



# How data & analytics are enhancing aged care

Webinar | 30 November 2023



This event qualifies for 1 CPD point. Add it to your log.





A group of four people are sitting on outdoor wooden steps in front of a building with white horizontal shutters. On the left, a man with a beard and a white button-down shirt sits on a metal stool, wearing blue jeans and brown shoes. Behind him, a woman with long brown hair and a black blazer sits on a higher step. In the center, a woman with dark hair and glasses, wearing a green top and a grey cardigan, sits on a wooden chair with her hands clasped. To her right, another woman with long brown hair, wearing a blue dress and beige heels, sits on a higher step with her legs crossed. A blue rectangular box with white text is overlaid on the left side of the image.

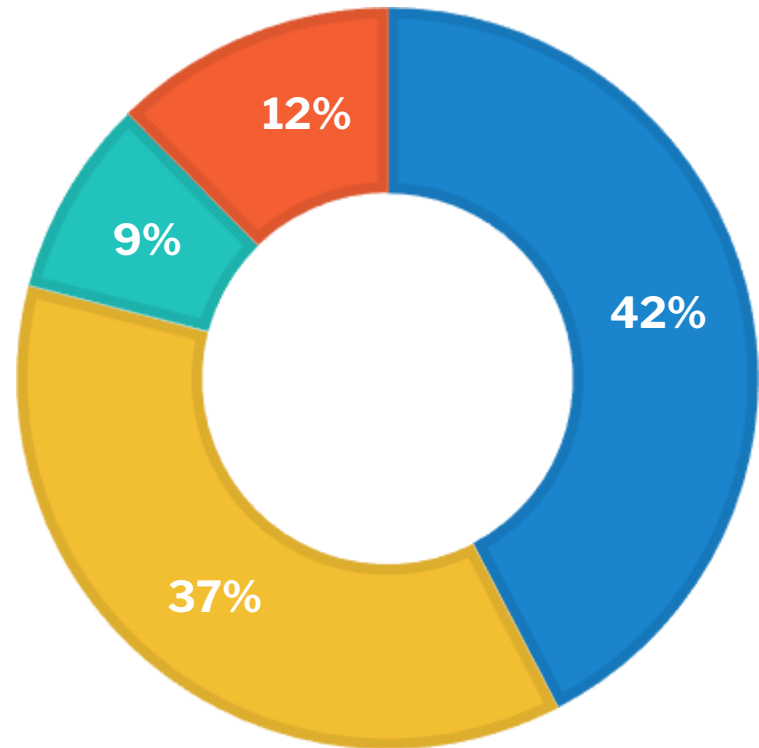
Please ask  
questions in the  
chat

# Agenda

- Welcome
- Survey findings
- What can we learn from Moneyball?
- Data insights
- Client stories
- Questions from the chat
- Close



# What is the AN-ACC strategy you have adopted?

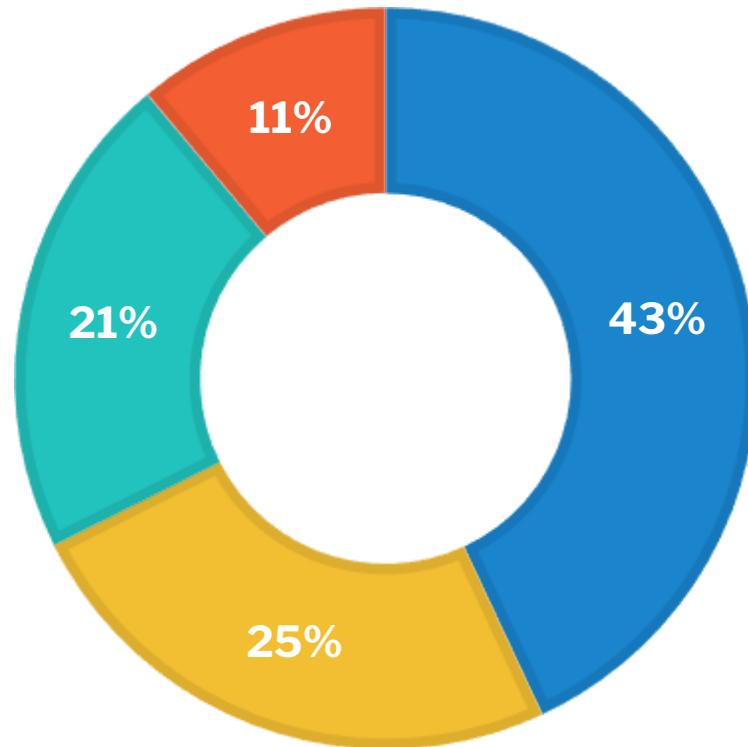


- Maximise funding and fill rosters to meet care minutes
- Balance your classifications with your rostered care minutes
- Let admissions, funding and rostering teams continue to work independently
- Don't have a AN-ACC strategy in place yet

