

When the customer is front + centre

Mapping people + technology to the aged care quality standards

July 2019 | Mirus Australia

Introduction to this resource

Included:

- (1) The new Aged Care Quality Standards are contained in the Quality of Care Amendment (Single Quality Framework) Principles 2018. Providers will continue to be assessed against the current standards until 30 June 2019, with assessment and monitoring against the new Aged Care Quality Standards starting from 1 July 2019.
- (2) For each new standard, Mirus Australia has provided a curated list of ideas, suggestions and recommendations to think about pertaining to each standard.
- (3) For each new standard, please find the response from Mirus Australia with a summary of the products and services we offer to support each standard.

Preamble:

“With modern technology, we know how far an Uber is from our house by looking at the location on our smart phone. So, if we know how far away a ride-sharing service is, shouldn’t we know who is working in our facility looking after our older Australians in real-time?”

Creating the future of aged care requires a new way of thinking.”

James Price for Australian Ageing Agenda 2019

About Mirus Australia

Founded 1 October 2010 by
James Price and Robert Covino

Provides services to 110 aged care providers
representing 750 facilities and 63,329 beds

Manages over \$4 billion dollars in
revenue funding on behalf of clients

Employs 46 staff from 11 countries

Standard 1

Consumer dignity and choice

1. Consumer Outcome

I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

2. Organisational statement

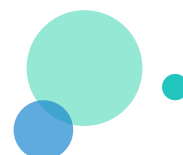
The organisation:

- (a) has a culture of inclusion and respect for consumers; and
- (b) supports consumers to exercise choice and independence; and
- (c) respects consumers' privacy.

3. Requirements

The organisation demonstrates the following:

- (a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued;
- (b) Care and services are culturally safe;
- (c) Each consumer is supported to exercise choice and independence, including to:
 - (i) make decisions about their own care and the way care and services are delivered; and
 - (ii) make decisions about when family, friends, carers or others should be involved in their care; and
 - (iii) communicate their decisions; and
 - (iv) make connections with others and maintain relationships of choice, including intimate relationships.
- (d) Each consumer is supported to take risks to enable them to live the best life they can;
- (e) Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice;
- (f) Each consumer's privacy is respected and personal information kept confidential.





To think about Consumer dignity and choice

- ❑ Get to know who a potential consumer considers to be part of their community
- ❑ Before commencing services with your organisation place importance on asking questions to learn how you can make transition to entering care easier
- ❑ From the first contact ask questions to identify the most appropriate form of communication with the consumer including their preferred language, cognitive, literacy and sensory capability plus who else they would like to be involved in their care
- ❑ Consider developing a role with a focus on consumer satisfaction and customer service
- ❑ Think about developing a consumer advisory group to provide consumer advocacy and feedback. This could include consumer representatives as appropriate
- ❑ Include topics like respect, privacy, consumer choice, dignity and maintaining independence on the consumer advisory group agenda
- ❑ Remove all of the jargon from your questions and support resources
- ❑ Ask staff to make a list of the choices they make to live the life they choose and then compare if they could make the same choices whilst in your care
- ❑ Don't make any assumptions about people, cultures or diversity
- ❑ Place the same value on the time spent having a conversation with a person as you do a task
- ❑ Use role plays as part of your training and use scenarios where a consumer was given choice and independence then one where they are not. And ask staff for feedback on how they felt during these exercises
- ❑ Ensure your potential residents and relatives, including those on your waitlist, can clearly see via your website the importance your organisation places on their right to make informed choices and maintain independence
- ❑ Help your staff understand what the term risk means and how you can support resident's to manage risk while respecting their choice
- ❑ Develop a multi-lingual help line
- ❑ Encourage all levels of staff to spend some time viewing the organisation through resident's eyes and ears
- ❑ Highlight the diversity in your teams
- ❑ Does your staff understand your privacy and confidentiality policy including who information can and cannot be divulged to in a time of crisis?
- ❑ Ensure your staff are aware of the communication method that meet the needs of your consumers and where they go to find this information.
- ❑ Ask potential residents to describe what the terms respect, dignity and choice mean to them and include this in a new resident information for all staff to read prior to commencing services
- ❑ Promote to potential consumers and their representatives the professional development provided to your staff in the areas of consumer choice, independence, dignity and respect

People + Technology

Consumer dignity and choice

MIRUS WORKS!

The staff kiosk in Mirus Works! can be used to communicate to staff advising of a new consumer or changes to an existing resident's care plan asking them to read the care plan

The Skills module in Mirus Works! tracks, reports and notifies compliance with industry and education requirements on areas such as:

- ✓ Dignity
- ✓ Resident culture and beliefs
- ✓ Culturally safe care
- ✓ Diversity and inclusivity
- ✓ Sexuality
- ✓ Privacy and confidentiality
- ✓ Supporting consumers to live the best life they can

The Skills module can track expiry of police checks/mandatory education requirements with the option to include roster rules preventing staff who are non compliant from being rostered.

