

## Case Study

Intel® Mobile Clinical Assistant  
Intel® Centrino Processor Technology  
Healthcare  
Mobile Point of Care

# Aged Care Goes High-tech

## Mary Ogilvy Homes Society adopts the AutumnCare Harmony clinical care solution on Intel platform for high-tech aged care management


Mary Ogilvy Homes has implemented the AutumnCare Harmony\* solution at its Aged Care Facility in Hobart, Tasmania. AutumnCare Harmony is based upon the software-as-a-service model and replaces cumbersome paper files with the Mobile Clinical Assistant (MCA) platform powered by Intel® Centrino® processor technology<sup>1</sup>. Proving legislative compliance and care standards has never been easier, and the quality of care is enhanced as staff use mobile technology to bring information to the residents' bedside.



“We take pride in providing quality aged care. Incorporating Intel technology and AutumnCare into our daily work helps us increase our care management efficiencies and benefits our residents.”

Jill Geeves  
Director of Nursing  
Mary Ogilvy Homes Society

<b>Challenge</b>	Improve care givers' access to resident information at the point of care and enhance quality of care services for residents.
<b>Solution</b>	AutumnCare Harmony's aged care clinical system, with Motion Computing's Motion C5* Mobile Clinical Assistant (MCA) devices based on Intel® Centrino® processor technology and Intel server technology to host the clinical system.
<b>Impact</b>	Improved efficiencies for care staff and management by reducing paperwork, allowing them more quality time on their core offering—caring for the home's residents.

A photograph showing three people in a professional setting. On the left, a man with glasses is partially visible. In the center, a woman with dark hair is looking down. On the right, a woman with a ponytail is looking towards the center. The background is a blurred office or meeting room.

# With Intel and AutumnCare, Mary Ogilvy Homes Society revolutionised its aged care management system to deliver improved quality care to residents

## Surveying the aged care front

In any aged care facility, care givers have to balance their working time in actual care giving with the administrative requirements of maintaining clinical documentation of the residents under their charge. Needless to say, the less time spent doing documentation means more time for care giving. However, maintaining accurate and timely records of residents' assessments, progress notes and histories is also important to meet legislative compliance and care standards.

Mary Ogilvy Homes Society wanted to enable its care staff to access and update resident information at the point of care whether this be at the bedside

### Spotlight on Mary Ogilvy Homes Society

- The Mary Ogilvy Homes Society is a not-for-profit Aged Care Facility in Hobart, Tasmania, managed by a Community-based Board with no religious affiliations.
- The Home has been operational for over 60 years now, caring for 80 residents within the facility. The Home currently has seven independent living units with a further 10 under construction. It also manages 24 transitional care beds for the Royal Hobart Hospital.

or any other location within the Home's grounds. The Home recognised the need to introduce an electronic care system that would improve consistency of service delivery across the Home, as well as reducing the administrative burden on care givers. This would increase care staff's productivity and improve outcomes for the residents.

The challenges the Home set out to meet included the following:

- Improve the quality of care to its residents
- Improve staff skills to get them back "on the floor" delivering high quality care
- Provide a systemic approach to achieving and sustaining quality care documentation without being contingent on a few staff who are good at documentation
- Implement a wireless application to allow all staff to access data and "walk and work"

The Home eventually chose a solution based around mobile devices as well as AutumnCare Harmony, a comprehensive clinical care management application designed for the needs of aged care facilities. Not only would the new system improve access to information, it also offered direct benefits that would improve the quality of care.



## Rolling out the wares

The system was rolled out without affecting the normal operations of the Home. The system was implemented progressively, accompanied by a concerted effort to mobilise staff access to the core AutumnCare system. WLAN connectivity was crucial in making this happen.

Mobility was provided with Motion Computing's Motion C5\* Mobile Clinical Assistant devices that run on Intel® Centrino® processor technology. The Motion C5 is the first product based on Intel's MCA platform and is a new category of devices built to meet the needs of health care professionals. The lightweight, spill-resistant, drop-tolerant and easily disinfected MCA allows care givers to access up-to-the-minute resident records and to document resident's conditions instantly, enhancing clinical workflow while reducing staff's administrative workload.

Coupled with AutumnCare's Occasionally Connected Computing (OCC) software model, the implemented solution ensures that the Home's reporting and recording requirements can be met whilst the delivery of care is taking place. AutumnCare Harmony, in conjunction with the C5 MCA device, can operate even when there is a server, network or a power failure—clinical care reporting simply continues. Data need only be entered once at the point of care, and it is then replicated where relevant throughout the system.

AutumnCare Harmony's aged care management system embeds evidence-based health care best practices, ensuring that staff deliver the highest quality of care consistently. With 80 residents being cared for in the Home, a lot of things can happen. With WLAN technology and care givers carrying the Motion C5 devices with them wirelessly tethered to the AutumnCare

system, it is much easier to check or note something down while at the resident's bedside than to sit down and write the report later in the day.

## Delivering on benefits

Among the immediate benefits that care staff at the Home receive is the efficiency that comes from having a more consistent workflow based on single instances of care forms and assessments across the entire aged home facility. This not only eases the reporting burden for staff, but allows the Home's management to make meaningful comparisons of performance. Analysis of data is made much simpler through the running of reports within AutumnCare Harmony. This replaces the previous requirement of wading through voluminous paperwork to extract the necessary information.

Since implementation, the Home has witnessed improved efficiencies for the care staff and management, enabling them to spend more time on their core offering—care to the Home's residents. This is particularly important in light of the growing industry challenge of attracting and retaining staff.

"This system eases our administrative load," says Jill Geeves, Mary Ogilvy Home Society's director of nursing. "Not only does it free staff to focus more on their core competencies in care giving, it provides them with a sense of empowerment in the workplace doing what they were trained to do to the best of their abilities. Ultimately, this translates to better residential care and job satisfaction for our staff."

With AutumnCare Harmony, AutumnCare manages the database for the Home on an Intel server at a location remote from the Home.

Additionally, ongoing use of AutumnCare to store exceptions in care allows the Home to get a better sense of how its care provision and outcomes are performing. While competing solutions store every bit of routine information, AutumnCare analyses care issues which merit further attention, without being buried in irrelevant details. Care decisions can be made faster and more intelligently, with robust reporting helping the Home track its performance over time.

The Home has reported the following quantifiable benefits from the implementation of AutumnCare and the Motion C5 MCA device:

- Reduced time in care plan development by four hours
- Reduced carer documentation time by 60 minutes per day
- Reduced administration time by at least 90 minutes per day

The introduction of a high-tech aged care management system has been a transparent process and the MCA devices help staff do their jobs better, and faster. And, with the AutumnCare application tying it all in the background, the system helps Mary Ogilvy House Society fulfill its mission—to provide the highest standard of care to all residents, while maintaining the dignity, privacy, independence and comfort of each.



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