Represents 244 responses



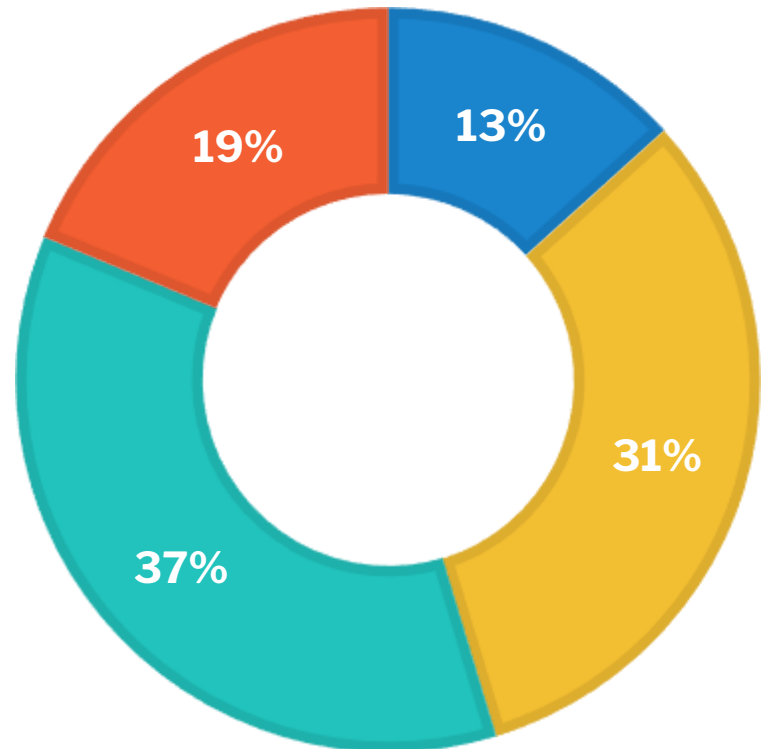
# What is your resourcing approach to the AN-ACC process?



- We have kept all of our ACFI resources who are now assigned to AN-ACC
- We have reduced the amount resource and/or deployed them to other quality/care roles
- We have centralised the function with efficiencies gained
- We have outsourced the process to an external provider

Represents 216 responses

# What is your confidence level with the approach to managing AN-ACC/ Care minute data?



- Not confident at all because we have not yet fully implemented an approach to the data.
- Somewhat confident because we have implemented a BI approach but are not sure that it is working
- We are confident our approach is working
- We are not sure

Represents 203 responses



What can we learn from **Moneyball**?

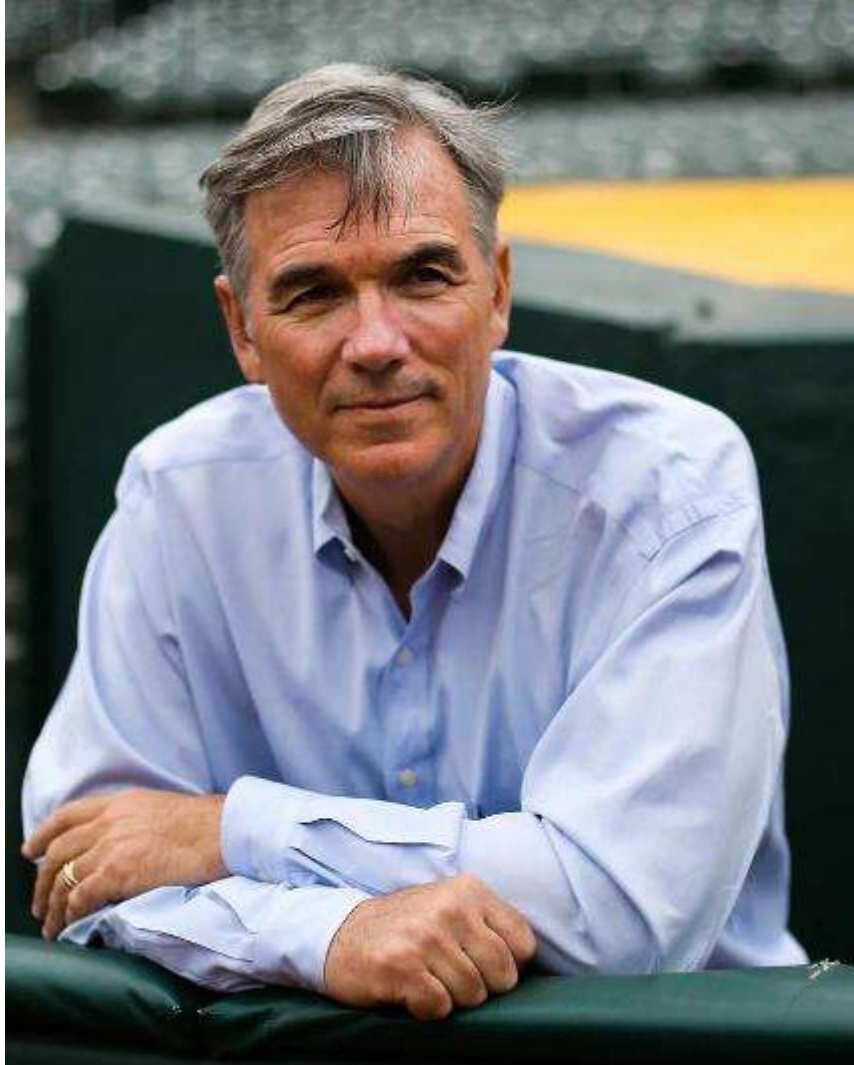


“We need to change the way  
we think about the game.”

