Types of Technology in Aged Care:
Care Management System Technology

Aged care services are increasingly embracing innovative digital technologies to improve the care experiences of older people and to enable care workers to do more, even with fewer resources (e.g., staff, financial). This information sheet on care management system technology is part of a series covering types of technology currently used in aged care. These information sheets are available on the ARIIA website.

What are care management system technologies?

Care management systems are technologies used by aged care services to manage relevant information about the people in their care. Whether a person is living in residential aged care or in their own home, up-to-date records can be accessed to manage relevant medical information (e.g., chronic conditions, medication) as well as encourage more personalised interactions and care. Understanding the individual needs of aged care clients can help providers and staff to improve communication, engagement, and quality of care. [1]

How are care management system technologies used in aged care?

Care management systems can be used in both home care and residential aged care. How they are used is likely to differ from workplace to workplace. However, generally they are used to store documents and relevant client information. These systems may also be used for rostering and staff communication. Staff may note information such as appointments or changes in medication/personal care preferences for individual clients. Care management systems might also be used to communicate with the individual's family/loved ones. For example, families may be updated via an app about their loved ones' day and activities. These systems may offer the greatest benefit when integrated with other data management platforms such as systems for medication management, clinical assessment data and care plans, and business or administrative systems that record admissions and financial information about the care recipient. [9] Interoperable systems may improve care by:

- Reducing the risk of communication errors
- Saving staff from having to access multiple different systems

to input or access the data they need to provide appropriate care to each person

- Protecting aged care recipients' privacy if information is accessed from one point
- Providing aged care workers with the most up-to-date data they need to assess an individual's needs and deliver high quality care. [2]

Interoperability of systems is a pressing problem within aged care that will require a system-wide solution. A major first step will be the ability to integrate data from each person's My Health Record into the local care management system.

How can care management system technologies benefit the aged care sector?

Digital care systems can help reduce errors and subsequent harm to people receiving aged care. Digital information systems can also allow for better person-centred care, by making sure that individuals' and families' preferences are recorded, transparent, and understood by the care team. [1]

Examples of care management system technologies in aged care

- My Health Record: A platform that securely stores an individual's healthcare information securely in one place where it can be accessed by the individual and the health professionals involved in their care.
- Service Management System: A service management system that can be used to store records, automate reports, and provide reminders for in-home care delivery.
- KPMG Community Care: A technology that can be used to support home-care providers and allow communication between care staff and older people with service providers at any time.

References

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2. Osborn C. Interoperability in Australian aged care: Why it's essential for quality care [Internet]. Sydney: Hospital and Healthcare; 2022 [cited 2023 Feb 24]. Available from: https://www.hospitalhealth.com.au/content/technology/sponsored/interoperability-in-australian-aged-care-why-it-s-essential-for-quality-care-147388601

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