



# SUPPORT TOOL

Next Level Experience

Royal Commission into Aged  
Care Quality and Safety

*December 2018*



# Open Letter

The team at Mirus Australia understands the added pressure the Royal Commission into Aged Care Quality and Safety is placing on providers today.

Our team have developed the following support tool to assist our valued clients and potential clients in responding to the request for information from the Commissioners.

The support tool is designed to provide information about how the Mirus Australia's solution suite may have already assisted and we introduce the custom reports option, which we can make available to you.

If you have any questions or feedback, please don't hesitate to contact us at [info@mirusaustralia.com](mailto:info@mirusaustralia.com)

Best Regards



**James Price | Rob Covino**

Directors and Co-Founders of Mirus Australia



## MIRUS WORKS! CLIENTS

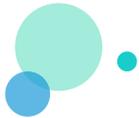


# Considerations for clients with Mirus Works!

<p><b>Question 3</b></p> <p>Since 1 July 2013, what (if anything) has your service or outlet done:</p> <p>(a) to ensure that the services it provides are of high quality and safe?</p>	<p>Consider:</p> <ul style="list-style-type: none"><li>• How you have used the Mirus Works! Skills module to ensure staff have the appropriate skills and knowledge to perform their roles effectively</li><li>• There are appropriately skilled and qualified staff sufficient to ensure that services are delivered in accordance with the aged care standards</li></ul>
<p><b>Question 3</b></p> <p>Since 1 July 2013, what (if anything) has your service or outlet done:</p> <p>(d) to deliver aged care services in a sustainable way, including through innovative models of care, increased use of technology, and investment in the aged care workforce and capital infrastructure?</p>	<p>Consider:</p> <p>Have you used Mirus Works! to utilise the Workforce Management software to align acuity (care requirements), occupancy and funding to assist with :</p> <ul style="list-style-type: none"><li>• Accountability and responsibility for staffing levels taking a person-centred approach</li><li>• Evidence-based decision making</li><li>• Supporting and fostering a professional environment that supports resident care needs</li><li>• Openness and transparency</li><li>• Planning future workforce requirements</li><li>• Flexibility in rostering to the required care needs (demand based rostering)</li></ul>

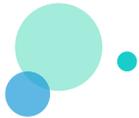


# MIRUS ADMISSIONS COMPANION CLIENTS



# Considerations for clients with Mirus Admissions Companion

<p><b>Question 3</b></p> <p>Since 1 July 2013, what (if anything) has your service or outlet done:</p> <p>(b) to ensure that those services are person-centred, including through allowing people to exercise greater choice, control and independence in relation to their care?</p>	<p>Consider</p> <ul style="list-style-type: none"><li>• Conversations prior to admission with the resident and their family ensuring the care you deliver is person centred and you understand the resident's desire for choice, control and independence in relation to their care</li><li>• Documentation of this prior to admission including collecting relevant legal documentation in regards to end of life care</li><li>• Process that you have followed to capture this information and how it is captured in Mirus Admissions Companion</li></ul>
<p><b>Question 3</b></p> <p>Since 1 July 2013, what (if anything) has your service or outlet done:</p> <p>(c) to improve engagement with families and carers on care-related matters?</p>	<p>Consider</p> <ul style="list-style-type: none"><li>• Conversations prior to admission with the resident and their family to encourage positive engagement and expectation setting</li><li>• Process that you have followed to capture this information and how it is captured in Mirus Admissions Companion</li></ul>
<p><b>Question 3</b></p> <p>Since 1 July 2013, what (if anything) has your service or outlet done:</p> <p>(d) to deliver aged care services in a sustainable way, including through innovative models of care, increased use of technology, and investment in the aged care workforce and capital infrastructure?</p>	<p>Consider</p> <ul style="list-style-type: none"><li>• Conversations prior to admission with the resident and their family to assess their care needs and confirmation that you will be able to meet these needs in a sustainable way</li><li>• Reporting on RADs held to assist with capital infrastructure investment</li><li>• Process that you have followed to capture this information and how it is captured in Mirus Admissions Companion</li></ul>



# Considerations for clients with Mirus Admissions Companion

<p><b>Question 3</b></p> <p>Since 1 July 2013, what (if anything) has your service or outlet done:</p> <p>(e) to take account of the wide diversity of older Australians and the barriers they face in accessing and receiving high quality aged care services?</p>	<p>Consider</p> <ul style="list-style-type: none"><li>• How many supported residents you have with a financial barrier to accessing care</li><li>• Do you offer flexibility of RAD/DAP arrangements</li><li>• Have you discounted RAD/DAP fees to assist with a resident with a financial barrier to accessing care</li><li>• What information do you provide to educate new enquiries on the options available to them</li><li>• Process that you have followed to capture this information and how it is captured in Mirus Admissions Companion</li></ul>
<p><b>Question 4</b></p> <p>(a) As at 30 June 2018, did your service or outlet provide services to people younger than 65?</p>	<p>Consider</p> <p>Your current admissions strategy and target consumer</p> <ul style="list-style-type: none"><li>• Contact Mirus Australia for development of custom reporting to assist with this question</li></ul>
<p><b>Question 4</b></p> <p>(b) If so:</p> <ul style="list-style-type: none"><li>○ (iv) For each of those age groups, what are the reasons why young people were being provided with services by your service provider or outlet, as opposed to a provider that does not provide aged care services?</li></ul>	<p>Consider</p> <ul style="list-style-type: none"><li>• Your current admissions strategy and target consumer</li><li>• Lead source for each resident as documented in Mirus Admissions Companion</li><li>• Process that you have followed to capture this information and how it is captured in Mirus Admissions Companion</li></ul>