Billy Beane  
Moneyball

- Oakland Athletics -





# The Moneyball Approach

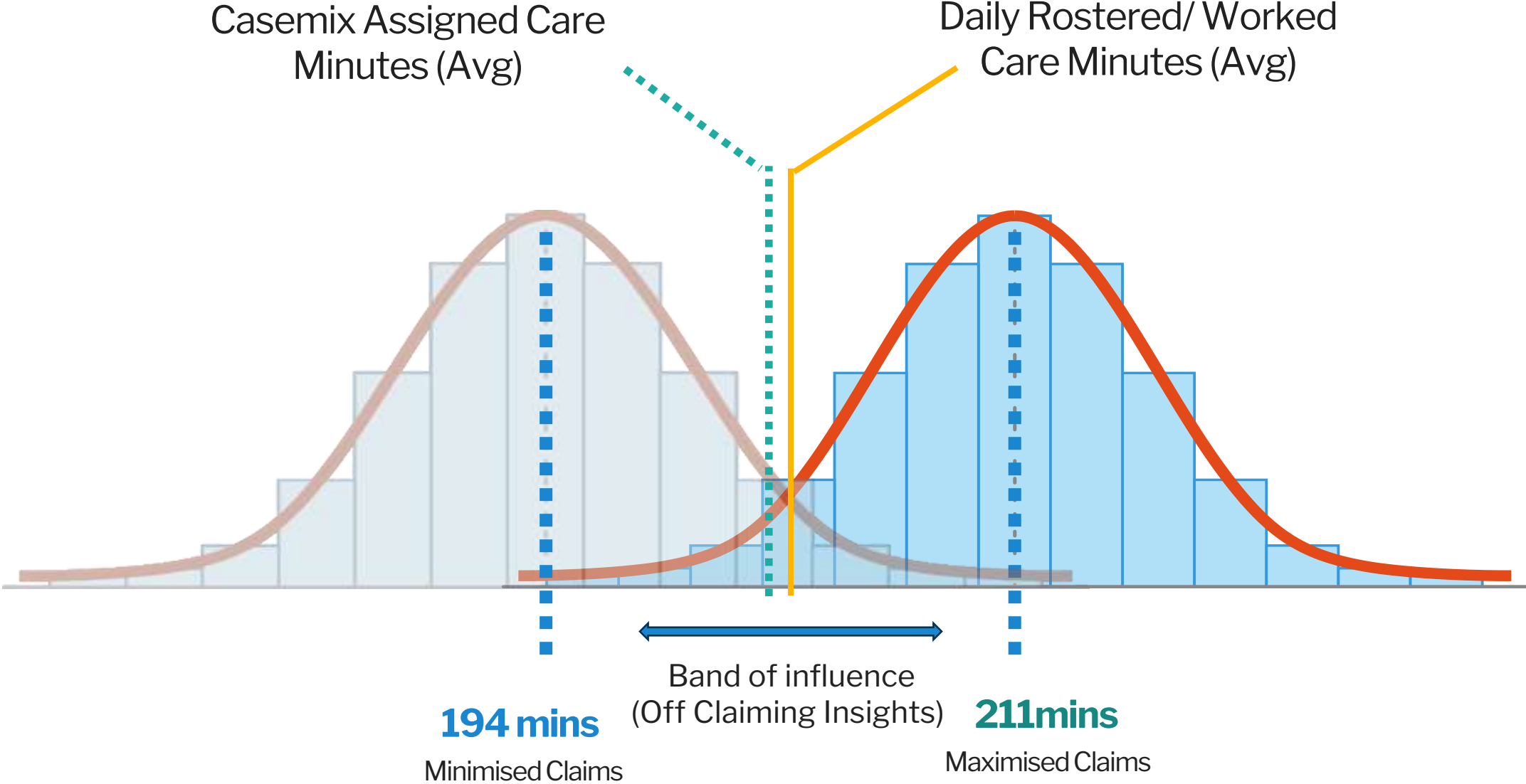
The team's analytical, evidence-based, sabermetric approach (empirical analysis of player performance) to assembling a competitive baseball team despite Oakland's small budget.

# How do we change our game?

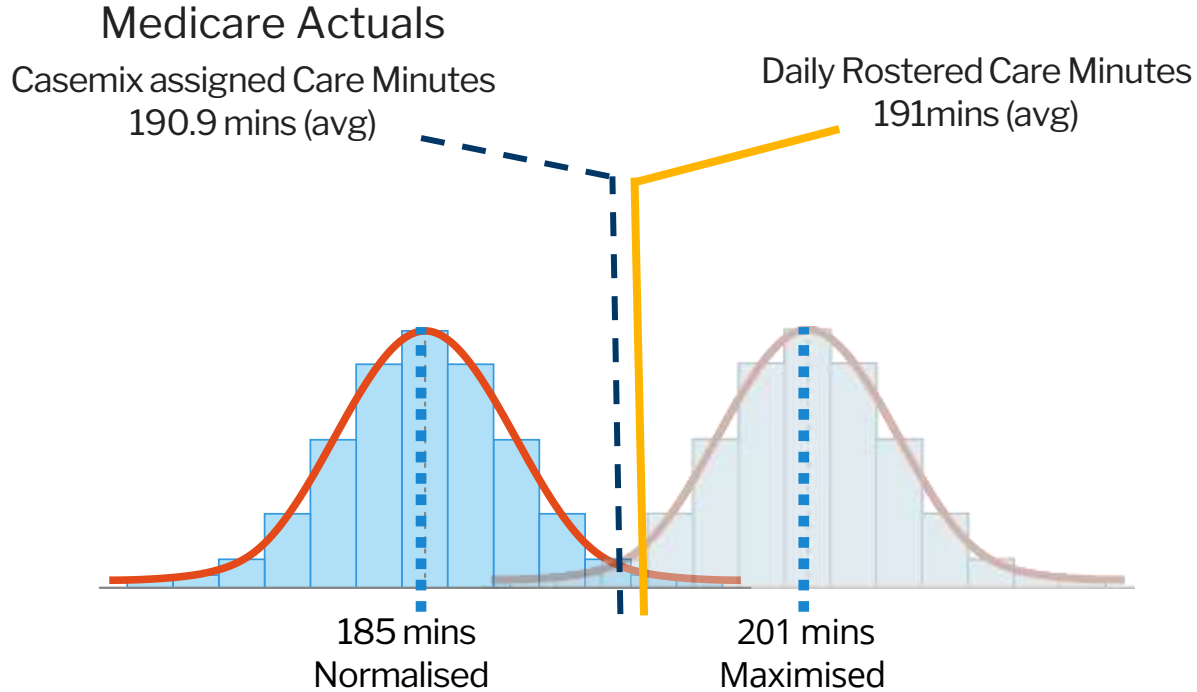
1. Establish your care time reporting policy & data reporting measurements.
2. Be in control of your data, not just report on it.
3. Align your roster to your target star rating and occupancy.
4. Balance your business with actionable insights & scenarios.