MIRUS MARKETING

Marketing, communication and brand optimisation including:

- Highlight your organisation's approach to inclusivity, culture & diversity across your acquisition channels
- Include your policies, mission and vision statements across your digital and social channels
- Encourage consumer and relative feedback/complaints available in all languages across your social channels
- Consumer Focus Groups can be facilitated by Mirus Marketing in the development of resources to support your customer acquisition and customer experience strategies

MIRUS ADMISSIONS COMPANION

Mirus Admissions Companion or MAC is a Customer Relationship Management or CRM platform powered by Salesforce

MAC provides a platform to gather information about a consumer prior to their admission and update on an ongoing basis after admission including their requested level of choice and independence as well as their cultural, social, language, spiritual, psychological and medical needs

Consumer Rights and Responsibilities documents signed by the consumer or relative prior to admission can be uploaded to Mirus Admissions Companion

MIRUS DATA COMPLIANCE: At Mirus Australia, **data runs through our DNA.**

We unlock the power of data in real-time for revenue, marketing and admissions and workforce management reporting, insights and actions via our technology Mirus Works!, Mirus Metrics and Mirus Admissions Companion.

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 (Ernst & Young) Professional Services Firm 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.

Are you protecting your data?

Standard 2

Ongoing assessment and planning with customers

1. Consumer Outcome

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

2. Organisational statement

The organisation:

The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer's needs, goals and preference

3. Requirements

The organisation demonstrates the following:

2.1 Assessment and planning, including consideration of risks to the consumer's health and well-being, informs the delivery of safe and effective care and services.

2.2 Assessment and planning identifies and addresses the consumer's current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.

2.3 Assessment and planning: a. is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer's care and services; and b. includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.

2.4 The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.

2.5 Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.





To think about

Ongoing assessment and planning with customers

- ❑ Encourage staff to understand time spent listening to a consumer is valuable and how this can impact consumer confidence in the care you are delivering
- ❑ Develop a focus group of staff and external service providers that can workshop options to support the consumer to manage risk and find appropriate solutions for complex situations
- ❑ Align your roster with changes to consumer clinical or cultural care needs
- ❑ Think about developing a consumer advisory group to provide consumer advocacy and feedback. This could include consumer representatives as appropriate
- ❑ Include topics like communicating and planning care needs on the consumer advisory group agenda
- ❑ Ask representatives from spiritual and culturally diverse organisations to present to staff the end of life care practices your residents may request
- ❑ Gather feedback from consumers and their representatives on whether their needs are being met at regular intervals from the time they commence service
- ❑ Embrace and promote when a consumer from a diverse culture comes into your care
- ❑ Understand what each consumer feels is a supported conversation and how they would to communicate their potentially changing wishes to the organisation
- ❑ Role play in training sessions the processes that should be followed when the resident's preferences are not known including previously documented preferences and advance directives
- ❑ Think about different ways you can bring those involved in a consumer's care together when they are not able to be in the same room including videoconferencing
- ❑ Produce pictorial demonstration of how the services your deliver to the consumer works with those of other service providers
- ❑ Consider how a consumer could access their care and service plan at any time including locating this in their room with thought on how this impacts their privacy and confidentiality
- ❑ Develop language for the organisation to communicate with consumers when something goes wrong or you are not able to meet their expectations that does not lessen the consumer's confidence in the organisation
- ❑ Identify staff from culturally diverse backgrounds with the ability to communicate in multiple languages
- ❑ Consider the format of your consumer facing care plans and the use of images of the resident in these to describe the care they wish to receive
- ❑ Refrain from using acronyms and jargon in the communications to clients
- ❑ Use the persona of an agency staff member to consider whether there is appropriate level of detail documented in the care plan
- ❑ Consider how the use of technology and potential interruption of these services, for example in a blackout, could impact the information available about the consumer and safe delivery of their care
- ❑ What resources are you using to be updated on changes to best practice and how does this information flow continue when there is a change of staff/management
- ❑ Do you advise staff, contractors (e.g.: allied health) and volunteers how they should communicate any changes to consumer's condition and wellness?

People + Technology

Ongoing assessment and planning with customers

MIRUS WORKS!

The staff kiosk in Mirus Works! can be used to communicate to staff advising of critical information alert and directing them to the relevant documentation

The Mirus Skills module in Mirus Works! tracks, reports and notifies compliance with industry and education requirements on areas such as

- ✓ Partnering with consumers to assess, plan and review care and services
- ✓ Risk Assessment and working with consumers to minimise risk
- ✓ Advance care planning and end of life care
- ✓ Decision making process when consumer wishes/preferences are not known
- ✓ Pre admission planning of care and services
- ✓ Involving family and other carers in assessment and care planning

Mirus Works! has the ability to flex rosters according to acuity which assists the organisation to match their roster to their consumer's needs

MIRUS MARKETING

Mirus Marketing can assist develop your website:

- ❑ To ensure information and resources available on your website are in appropriate formats and language to help potential clients consider the range of services and choices available to them to meet their care needs

MIRUS ADMISSIONS COMPANION

Any assessments including those conducted by government assessment services (ACAT) can be uploaded and stored in Mirus Admissions Companion.

