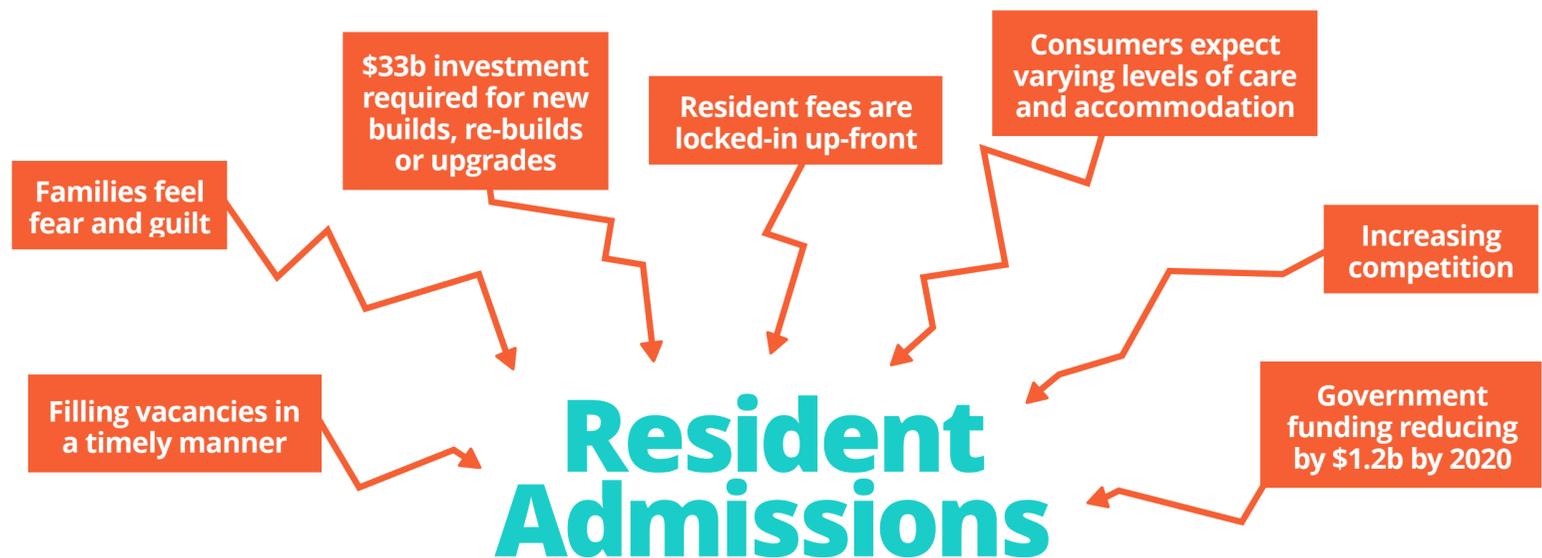
of a Provider's revenue is driven by their admissions decision

# Admissions Companion

Helping Providers be financially sustainable  
by optimising admissions process

**M**  
MIRUS  
AUSTRALIA

## The Aged Care admissions process is under sustained pressure from various conflicting stakeholders



Australian Aged Care Providers have to make a complex, business-critical decision every time a vacancy is created. These vacancies need to be filled in a timely manner as soon as a resident departs, an event that is often unpredictable.

Under this time pressure and given an available care and accommodation package, Providers have to somehow work out the best match from a waiting list of potential residents each with varying needs and expectations.

On the other hand, for consumers and their families, **the admissions process can be highly charged with emotions of fear and guilt.** Collecting payments up front only adds to this pressure.

This decision is as significant for the resident as it is for the Provider but for different reasons. **The resident fee structure consists of flexible options between a lump sum and daily payments,** there is a corresponding impact on operational cash flow as well as long-term capital expenditure.

ACFA estimates that **the industry needs to spend \$33b on builds, rebuilds and upgrades over the next 10 to 15 years<sup>1</sup>** to support the growth in aged care demand, setting the right resident fee structure is critical to financial success.

Given the process is high-stakes, how are you supporting your team to make the right decisions?

1. Department of Health (Ageing and Aged Care), (2016). 2016 Report on the Funding and Financing of the Aged Care Industry. Canberra: Australian Government. p. 1-200.

## Mirus Admissions Companion



### Financial analysis

- Tracks performance against plan
- Built-in calculators for accurate calculations



### Market analysis

- Locate target audience
- Verify pricing compared to local market



### Unique data

- Medicare data enhances analysis of Means Tested Care Fee and Accommodation Supplement Fee
- Monitor Centrelink status, annual and lifetime caps



### Admissions management

- Designed specifically for Aged Care
- Sort prospects by various fields to identify best fit



### Payments management

- Ensure all payments are received
- Scenario-based financial modelling



### Access revenue summaries 24 x 7

- Prepare board reports quickly
- Understand current revenue position in real-time
- Reduce errors and time taken for manual calculations



***“Mirus Admissions Companion handles all aged care types including residential care, home care and independent living units”***

# Helping Providers be financially sustainable by optimising admissions decisions

Mirus Admissions Companion helps you and your team quickly find the best fit resident for the available vacancy and to provide your team with options for resident fees that support the facility's broader fiscal strategy.