# Moneyball approach: AN-ACC management



# Moneyball approach: AN-ACC management



## Off Claim Insights

	Care Minutes	
Normalised	Nil Change Residents	Maximised
-74	6209	372
-1.2%	←—————→	
<b>5175</b>	<b>Band of Influence</b>	<b>5621</b>

Re-abled Consumers	Care Minutes (Negative)	Income (Negative/day)
4	(74)	(\$84.56)

Deteriorated Consumers	Additional Care Minutes	Income (uplifted/day)
13	372	\$400.07

Minutes	Hours (60Mins)	Daily Shifts (7.5)
446	7.4	1

# Moneyball approach: AN-ACC Management

## Scenario Options

### Current Medicare Position

Current Claims & Roster	
Care Min. Target	RN Min. Target
196.76	39.70
Care Min. Delivered	RN Min. Delivered
187.30	35.52
Total % Met	RN % Met
95.2%	88.8%
<b>Below (90- &lt;100%)</b>	<b>Below (75 - &lt;100%)</b>
2 Star	
Daily Roster Cost	\$15,818.40
Daily Subsidy	\$24,891.56
Annualised Margin	3.31 Million

Scenario 1	
Reduce Casemix to Limit Roster Need	
Care Min. Target	RN Min. Target
189.32	38.29
Care Min. Delivered	RN Min. Delivered
190.35	38.58
Total % Met	RN % Met
100.5%	100.8%
<b>Meets (100- &lt;105%)</b>	<b>Meets (100 - &lt;115%)</b>
3 Star	
Daily Roster Cost	\$16,216.46
Daily Subsidy	\$23,923.95
Annualised Margin	2.81 Million
-\$498,469	

Scenario 2	
Optimise Claims & Roster	
Care Min. Target	RN Min. Target
204.20	40.54
Care Min. Delivered	RN Min. Delivered
192.73	40.95
Total % Met	RN % Met
94.4%	101.0%
<b>Below (90- &lt;100%)</b>	<b>Meets (100 - &lt;115%)</b>
3 Star	
Daily Roster Cost	\$16,526.06
Daily Subsidy	\$25,871.26
Annualised Margin	3.41 Million
\$99,296	

Scenario 3	
Leave Claims and add PCW	
Care Min. Target	RN Min. Target
196.76	40.00
Care Min. Delivered	RN Min. Delivered
206.99	35.52
Total % Met	RN % Met
105.2%	88.8%
<b>Above (105- &lt;115%)</b>	<b>Below (75 - &lt;100%)</b>
3 Star	
Daily Roster Cost	\$17,270.06
Daily Subsidy	\$24,891.56
Annualised Margin	2.78 Million
-\$529,855	



# The Moneyball Approach



- **AN-ACC Forecasted Assignments:** % of consumers with forecasted AN-ACC classifications at a service
- **Predicted vs. Achieved Rate:** % Success rate of a service's AN-ACC prediction to assigned AMO outcome
- **Entitlement Efficiency Rate:** % of achieved margin on a services care entitlements

# Our process of unlearning

- ➔ AN-ACC is about the known and unknown data points, the empirical analysis of off claim & active claim data.
- ➔ The role of an AN-ACC coordinator is about gathering highly accurate data points for the business, not about funding.
- ➔ We need to drive collaboration and see our data amongst the typically siloed business divisions across Admissions, Workforce & Funding.

“

As a sector, we now need to change  
the way we think about our game.