Mirus Admissions Companion provides a platform to record identified consumer needs, goals and preferences prior to admission and update regularly once they become a resident. You can record who was involved in these discussions (the consumer or their representative) and the outcome.

Training provided during implementation of Mirus Admissions Companion includes the importance of respecting, listening to and involving the consumer in the planning of care and services.

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Are you protecting your data?

Standard 3

Personal care and clinical care

1. Consumer Outcome

I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

2. Organisational statement

The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being.

3. Requirements

The organisation demonstrates the following:

- (a) Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:
 - (i) Is best practice; and
 - (ii) tailored to their needs; and
 - (iii) optimises their health and well-being.
- (b) Effective management of high-impact or high-prevalence risks associated with the care of each consumer;
- (c) The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved;
- (d) Deterioration or change of a consumer's mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner;
- (e) Information about the consumer's condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared;
- (f) Timely and appropriate referrals to individuals, other organisations and providers of other care and services;
- (g) Minimisation of infection-related risks through implementing:
 - (i) standard and transmission-based precautions to prevent and control infection; and
 - (ii) practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics





To think about

Personal care and clinical care

- ❑ Ask new staff during their orientation to provide feedback on whether there was enough information provided in the resident care plan to enable them to understand the personal and clinical care required to meet the consumer's needs
- ❑ Consider making adjustments to your roster and number of clinical and care staff in line with the changing needs of your consumer admissions and discharges
- ❑ Include an area for feedback from existing consumers and their representatives on your website
- ❑ Consider including consumer feedback and the actions taken in your regular consumer group meetings
- ❑ Think about developing a consumer advisory group to provide consumer advocacy and feedback. This could include consumer representatives as appropriate
- ❑ Include topics like diversity, end of life care, sharing care with families/external providers and referrals to speciality providers on the consumer advisory group agenda
- ❑ Introduce your consumers and their representatives and your staff to organisations that could assist consumers with their health and wellbeing (like allied health) by hosting guest speakers or profiling in your newsletter
- ❑ Schedule tool box sessions with clinical and care staff at shift crossover times to update your team on feedback received, changes to personal and clinical care resulting from this incorporating best practice and the needs of each consumer
- ❑ Develop digital communications to alert a staff member when there has been a change to a consumer's needs, a new consumer coming or changes to policies and procedures whilst maintaining privacy and confidentiality requirements
- ❑ Incorporate diversity into your staff's professional development plan in line with your consumer's spiritual, cultural and sexual diversity
- ❑ Include diversity as an agenda item for every staff and management meeting to ensure you are actioning and evaluating how you are providing personal and clinical care in line with best practice guidelines for consumer's from diverse backgrounds
- ❑ When care is shared with specialist providers and consumer's representatives consider how communication could be developed to maintain current information whilst maintaining data privacy requirements. This could include teleconferencing, online communication tools or individual written communication pieces.
- ❑ Regularly ask staff to provide feedback to determine the accessibility and comprehension of information on managing high impact or high prevalence risk
- ❑ Incorporate into your clinical budget opportunities for your clinical management to attend workshops or subscription to avenues that will provide updates on best practice guidelines and legislation
- ❑ Develop a network with providers in your local area to allow for sharing of information on best practice guidelines, changes to assessment tools and risk management including hosting relevant health professionals
- ❑ Use your staff training time to review consumer's needs including identifying, assessing and managing high impact or high prevalence risks to the safety, health and well-being of each consumer when delivering personal or clinical care.

People + Technology

Personal care and clinical care

MIRUS WORKS!

The Mirus Skills module in Mirus Works! tracks, reports and notifies compliance with industry and education requirements on areas such as:

- Care planning/assessment of consumers needs, goals & preferences
- Use of relevant national guidance standards & best practice procedures for delivering safe & effective personal/clinical care
- Tailored personal and clinical care including competency assessments
- Consumer risk minimisation
- BPS dementia and delirium
- Managing hydration and nutrition
- Managing risks of choking
- Managing medications safely
- Managing pain
- Preventing and managing pressure injuries
- Minimising restrictive practices
- Managing delirium
- Managing hearing loss
- End of life care
- Identifying and responding to deterioration in consumer's health
- Different types of consent
- Infection control and outbreak management
- Antimicrobial resistance and strategies to reduce risk of increasing resistance to antibiotics

Mirus Works! has the ability to flex rosters according to consumer's needs and occupancy. The staff kiosk in Mirus Works! can be used to:

- communicate to staff an update on new or revised practices for safe and effective care.
- advising of a new resident or changes to an existing resident's care plan asking them to read the care plan
- When a resident has been transferred to and from hospital (data privacy)
- Promotion of infection control and appropriate antibiotic prescribing practices
- Infectious outbreaks and procedures to follow
- Information about benefits of influenza vaccination and how to access a vaccination program

For example: Mirus Works! allows rosters to be flexed for an infectious outbreak management plan. The Mirus Skills module can track expiry of staff immunisation with the option to include roster rules preventing staff who are non compliant from being rostered.

