



Aged Care

Standards and Accreditation Agency Ltd



*Case Study**

Aged Care Standards & Accreditation Agency Eliminates Manual Workflow with CDC Praxa's iFLOW Solution

CUSTOMER PROFILE

The Aged Care Standards and Accreditation Agency Ltd is the independent body responsible for managing the accreditation and ongoing monitoring of Commonwealth funded residential aged care homes.

BUSINESS SITUATION

Aged Care needed to upgrade its old IT system. A requirement for a centralised web-based integrated solution for its nationwide staff to manage the accreditation process and tasks was also a key decision to overhaul its IT system to meet national consistency and cohesion

SOLUTION

CDC Praxa's iFLOW
(Integrated Facility Linking
Organisation Workflow)
Solution

SOFTWARE

Microsoft Dynamics CRM 3.0
Microsoft Office SharePoint Server 2007
Microsoft SQL Server 2005
Microsoft .NET Framework
Microsoft Exchange
Microsoft Windows 2003
Microsoft Active Directory
Microsoft Office
TIBCO iProcess™ Suite
TIBCO BusinessWorks™

The Aged Care Standards and Accreditation Agency Ltd is the independent body responsible for managing the accreditation and ongoing monitoring of Commonwealth funded residential aged care homes. Its role includes oversight of over 2800 aged care homes across Australia. In 2007/08, it conducted 7,000 visits to homes nationally, including around 1,600 full audits.

In the past, the Agency relied upon a decentralised data structure in which audits were managed by individual state offices and by using an ageing, customised system that dated back to the late 1990s. By 2005, the application was nearing the end of its support period and was relatively inflexible requiring the Agency to develop ad hoc manual processes to work around its limitations. The result was an inconsistent, inflexible data system that was limiting management and employee access to the data they needed.

"The application had been set up independently at each of our offices, and we were pulling information from the disparate systems to meet national reporting requirements," explained David Cooper, Director for Information Services and Projects, Aged Care Standards and Accreditation Agency.

"It was difficult to maintain national consistency and cohesion between all of our databases, and the level of support for that product was getting pretty thin."

Building Better Business

In 2005, the Agency began scoping a major business process improvement program called 'Better Business' that would consolidate its information systems around a centralised technology infrastructure.

This model would centralise the Agency's servers in a purpose designed facility in Mascot, Sydney eliminating the fragmentation that it had suffered with its previous state-based information systems.

To accompany this change, the Agency planned and designed a replacement solution built around a customer relationship management system for tracking interactions with aged care homes; a

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*Director for Information Services and Projects
Aged Care Standards & Accreditation Agency*



business process management system to fit data handling processes to statutory requirements; a collaborative portal for coordinating the activities of its staff and stakeholders; and a single, scalable back-end database.

The selected solution from systems integrator CDC Praxa combined Microsoft Dynamics CRM, Microsoft Office SharePoint Server 2007, Microsoft SQL Server 2005, and TIBCO iProcess™ Suite and TIBCO BusinessWorks™, resulting in the iFLOW (Integrated Facility Linking Organisation Workflow) solution.

“The Agency appointed CDC Praxa as the Systems Integration and IT Development Partner (SI) responsible for managing the development and delivery of the solution,” said Cooper.

Over the course of the ten month engagement, CDC Praxa, TIBCO and Agency staff worked together to methodically work through the Agency's business processes, mapping them into the TIBCO iProcess™ Suite and linking the relevant systems using TIBCO BusinessWorks™.

Business processes – which had been limited by the capabilities of the old system and the manual workarounds staff had relied upon – were revisited, optimised and mapped into TIBCO iProcess™ Suite to best leverage the new, consolidated infrastructure.

Legacy data was accumulated, evaluated, validated and migrated in what Cooper called “a quite involved process”, providing the Agency with a centralised database of all current information.

To ensure the three systems effectively worked together as one, a major part of the project was devoted to using TIBCO BusinessWorks™ to build seamless links between the Dynamics CRM, SharePoint Server and SQL Server systems.

“There was a good deal of work in establishing the interfaces between products to make sure we could get the integration we required,” said Cooper. “It was a pleasing experience working with CDC Praxa and TIBCO's

professional services staff, who worked diligently to give us what we needed.”

Over the same period, the Agency completed its server consolidation project, deploying the new information environment onto a dedicated data centre with high-speed wide area network (WAN) links to state offices.

This facility ensured that the Agency's new data environment would not only deliver the information it required, but would offer the ongoing reliability and expandability it would need to grow in the future. The project went live in mid 2008, positioning the Agency with more effective and efficient processes and a robust application infrastructure.

A comprehensive reporting infrastructure enabled management to readily obtain a national picture of the Agency's core activities, processes and client information including home demographics and each home's compliance against the Accreditation Standards.

Because it contains all relevant information in its systems, the ‘Better Business’ project has largely supported a paperless workflow across the Agency – providing a centralised electronic store of all key process documents and email notifications that were historically distributed as hard-copy correspondence.

The new infrastructure has enabled a far more efficient way of working for the Agency's staff.

“We always had monitoring and control processes in place, but this project has meant that a lot of the manual control processes we had to meet have become automated,” said Cooper.

“Our administrative processes are more efficient, and our administrative staff have much less paper than they used to. The project has given us tighter management over the workflow with a much more immediate capacity to know where each and every piece of work is up to.”

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