# Let's change the game for your organisation

## Mirus Metrics



Scan QR code to learn more about Mirus Metrics

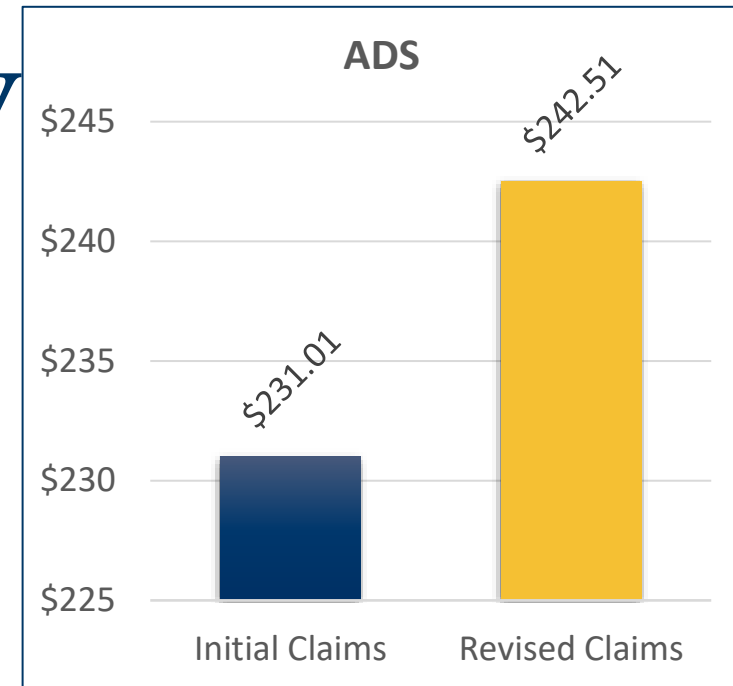
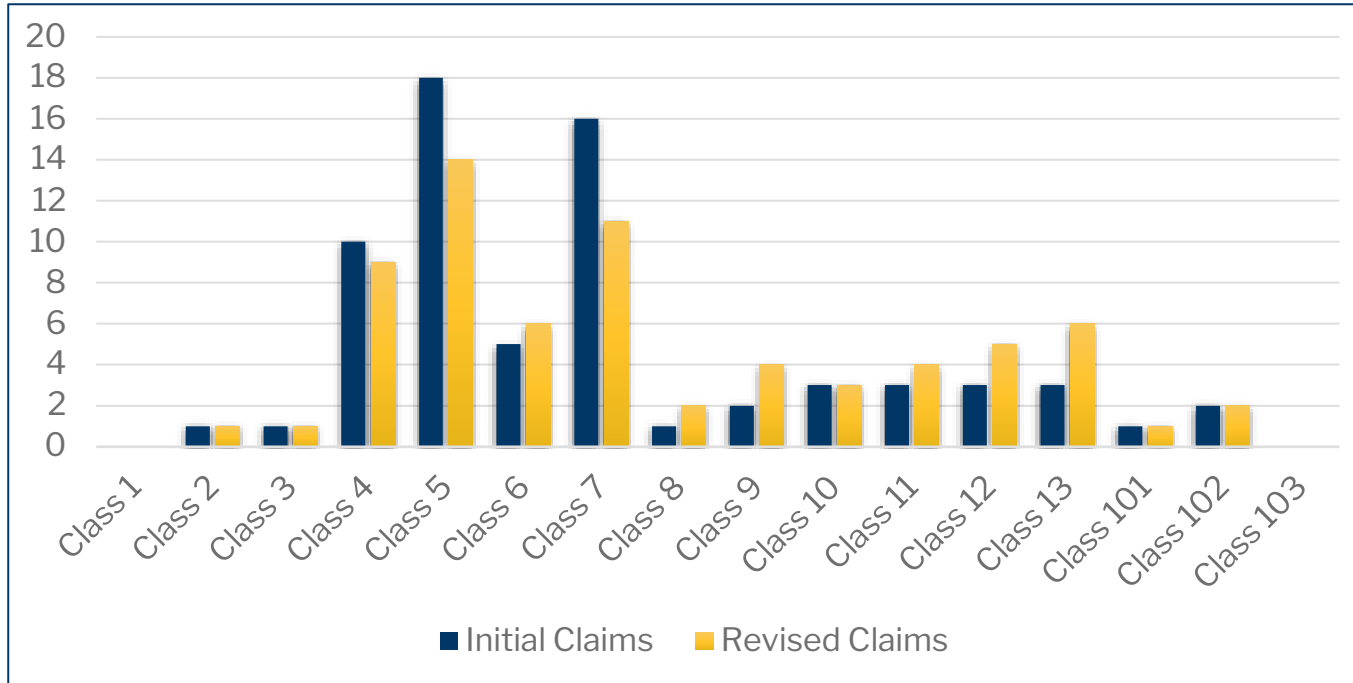