MIRUS ADMISSIONS COMPANION

Mirus Admissions Companion provides a platform to record identified consumer needs, goals and preferences for end of life care and advance care planning

MIRUS MARKETING

Mirus Marketing can assist develop your communications strategy:

- ☐ Provide channels for consumers and relative feedback about how the personal and clinical care delivered meets their needs and optimises their health and wellbeing
- ☐ Include policies and procedures describing how the organisation manages high impact or high prevalence risks to the safety, health and wellbeing of the consumer
- ☐ Information on how to raise a concern about a decline in a consumer's health
- ☐ Promotion of infection control or dementia care and how your organisation manages

Standard 4

Services and supports for daily living

1. Consumer Outcome

I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

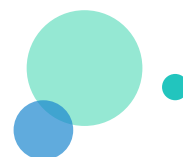
2. Organisational statement

The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

3. Requirements

The organisation demonstrates the following:

- (a) Each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life;
- (b) Services and supports for daily living promote each consumer's emotional, spiritual and psychological well-being;
- (c) Services and supports for daily living assist each consumer to:
 - (i) participate in their community within and outside the organisation's service environment; and
 - (ii) have social and personal relationships; and
 - (iii) do the things of interest to them;
- (d) Information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared;
- (e) Timely and appropriate referrals to individuals, other organisations and providers of other care and services;
- (f) Where meals are provided, they are varied and of suitable quality and quantity;
- (g) Where equipment is provided, it is safe, suitable, clean and well maintained. Meaning of services and supports for daily living Services and supports for daily living include, but are not limited to, food services, domestic assistance, home maintenance, transport and recreational and social activities





To think about

Services and supports for daily living.

- ❑ Ask questions prior to the commencement of services to identify how they would like to optimise their independence, health, well-being and quality of life; their social and personal relationships that are important for them to maintain and what interests them
- ❑ Include in your marketing communications how your organisation promotes consumers emotional, spiritual and psychological well-being; how a consumer is encouraged to participate in community both internally and external to your organisation as well as how you cater to diverse range of social and personal interests
- ❑ Think about developing a consumer advisory group to provide consumer advocacy and feedback. This could include consumer representatives as appropriate
- ❑ Include topics like meal planning, equipment safety recreation and social activities on the consumer advisory group agenda
- ❑ Include consumers and their representatives in regular case conferencing to gather feedback on services provided and identify gaps in consumer care where referral to speciality providers may be warranted
- ❑ Consider designating staff to care for a limited number of consumers in order to provide continuity of care and promote consumer confidence in delivery of care services
- ❑ Include consumer feedback in continuous improvement register, advise the consumer on changes made to improve their experience and identify whether the consumer's desired outcome has been achieved
- ❑ For consumers that are not able to communicate verbally provide them with pictorial communications to assess whether they feel safe and satisfied with their care
- ❑ Consider hosting a regular consumer feedback session where consumers can advise staff on their care and required level of independence
- ❑ Records reflect processes in place to support problem solving, including where risks arise, so that the consumers optimise their independence, health, well-being and quality of life
- ❑ Engage with the consumer and their representatives to develop a consumer life story to highlight their experiences, relationships and important events to understand the consumer as a person and provide a sense of connectedness and understanding
- ❑ Promote to potential consumers and their representatives the professional development provided to your staff in the areas of supporting consumer's emotional, spiritual and psychological well-being and avoiding social isolation?
- ❑ Consider how the organisation engages with spiritual care practitioners to meet consumer's needs, goals and preferences including community leaders, cultural or religious communities, chaplains or pastoral care practitioners. Referral to these practitioners may come from the consumer or their representative
- ❑ Use role playing as part of your staff education to provide an understanding of building and maintaining trust
- ❑ Introduce your consumers and their representatives and your staff to organisations that could assist consumers with their health, wellbeing and reablement (like allied health) by hosting guest speakers or profiling in your newsletter
- ❑ Provide opportunities for consumers, their representatives and all those involved in their care with opportunities to discuss care need when there is a change in ability or cognition with a reablement approach
- ❑ Ask consumers or their representatives what self directed activities that are meaningful to them. Think about how these activities could continue when there is a decline in the consumer's ability. This may include reading moving to audio books or gardening moving to watering plants with assistance
- ❑ Develop a regular check in process where the consumer can feel comfortable providing feedback on whether they feel lonely or socially isolated and discuss how this could be avoided in the future
- ❑ Plan to include consumers who have restricted mobility in social activities
- ❑ Consider the placement of visual stimuli so that it is accessible to consumer's with restricted mobility. This may include placing photographs on ceilings.
- ❑ Provide thorough introduction education to all staff when new equipment is purchased

People + Technology

Services and supports for daily living

MIRUS WORKS!

Mirus Works! has the ability to flex rosters according to acuity which assists the organisation to ensure enough time is allocated to allow staff to provide quality care when required.