Make **better decisions with a best practice process** powered by our unique data collated from multiple sources

- Care and accommodation profile of vacancy
- Resident care needs
- Real-time view of total residents funding mix and levels
- Resident financial profile
- Medicare data

## 1 Enquiry

- Central location for all prospect information
- Real-time visibility across the organisation

## 2 Evaluation

- Multiple data points create a more holistic profile of prospective residents e.g., financial, personal and social

## 3 Shortlist

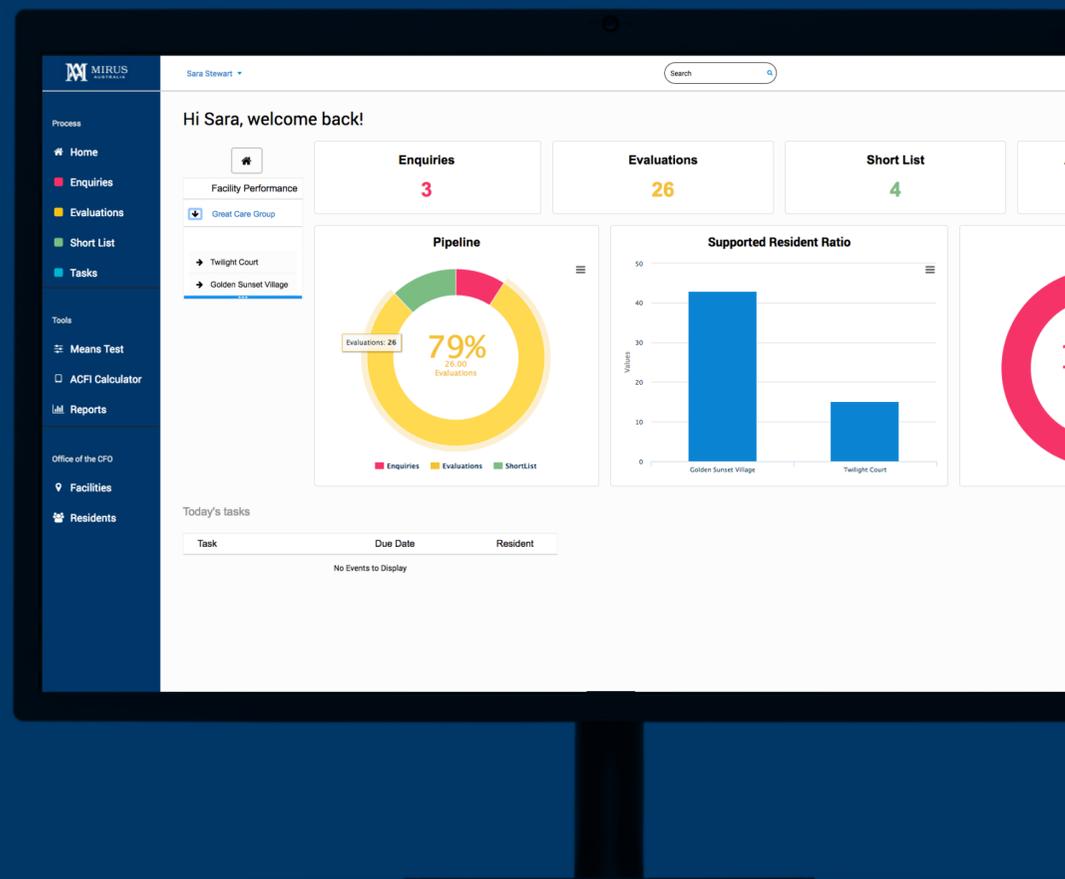
- Centralised view of complete admissions pipeline
- Filter and sort fields to order prospects by best fit

## 4 Quote and contract

- Version control of key documents
- Quotes and contracts automatically tailored to prospect profile including RAD/DAP calculations and MPIR

## Key benefits

- Provide fee options to new residents that support financial strategy
- Make better admissions decisions with best practice processes powered by our unique data
- Save time and avoid errors by generating standard documents tailored to each resident
- Understand RAD/DAP view anytime anywhere real-time 24x7
- Easily integrated with other on-site systems e.g. financial or management
- Automatically capture web and email enquiries
- Access revenue summaries anytime anywhere 24 x 7
- Continually work towards fewer empty bed days



## About Mirus

Mirus is an advisory business founded with the goal of helping Aged Care organisations provide the best care for their residents through improved revenue and clearer operational insights.

### We strive to make Aged Care better

Our focus is on business and processes and we believe that by supporting your business, the care staff can spend more time delivering care. We make a point about delivering value; an investment in Mirus will be better for your bottom line, better for your people, better for your organisation and that all helps make life better for your residents.

## Mirus Solutions

		Other income advisors	Other admissions solutions	Other workforce solutions	Mirus Australia
Resident Acquisition	Manage admissions process		✓		✓
	Set and collect payments accurately		✓		✓
	Report on occupancy and prospect pipeline		✓		✓
Ongoing care and retention	Report on care needs and concessional ratios		✓		✓
	Report on marketing ROI				✓
	Understand subsidy revenue performance in real-time	✓			✓
	Identify opportunities for voluntary submissions	✓			✓
	Manage workforce scheduling			✓	✓
	Streamline payroll processes			✓	✓
	Determine workforce requirements in line with occupancy and care revenue per provider or facility				✓
Maximise your business benefits	Help to improve accreditation standards				✓
	Staff training to improve business benefits				✓
	Best practice processes tailored to your business				✓
	Ongoing consulting and support				✓
	Holistic cross-platform reporting				✓

## Mirus Admissions Companion

Engaging with Mirus means partnering up with the Australian Aged Care experts, **providing your organisation with essential information** about subsidy funding, admissions, workforce management and wellness monitoring.

Admissions Companion optimises the admissions process to bring the best fit resident into the facility. The process is powered by the Salesforce platform, a world leader in CRM solutions, and supported by training and support delivered by the Mirus team.

We continue to utilise our proprietary Mirus Methodology including expert advice, training, support and technology to assist your teams in managing an Aged Care Provider's workforce.

## We'd love to hear from you!

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