## Care Minute Manager

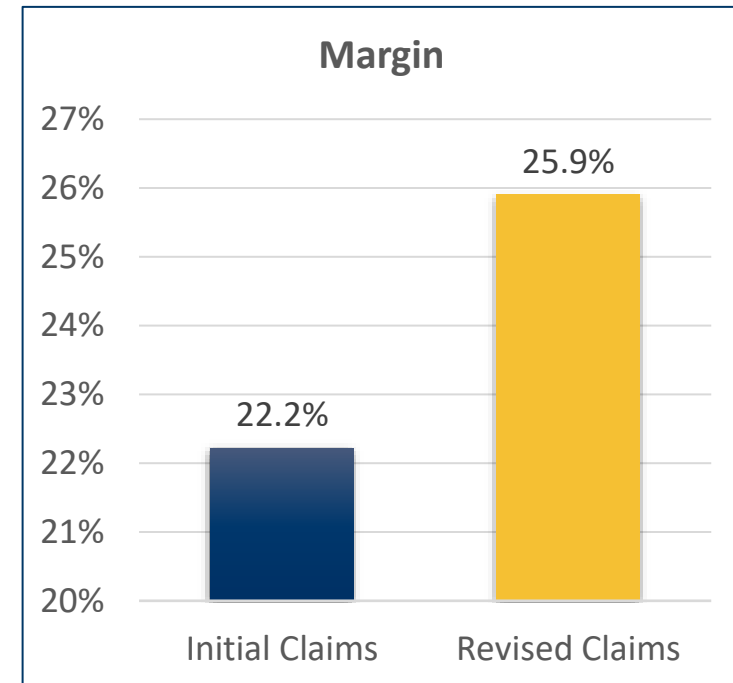


Scan QR code to learn more about Care Minute Manager

# The balance for sustainability

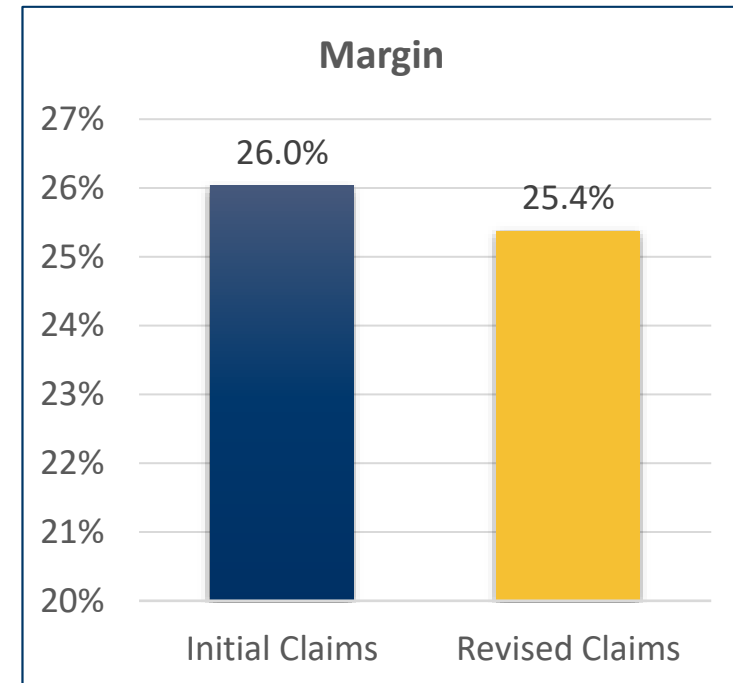
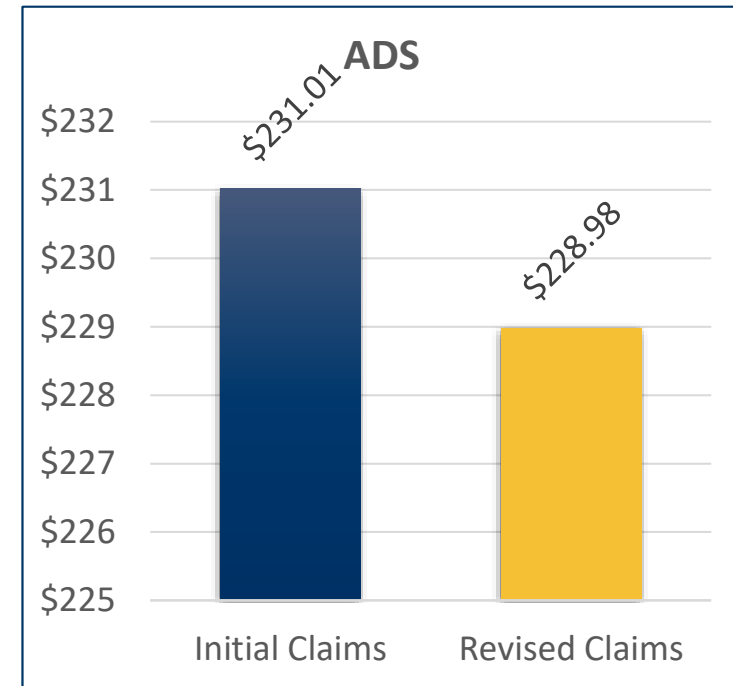
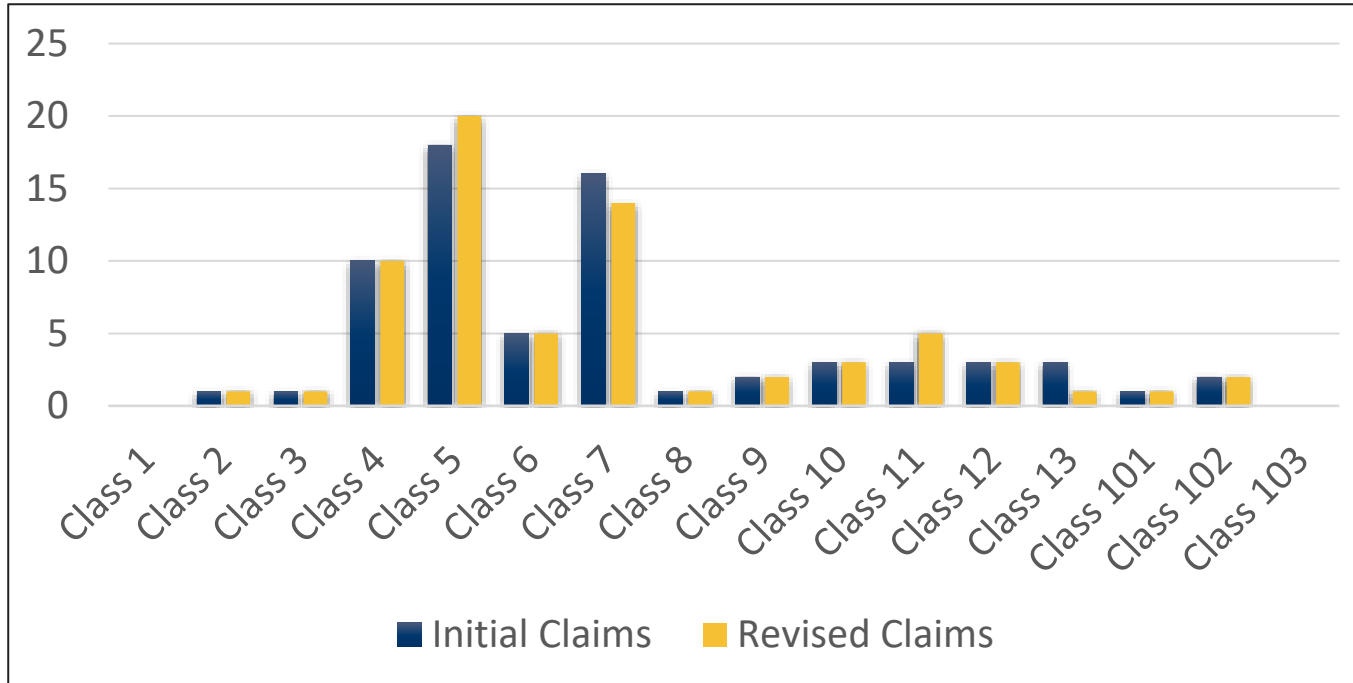