The staff kiosk in Mirus Works! can be used to communicate to staff:

- ✓ When a resident has been transferred to and from hospital
- ✓ Changes to workforce
- ✓ Advising changes to an existing resident's care plan asking them to read the care plan

The Mirus Skills module in Mirus Works! tracks, reports and notifies compliance with industry and education requirements on areas such as

- ✓ Understanding and supporting consumers emotional, spiritual and psychological wellbeing
- ✓ Social inclusion and isolation
- ✓ Balancing consumer independence and quality of life with managing risks
- ✓ Helping consumers stay active and involved in their care
- ✓ Cultural awareness
- ✓ Referral to external agencies
- ✓ Hydration, nutrition and weight loss
- ✓ Atmosphere, interpersonal and social aspects of dining
- ✓ Cultural and religious aspects of menu planning and food preparation
- ✓ Nutrition for residents with dementia and during end of life care
- ✓ Food safety
- ✓ Safe use of equipment

MIRUS ADMISSIONS COMPANION

Mirus Admissions Companion provides a platform to record identified consumer's emotional, spiritual and psychological well-being preferences to avoid social isolation. The consumer's community leaders, cultural or religious organisations, chaplains or pastoral care practitioners can also be recorded and captured.

Mirus Marketing can assist develop your communication channels:

- ❑ To promote how the organisation actively encourages consumers to remain socially active, maintaining personal relationships and doing what interests them the most
- ❑ Provide area for consumer and others feedback on innovation, improvement, creating a welcoming environment and support to meet changing consumer needs
- ❑ Promote speciality services for example whether pets are welcomed in the facility
- ❑ Promote what strategies the organisation uses to create a relaxed, peaceful, welcoming safe and comfortable environment

Mirus Marketing can support your events to engage with local community particularly when opening a new facility

- ❑ Network with organisations and health professionals for cross collaboration opportunities

MIRUS MARKETING

Standard 5

Organisations service environment

1. Consumer Outcome

I feel I belong and I am safe and comfortable in the organisation's service environment.

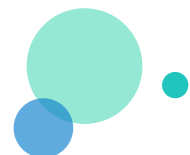
2. Organisational statement

The organisation provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.

3. Requirements

(3) The organisation demonstrates the following:

- (a) The service environment is welcoming and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function;
- (b) The service environment:
 - (i) is safe, clean, well maintained and comfortable; and
 - (ii) enables consumers to move freely, both indoors and outdoors;
- (c) Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.





To think about Organisation's service environment

- ❑ Discuss with the consumer and their representative prior to admission the type of environment they enjoy (for example quiet or near people). This should be part of the conversation on the appropriate room they will occupy balancing consumer preferences with care needs and room availability
- ❑ Think about developing a consumer advisory group to provide consumer advocacy and feedback. This could include consumer representatives as appropriate
- ❑ Include topics like the service environment and inclusiveness on the consumer advisory group agenda
- ❑ As part of the staff induction process ask them to spend time as a consumer with the focus on understanding the competing noise or clutter consumer's encounter
- ❑ Consult with industry experts on best practice methods for providing an environment that encompasses needs of consumers with hearing or sensory loss, and declining mobility and cognitive impairment. This includes lighting, colour, noise management, contrasts, signage and design
- ❑ Consider including allied health staff to assist with problem solving approach where a consumer is having difficulty getting around the service environment?
- ❑ Highlight in your marketing communications where pets are encouraged to visit or live in the service environment
- ❑ Ensure your environment has spaces for group activities, religious or cultural practices and private spaces for consumers who enjoy quieter time outside of their room
- ❑ Incorporate a consumer's preferences where appropriate into the design and layout of their room including their own furniture or fixtures with the aim of making the space feel personalised and welcoming
- ❑ Consider providing internally located outdoor environments where doors are not locked to allow consumers to wander freely through these spaces
- ❑ Promote to potential consumers and their representatives the professional development provided to your staff in the areas of consumer's environment, how the environment is adapted to the consumer's changing needs such as a decline in mental or physical ability and risk assessment.
- ❑ Locate a risk awareness form in public areas and encourage consumers and their representatives, staff, contractors and visitors to complete them if a potential risk is found including safety issues, repairs needed to equipment or furniture, poor lighting, obstacles are found
- ❑ Consider how those with hearing, vision or cognitive impairment could be alerted when an emergency alarm is triggered. This may include light or vibration alarms and exceptional procedures for those at risk
- ❑ Create landmarks within the service environment that enable consumers to recognise and feel a sense of belonging to their private space including those with cognitive impairment. For example picture frames on bedroom doors of a special and memorable moment in a resident's life like a wedding photo or military graduation
- ❑ Ask the allied health team to regularly assess whether furniture and equipment is comfortable, appropriate and meeting the consumer needs including consumer feedback.

People + Technology

Organisation's service environment

MIRUS WORKS!

