Innovation in Aged Care

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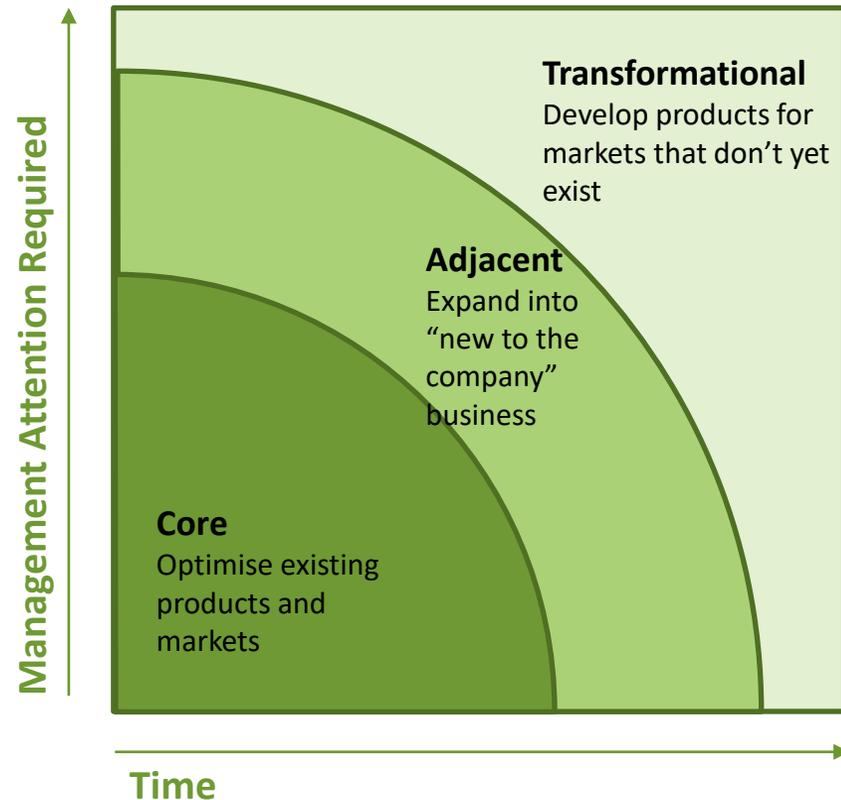
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Innovation Approach

Health Care and Aged Care organisations should apply a structured and measured approach to innovation that focuses appropriately on core, adjacent and transformational opportunities
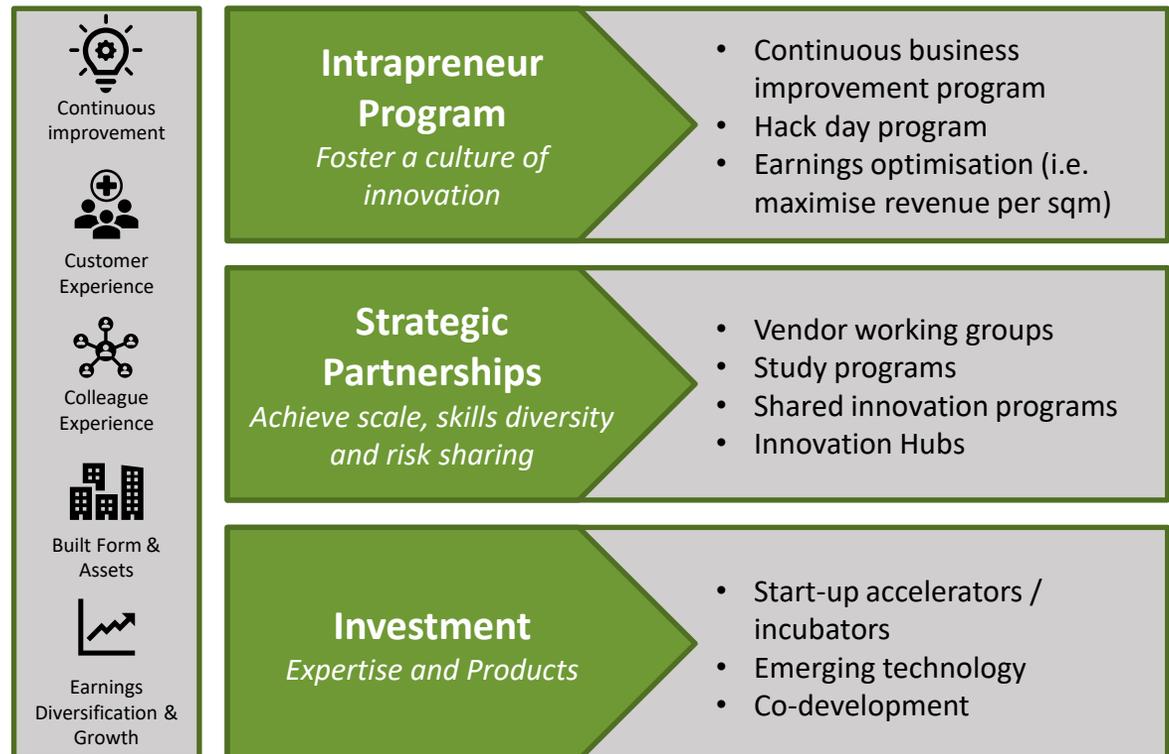
Innovation Ambition Matrix
Organisations should manage total innovation as a program to maximise the returns from minimal resources

Management Attention Required →

Transformational
Develop products for markets that don't yet exist

Adjacent
Expand into "new to the company" business

Core
Optimise existing products and markets

Time →

Innovation in action
Focus on innovation in five major areas through three key delivery methods

- Continuous improvement
- Customer Experience
- Colleague Experience
- Built Form & Assets
- Earnings Diversification & Growth

Intrapreneur Program
Foster a culture of innovation
- Continuous business improvement program
- Hack day program
- Earnings optimisation (i.e. maximise revenue per sqm)

Strategic Partnerships
Achieve scale, skills diversity and risk sharing
- Vendor working groups
- Study programs
- Shared innovation programs
- Innovation Hubs

Investment
Expertise and Products
- Start-up accelerators / incubators
- Emerging technology
- Co-development

Customer-centric Technology in Home Care

Advancements in customer-centric technology are improving the standards and acuity of health and aged care through quality of life, quality of care and quality of a home as a workplace. This is making home care a truly viable option for more people.

Quality of Life

- Enriched communications (Skype, Facetime, etc...)
- Augmented reality (communications and companionship)
- Artificial Intelligence (personal assistant, domestic duties)
- Assisted movement
- Robotics
- Connected communities

Quality of Care

- Telehealth
- Wearable health monitors
- Cloud-based patient relationship management technology
- Mobile treatment (dialysis, chemotherapy, etc...)
- Time-release medication storage
- Human Data Science

Quality of Home as a Workplace

- Remote care-giver monitoring & security
- Automated cleaning assistants
- Mobile sterilization and biohazard removal
- IoT maintenance management

Key Considerations & Challenges

Quality of care and customer experience is paramount	Alignment with Mission, Values and Strategic Objectives	The pace of change must will be measured	Maintain focus on delivery of value	Change must consider regulation and funding

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