RN	Total				
	Well below (<90%)	Below (90-<100%)	Meets (100-<105%)	Above (105-<115%)	Well above (>115%)
Well below (below 75%)	★	★	★★	★★	★★★
Below (75 - <100%)	★★	★★	★★	★★★	★★★
Meets (100 - <115%)	★★	★★★	★★★★	★★★★	★★★★★
Above (115 - <125%)	★★★	★★★	★★★★★	★★★★★	★★★★★
Well above (>125%)	★★★	★★★★	★★★★★	★★★★★	★★★★★



★ Ratings of 3+ will be limited to services that meet their mandatory targets from April 2024

# The balance for compliance



RN	Total				
	Well below (<90%)	Below (90-<100%)	Meets (100-<105%)	Above (105-<115%)	Well above (>115%)
Well below (below 75%)	★	★	★★	★★	★★★
Below (75 - <100%)	★★	★★	★★	★★★	★★★
Meets (100 - <115%)	★★	★★★	★★★★	★★★★	★★★★★
Above (115 - <125%)	★★★	★★★	★★★★★	★★★★★	★★★★★
Well above (>125%)	★★★	★★★★	★★★★★	★★★★★	★★★★★

★ Ratings of 3+ will be limited to services that meet their mandatory targets from April 2024



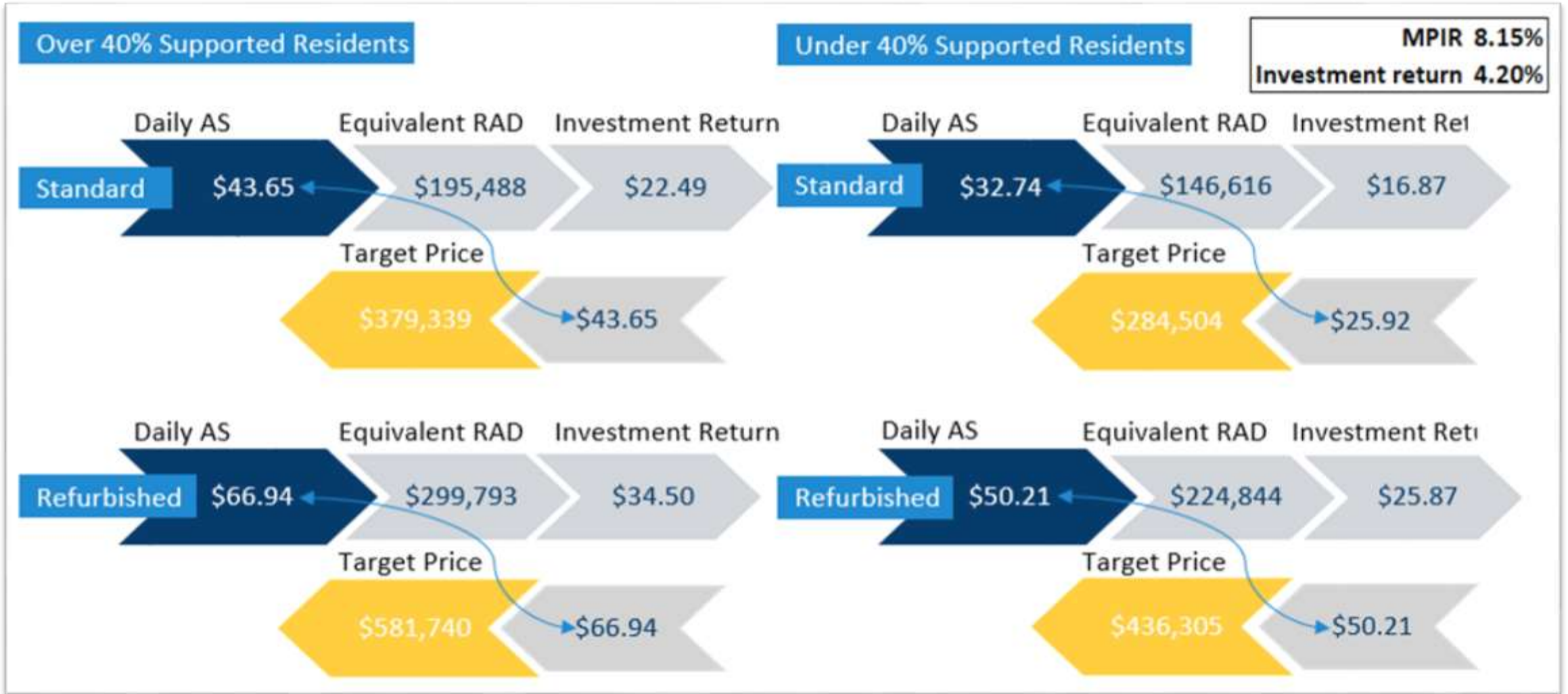


Care					
Revenue		Cost			
Subsidy	\$254.00	Care Delivery Staff			
	\$254.00	Care Min. Req.	Hours	Hourly Cost	Total
		203	3.38		
AIN/EN		163.0	2.72	\$55.00	\$149.42
RN		40	0.67	\$135.00	\$90.00
		\$280,800			\$239.42
		Other Clinical Staff			
Allied Health		6	0.10	\$45.00	\$4.50
Lifestyle		5	0.08	\$28.00	\$2.33
Management		3	0.05	\$55.00	\$2.75
					\$9.58
		Care Related Consumables & Admin			
Consumables		Misc.			\$2.00
Admin		CMS, Rostering, Claim mgmt			\$2.50
					\$4.50
Total	\$254.00	Total			\$253.50
		Profit margin			\$0.50

Accommodation			
Revenue		Cost	
Basic Daily Fee	\$60.86	Depreciation & Maintenance	\$48.98
		Catering	\$36.69
Hotelling supplement	\$11.04	Administration	\$15.17
		Cleaning	\$10.21
RAD return + DAP	\$74.52	Utilities	\$7.76
	60% \$44.71	Laundry	\$4.52
		Workcover & education	\$0.91
Supplement + DAC	\$53.00	Other hotel services expense	\$0.10
	40% \$21.20		\$124.34
	Total \$137.81	Total	\$124.34
Profit margin		\$13.47	

RN Cost	
Annual Salary	\$200,000
Super	11%
Leave	19%
Insurance	10%
Total	\$280,000
Cost per hour	\$135

AIN/EN Cost	
Annual Salary	\$82,000
Super	11%
Leave	19%
Insurance	10%
Total	\$114,800
Cost per hour	\$55



# Client stories



## What can you learn from other providers in the sector and what to watch out for.

You need the systems and to be collecting that data. But how do you obtain that data?

Here are some things to watch out for:

- Over or under investing in AN-ACC resourcing
- Developing overly complicated BI platforms
- Not considering data integrity / ISO accreditation
- Having internal resources too focused on lower-level tasks

# Client Stories

Provider has been using a system and focusing on the right data but not enough

- AN-ACC is a lower risk process due to external assessment and no validation risk