The staff kiosk in Mirus Works! can be used to communicate to staff:

- ✓ Information about safe use of new equipment
- ✓ The Mirus Skills module in Mirus Works! tracks, reports and notifies compliance with industry and education requirements on areas such as:
 - ✓ Balancing consumer independence and quality of life with managing risks
 - ✓ Safe use of equipment
 - ✓ Sensory loss (hearing, vision, cognitive impairment)
 - ✓ Understanding and responding to changing needs in the consumer's environment

MIRUS ADMISSIONS COMPANION

Mirus Admissions Companion provides a platform to gather information about

- ✓ Consumer's environmental preferences to support relaxed, peaceful, welcoming safe and comfortable experience
- ✓ Consumer's hearing, vision, mobility or cognitive impairments
- ✓ Consumer's likes and dislikes of pets and animals that may visit the facility including allergies
- ✓ Any furniture or special items the consumer would like to include to provide a personalised feel to their new environment

MIRUS MARKETING

Mirus Marketing can support your communication channels:

- Provide an area for consumer and others feedback on innovation, improvement, creating a welcoming environment and support to meet changing consumer needs
- Promotion of specialised services for example whether pets are welcomed in the facility or any visiting therapy animals
- Strategies organisation uses to create a welcoming, personalised, safe and comfortable environment
- Where there are safe places for consumers to share or socialise in

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Are you protecting your data?



Standard 6

Feedback and complaints

Consumer Outcome

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

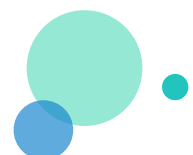
2. Organisational statement

The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

3. Requirements

The organisation demonstrates the following:

- (a) Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints;
- (b) Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints;
- (c) Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong;
- (d) Feedback and complaints are reviewed and used to improve the quality of care and services..





To think about Feedback and complaints

- ❑ Consider developing a role with a focus on consumer satisfaction and customer service that could be a person the consumer can provide feedback or complaints to and would then provide information on the outcomes to the consumer
- ❑ Provide an area on your website for feedback and complaints and ensure this is monitored and responded to within a suitable time frame
- ❑ Encourage an open door policy with management at the service environment or home care managers for consumers to provide both positive and negative feedback
- ❑ Consider creating a platform to highlight staff who receive positive feedback, for example a staff member of the month
- ❑ Recognise staff and volunteers that are regularly receiving positive feedback or make extraordinary efforts including nominating them for industry awards
- ❑ Think about developing a consumer advisory group to provide consumer advocacy and feedback. This could include consumer representatives as appropriate
- ❑ Include topics like feedback received, action taken and evaluation of outcomes on the consumer advisory group agenda
- ❑ Develop multiple methods for consumers to provide written or verbal feedback and include this in the consumer orientation prior to commencing services
- ❑ Promote to potential consumers and their representatives the professional development provided to your staff on how to encourage and support consumers to provide feedback, make a complaint and the complaint resolution process
- ❑ Provide information on how to access to consumer advocacy and complaint agencies in multi lingual and easily understood format.
- ❑ Ask consumers or their representatives at the time of commencing services if they understand their right to make a complaint or provide feedback
- ❑ Ensure your frontline staff, including those who answer phones or work at reception, are aware of translation, hearing and vision impairment services
- ❑ Benchmark internally and externally the number and nature of resident complaints and the effectiveness of the complaints management process
- ❑ Provide options for those wishing to make an anonymous complaint including protecting the identity of those making the complaint in person and in writing
- ❑ Include consumer feedback and complaints as an agenda item in every meeting including the resolution process, consumer satisfaction and recurrence of complaints
- ❑ Assess whether the diversity of feedback and complaints reflect the diversity of your consumers or if there are barriers for consumers of certain diverse needs in providing feedback or making complaints.
- ❑ Develop a communication strategy to advise staff, consumers and their representatives when things go wrong and the action the organisation is taking to rectify the situation
- ❑ Include consumers and their representatives in a critical incident review to assist with generating positive outcomes with consumers.

People + Technology

Feedback and complaints

MIRUS WORKS!

The staff kiosk in Mirus Works! can be used to communicate to staff:

- ✓ When advocacy and support services are involved
- ✓ Continuous improvement updates to policies and procedures following feedback or complaints

The Skills module in Mirus Works! tracks, reports and notifies compliance with industry and education requirements on areas such as:

- ✓ Feedback and complaints procedure
- ✓ Dispute resolution
- ✓ Customer service
- ✓ Recognising the need for advocacy and support services including language services

MIRUS MARKETING

Mirus Marketing can assist with website development:

- ❑ Provide channels for consumer and relative feedback/complaints and ensure available in all languages
- ❑ Promotion of advocacy services
- ❑ Ensure all staff are familiar with the compliance requirements and are invested in a culture of receiving feedback
- ❑ Recognise and cross promote staff and volunteers that are regularly receiving positive feedback or going above and beyond including nominating them for industry awards

MIRUS ADMISSIONS COMPANION

Consumer feedback and complaints can be captured in Admissions Companion and follow-up actions can be recorded and tracked. The feedback can assist staff to enhance customer experience in the future

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Are you protecting your data?

Standard 7

Human resources

Consumer Outcome

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

2. Organisational statement

The organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.

3. Requirements

The organisation demonstrates the following:

- a) The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.
- b) Workforce interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity.
- c) The workforce is competent and members of the workforce have the qualifications and knowledge to effectively perform their roles.
- d) The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.
- e) Regular assessment, monitoring and review of the performance of each member of the workforce.