# MIRUS REVENUE MANAGEMENT CLIENTS

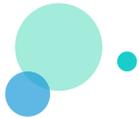
# Considerations for Clients with Mirus Metrics

<p><b>Question 3</b></p> <p>Since 1 July 2013, what (if anything) has your service or outlet done:</p> <p>(a) to ensure that the services it provides are of high quality and safe?</p>	<p>Consider:</p> <p>How do you ensure you understand the shifting care needs of residents and how to staff appropriately. E.g. "I'm claiming 20 ACFI claims with CHC 12.4b, do I have enough physio hours to support this?"</p> <p>Suggested reports:</p> <ul style="list-style-type: none"> <li>• ACFI Breakdown and CHC Procedures</li> <li>• Resident List with ACFI Classification</li> <li>• ADS by Wing, Occupancy by Wing</li> </ul>
<p><b>Question 3</b></p> <p>Since 1 July 2013, what (if anything) has your service or outlet done:</p> <p>(d) to deliver aged care services in a sustainable way, including through innovative models of care, increased use of technology, and investment in the aged care workforce and capital infrastructure?</p>	<p>Consider:</p> <p>Investment in Mirus Metrics business intelligence tool to assist in sustainable funding revenue management and financial reporting which provides visibility of our data allowing us to make informed decisions on our capital infrastructure</p>
<p><b>Question 4</b></p> <p>(a) As at 30 June 2018, did your service or outlet provide services to people younger than 65?</p>	<p>Please contact Mirus Australia for development of custom reporting to assist with this question</p>
<p><b>Question 4</b></p> <p>(b) If so:</p> <ul style="list-style-type: none"> <li>○ (ii) How many people in each of the following age groups did your service provide services: under 20, 21–30, 31–40, 41–50, 51–60, and 61–65?</li> <li>○ (iii) What was the nature of the underlying conditions, illnesses or disability involved for each person?</li> </ul>	<p>Please contact Mirus Australia for development of custom reporting to assist with this question</p>



## CASE MANAGEMENT (Clinical Assessment Support & Education)

# CLIENTS & POTENTIAL CLIENTS



# Considerations for regarding CASE

<p><b>Question 3</b></p> <p>Since 1 July 2013, what (if anything) has your service or outlet done:</p> <p>(a) to ensure that the services it provides are of high quality and safe?</p>	<p>Consider:</p> <ul style="list-style-type: none"><li>• How your organisation utilises the remote clinical Auditing team to review the clinical/non-clinical information which staff are entering into the (CMS) Care Management System.</li><li>• How the utilisation of CASE reduces the low-value administrative activities from senior staff allowing for more time spent on critical delivery services.</li></ul>
<p><b>Question 3</b></p> <p>Since 1 July 2013, what (if anything) has your service or outlet done:</p> <p>(c) to improve engagement with families and carers on care-related matters?</p> <p>(d) to deliver aged care services in a sustainable way, including through innovative models of care, increased use of technology, and investment in the aged care workforce and capital infrastructure?</p>	<p>Consider:</p> <p>How your facility utilises a Co-Source Quality and Documentation model that ensures high quality transfer of incoming resident information into your CMS whilst freeing up valuable time for your staff to spend with families and residents.</p> <p>Explain how the innovative delivery model with CASE allows for:</p> <ul style="list-style-type: none"><li>• Improving the quality and depth of person centred clinical documentation within the Assessments, Care Plans and records with in your CMS</li><li>• Allows for sustainable staff workload management during times of admission peaks where clinical documentation loads start to overwhelm the site leading to poor quality documentation and increases in clinical risks</li><li>• Ensures ACFI claims are fully supported by consistent and relevant clinical documentation</li><li>• Enables the senior clinical and leadership staff to provide more one-to-one time with residents, families and other staff members</li><li>• Improves the efficiency &amp; utilisation of key clinical assets and investments made by your organisation.</li></ul>



## Data Compliance

At Mirus Australia, data runs through our DNA. We unlock the power of data in real-time for revenue, marketing + admissions and workforce management reporting, insights and actions.

### But not all data should be unlocked.

We take data privacy, compliance and sovereignty **very seriously**. Our valued clients collect a large volume of data as well. Much of this personal information could identify individuals.

This data is a valuable asset in providing future direction and day-to-day operational decisions. Protecting data is a clear responsibility of ours and each organisation we work with. We **work directly with EY**, to align our IT infrastructure, policies and business process to ensure the protection of client data and continuously improve business processes, for us and our valued clients.

Led by the expert Mirus IT team, we manage additional security projects and policy updates ongoing **to ensure compliance and most importantly data protection**.

Understanding our obligations and continually developing solutions for the future, ensure one of our biggest assets are protected from breach or attack.

Please ask the question "**are you protecting my data?**" at your organisation or ask the people you work with.

#### It's that serious.

For further information about the projects or policies at Mirus Australia pertaining to data privacy, compliance and sovereignty, please contact the **Mirus Client Centre**.



## How can we continue to help you?



**Mirus Client Centre**

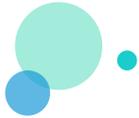
[Login.mirusaustralia.com](https://login.mirusaustralia.com)



**For more information about how the Mirus Australia Solution Suite is #makingagedcarebetter**

[info@mirusaustralia.com](mailto:info@mirusaustralia.com)





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