- Getting the balance right is difficult but AN-ACC lends itself to remote activities
- Consider outsourcing some parts of the process to have your team focus on higher order

Provider has been building a system but has got to the point where the data is not reliable

- Cyber security and data accuracy is a big issue. ISO27001 is a minimum requirement
- Building systems is not cheap or easy and BI platforms are not transactional
- Vendor systems are built from feedback from many providers insights, not just yours

Provider is only one site and has a manual process that is manageable until things go wrong

- Smaller scale processes (single site) can often hide problems because they can be fixed locally
- Manual process often rely on one key person, data is not secure or cant be analysed

Provider has transitioned all their ACFI staff on site to ANACC and has a multi million dollar salary cost

- There are still many different models being employed for AN-ACC and they are evolving
- Most providers have reduced ACFI resources for multi site have some centralisation
- Technology (data) can create efficiencies and allow central/outsourced solutions

Provider has a team that is managing AN-ACC well but finding they spend most of their time on lower level tasks

- Ensuring you get all of subsidy requires significant diligence and data collection
- Consider automating and even outsourcing lower level tasks to allow your team to focus on higher value tasks.



A photograph of two women sitting at a table in an office or meeting room. The woman on the right is smiling and looking towards the camera. She has long, wavy blonde hair and is wearing a pink floral patterned top. The woman on the left is partially obscured by a blue text box and is wearing a light-colored, patterned button-down shirt. A laptop is visible in the foreground, and a red chair is partially visible behind the woman on the right. A floor lamp is visible in the background on the right side.

Questions from the chat

# Accommodation pricing report



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# Stay tuned for our next webinar



- 29<sup>th</sup> February 2024
- Topic to be announced

# Contact us



**Andrew Farmer**

Partner and CEO

[andrew.farmer@mirus.group](mailto:andrew.farmer@mirus.group)



**Rob Covino**

Partner and Founder

[robert.covino@mirus.group](mailto:robert.covino@mirus.group)



**Tyler Fisher**

Data Scientist

[tyler.fisher@mirus.group](mailto:tyler.fisher@mirus.group)





1300 738 145 | [info@mirusaustralia.com](mailto:info@mirusaustralia.com)  
[mirusaustralia.com](http://mirusaustralia.com)