To think about Human resources

- ❑ Consider how you adapt your roster to the changing needs of your consumer including the increase of care and clinical hours or allied health professionals
- ❑ Align the government funding you receive with the provision of staff and skill mix appropriate to meet consumer care needs
- ❑ Think about developing a consumer advisory group to provide consumer advocacy and feedback. This could include consumer representatives as appropriate
- ❑ Include topics like feedback received, action taken and evaluation of outcomes on the consumer advisory group agenda
- ❑ Include a consumer centred care approach encouraging choice, independence and reablement in the orientation of new staff and professional development
- ❑ Encourage consumers to give feedback, verbally and in writing on the staff that are providing their care without concern for their safety or retribution
- ❑ Recognise and promote staff with diverse skills and qualities including language and backgrounds
- ❑ Assess the required skills staff will need to possess prior to the commencement of services with a consumer including clinical, language and communication skills (For example a consumer with a PEG feed requires staff with best practice clinical knowledge on managing enteral feeding)
- ❑ Promote to potential consumers and their representatives the professional development provided to your staff on how to meet the social, cultural, spiritual, psychological, clinical and care needs with a consumer centred approach
- ❑ Consider how you continually develop clinical management to fill the role of a contemporary site management including business, leadership and HR skills
- ❑ Include competency assessments in your staff's professional development to ensure the learning is retained and put into practice
- ❑ Regularly conduct training needs analysis of your staff to identify training gaps and put in place an education program to meet the needs of the consumers
- ❑ Invite staff to ask for additional education where they do not understand a topic to ensure a collaborative approach to learning
- ❑ Plan the rostering with consumer care preferences. This could include when a consumer likes to have a shower or undertake certain activities
- ❑ Include members of the governing body , executive and management in staff education on consumer centred approach to care
- ❑ Develop staffing recruitment policies and procedures that are fair, reasonable and transparent and allow for quick response to a workforce shortage with a focus on a consumer centred approach to care
- ❑ Ensure the staffing agencies you contract have an appropriate level of staff education on the consumer centred approach to care
- ❑ Incorporate into your clinical budget opportunities for your clinical management to attend workshops or subscriptions to provide updates on best practice guidelines and legislation
- ❑ Ensure your website and all public documents reflect the organisations consumer centred approach to care and the behaviours expected from staff
- ❑ Recognise staff and volunteers that are regularly receiving positive feedback or give above and beyond including nominating them for industry awards.
- ❑ Review the organisation's policies and procedures to ensure they are reflective of a inclusive and diverse environment for both consumers and staff
- ❑ Encourage staff to inform their manager when they feel they need additional support or education to successfully fulfil their role as well as 180 degree feedback during the performance review process

MIRUS WORKS!

Mirus Works! provides information on the dashboard of the facility's occupancy and Average Daily Subsidy (ACFI funding) updated daily via your data in Medicare. This allows organisations to match funding with the changing needs of consumers providing safe and quality care services.

Regular review of the staffing roster templates can be conducted internally and be supported by Mirus consultants

Mirus Works! allows rosters to be developed in line with risk minimisation (e.g.: an infectious outbreak)

Mirus Works! provides an effective communication tool offering shifts to staff to react to workforce shortages

Competency assessments for all education can be included in the Mirus Skills module of Mirus Works!

The Mirus Skills module in Mirus Works! tracks, reports and notifies compliance with industry and education requirements on areas such as:

- ✓ Dignity
- ✓ Resident culture and beliefs
- ✓ Culturally safe care
- ✓ Diversity and inclusivity
- ✓ Organisation roles, responsibilities and accountabilities
- ✓ Care and clinical skills
- ✓ Induction/orientation
- ✓ The Mirus Skills module in Mirus Works! provides a compliance rating on the dashboard which indicates the training the percentage of training that has been completed against the training that has been allocated to staff

MIRUS ADMISSIONS COMPANION

Mirus Admissions Companion supports staff in roles of customer services, admissions, onboarding, and client relationships. The platform guides a consistent, repeatable process that staff can follow.

The data contained in Mirus Admissions Companion helps staff make admissions decisions in line with their performance measures

Consumer feedback and complaints can be captured in Mirus Admissions Companion and follow-up actions can be recorded and tracked. The feedback can assist staff to enhance customer experience in the future

MIRUS MARKETING

Mirus Marketing can support internal communication channels

- To promote the staff training available
- To highlight how the organisation is inclusive and supports residents to express their culture, diversity and identity
- Ensure communication channels reflect the organisations consumer centred approach to care and the behaviours expected from staff
- Recognise staff and volunteers that are regularly receiving positive feedback or go above and beyond including nominating them for industry awards

Standard 8

Organisational governance

1. Consumer Outcome

I am confident the organisation is well run. I can partner in improving the delivery of care and services.

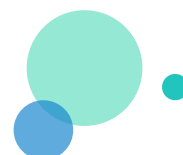
2. Organisational statement

The organisations' governing body is accountable for the delivery of safe and quality care and services.

3. Requirements

The organisation demonstrates the following:

- (a) Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement;
- (b) The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery;
- (c) Effective organisation wide governance systems relating to the following:
 - (i) information management;
 - (ii) continuous improvement;
 - (iii) financial governance;
 - (iv) workforce governance, including the assignment of clear responsibilities and accountabilities;
 - (v) regulatory compliance;
 - (vi) feedback and complaints.
- (d) Effective risk management systems and practices, including but not limited to the following:
 - (i) managing high-impact or high-prevalence risks associated with the care of consumers;
 - (ii) identifying and responding to abuse and neglect of consumers;
 - (iii) supporting consumers to live the best life they can.
- (e) Where clinical care is provided – a clinical governance framework, including but not limited to the following:
 - (i) antimicrobial stewardship;
 - (ii) minimising the use of restraint;
 - (iii) open disclosure.





To think about Organisational governance

- ❑ Consider developing a role with a focus on consumer satisfaction and customer service that a consumer can provide feedback or complaints to and receive updates or work in progress on the outcomes
- ❑ Include members of the governing body, executive and management in staff education on consumer centred approach to care, risk management, abuse and governance
- ❑ Encourage an open door policy with management at the service environment or home care managers for consumers to provide both positive and negative feedback
- ❑ Think about developing a consumer advisory group to provide consumer advocacy and feedback. This could include consumer representatives as appropriate
- ❑ Include topics like performance against the quality standards, meeting quality, safety and cultural goals, environment design and development on the consumer advisory group agenda
- ❑ Invite members of the governing body or executives to evaluate the admissions process to ensure it reflects a consumer centred approach to care encompassing diversity and inclusivity
- ❑ Include assessment against the quality standards, compliance with relevant legislation, regulatory requirements, professional standards and guidelines, consumer feedback and complaints as an agenda item for all executive and board meetings
- ❑ On engagement with the organisation encourage executive team and members of the governing body to shadow staff from a range of portfolios to understand how each role impacts on the organisations ability to deliver safe, inclusive and quality care and services.
- ❑ Provide opportunities for staff to engage with executive team and members of the governing body with the goal of mutual understanding of their roles and responsibilities
- ❑ Conduct regular training needs analysis of the governing body to identify and support knowledge gaps
- ❑ Provide opportunities for members of the governing body to hear from community organisations with a vision of diversity and inclusivity prior to the development of strategic and business plans
- ❑ Develop effective information management systems that will provide staff and consumers access to information that helps in the delivery of care and services.
- ❑ Review data privacy policies of your organisation and those you contract with covering how information is maintained, stored, shared and destroyed and how it supports privacy and confidentiality.
- ❑ Incorporate into governing body reporting the capital and revenue costs of maintaining a safe, diverse and consumer focussed organisation. This may include changes to roster costs to support consumer choice in the timing of their care delivery
- ❑ Provide members of the governing body with reports that provide benchmarked data on revenue performance against organisations of similar size and/or location
- ❑ Review the organisation's policies and procedures to ensure they are reflective of a inclusive and diverse environment for both consumers and staff
- ❑ Benchmark internally and externally the number and nature of resident complaints and the effectiveness of the complaints management process
- ❑ Develop a communication strategy to advise staff, consumers and their representatives when things are challenging and the action the organisation is taking to rectify the situation
- ❑ Include consumers and their representatives in a critical incident review to assist with generating positive outcomes with consumers.
- ❑ Develop key performance indicators to be reported on at executive and board meetings that identify the performance of the organisation in the areas of consumer outcomes, quality, safety, revenue, clinical and care requirements

MIRUS WORKS!

Information on the organisation's financial performance available to relevant staff including governing body and executive management team.

Revenue Insights reporting provides benchmarking data against aged care providers segmented by size and whether privately owned or a NFP.

The staff kiosk in Mirus Works! can be used to communicate to staff updates to the organisation's policies, procedures or strategic direction and priorities (e.g.: new acquisition, building works).

Board member education can be recorded in the Mirus Skills module of Mirus Works!

Mirus Works! has the ability to flex rosters according to consumer's needs and occupancy ensuring the right skilled and qualified staff are rostered.

The Mirus Skills module in Mirus Works! tracks, reports and notifies compliance with industry and education requirements on areas such as:

- ✓ Consumer engagement
- ✓ Quality and continuous improvement
- ✓ Accreditation
- ✓ Culturally safe care
- ✓ Diversity and inclusivity
- ✓ Dignity and respect
- ✓ Risk management
- ✓ Elder abuse and neglect
- ✓ Supporting consumers to live the best life they can
- ✓ Restraint, control and restrictive practice
- ✓ Infection control
- ✓ Clinical leadership
- ✓ Governance
- ✓ Organisation roles, responsibilities and accountabilities
- ✓ Data privacy
- ✓ Clinical audits

MIRUS ADMISSIONS COMPANION

The Charter of Aged Care Rights signed by the consumer or their representative and the provider can be uploaded into MAC

Admissions companion provides real-time insights and reporting regarding enquiries, pipeline, marketing, and capital holdings. This provides governing bodies including the executive team oversight and the ability to make timely decisions

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