



Overview

Customer: Uniting Aged Care Victoria and Tasmania (UACVT)

Web Site: www.uacvt.org.au

Country or Region: Australia

Industry: Health and Aged Care

Partner: Senetas

Customer Profile

Uniting Aged Care Victoria and Tasmania (UACVT) is a not-for-profit organisation that provides residential aged care, home care, community-based respite and day programs and retirement living accommodation. Part of the Uniting Church in Australia, it provides extensive community support programs across Victoria and Tasmania, operates 24 residential facilities with 1821 bed licences in addition to 422 retirement units, 637 community packages and a range of other additional community based programs.

Software and Services

- Windows
 - Windows Server
- Microsoft Office
 - Microsoft® office System
 - Microsoft® Office SharePoint® Server 2007
 - Microsoft® Office SharePoint® Designer Technologies
 - Internet Information Services 6.0

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Microsoft-based Web portal streamlines aged care services

“We now have one central list, so people can locate each other quickly across our organisation. This makes it easy to communicate news and information daily from head office to all our facilities.”

Peter Folliot, General Manager Corporate Services, Uniting Aged Care Victoria and Tasmania

Business Needs

Uniting Aged Care Victoria and Tasmania (UACVT) wanted to put residents and their families in touch with a single source of succinct, comprehensive information about facilities and services. UACVT also wanted to give employees access to documents and other information to improve compliance.

This included –

- provision of general information about UACVT to interested parties
- information about the facilities and services available to both current and potential clients and their families
- latest policy and procedure information
- collaboration for employees making it easier for them to share clinical and administrative information

UACVT's previous combined Web site and intranet made this difficult to do. The site was difficult to navigate, contained limited static information and did not present the dynamic nature of the organisation.

“Peter Folliot, General Manager Corporate Services at UACVT, comments: “Our internet presence was limited to a few static pages which branched off the Uniting Church's Web site. We felt that we didn't have a particularly clear profile of the services we offered, nor was our brand prominent enough. We needed our own independent site that we could update with news, information and other content on a daily basis to meet the needs of our residents, clients and service contractors.”

“Aged care service providers face very stringent compliance regulations to remain accredited. Part of the reasoning behind the upgrade to the site was to assist in meeting those regulations. “For example, our site didn't offer feedback facilities that would enable residents and their families to comment about the services we offer. We realised we needed to freshen up the site and make it more user-friendly, capable of being updated on a regular basis, with relevant information that residents require.”

What's more, the UACVT intranet was not up to scratch, making it difficult for employees to collaborate across the organisation's facilities. Lacking workflow capabilities, it was complex to navigate and did not provide an easy way to

share documents. Security was inadequate. Creating new pages was time-consuming, involving an internal web team already under pressure to deliver other IT services.

Solution

Microsoft Gold Partner Senetas won the tender with a solution based on Microsoft Office SharePoint Server 2007. The solution provides a secure Web hub where staff, external contractors, clients and their families can find information about a broad variety of services – all in one location that's easy to navigate. Content management features lets employees across UACVT publish information directly with appropriate authorisation controls, eliminating bottlenecks and ensuring content is relevant and up to date.

UACVT relies on the Microsoft platform, and already uses Windows Server® 2003, Microsoft® SQL Server® 2005 and the 2003 Microsoft® Office system.

Doris Marr, Client Manager at Senetas explains: "As UACVT has made a significant investment in Microsoft technology, it made sense to leverage what they already had to improve how they delivered Web services. We recommended Office SharePoint Server because it provides out-of-the-box functionality with a familiar, easy-to-use interface for information access and sharing. And because it's built on the Microsoft® .NET Framework, it's easy to customise to suit changing needs or accommodate growth."

Peter Folliot comments: "We evaluated a number of solutions through a structured tender process. Having done this, we felt that by deploying Microsoft Office SharePoint Server 2007 we could bring all our data and content together in one solution that's easy to use and support. Our financial system is based on the Microsoft Dynamics Axapta product and PeoplePoint. As we already use the Microsoft Office system across our organisation it made sense to leverage the existing investment in Microsoft technology."

Benefits

Better collaboration

UACVT's Web portal enables clinical and administrative staff to collaborate more easily across offices in Victoria and Tasmania with easy access to a wide range of information, including clinical protocols, centralised contact lists, contracts and forms.

Peter Folliot comments: "With strict accreditation requirements, we needed a platform that could improve workflow practices and bring staff together, regardless of their location. We now have one central contact list, so people can locate each other quickly and it is now easy to communicate news and information daily across our organisation.

"One of our new developments is a centralised contract register that lets managers access all current contract details online. Previously they only had access to this information in a hard copy and often outdated format."

Microsoft®

Secure access to policies and procedures

The portal provides a centralised document repository for all company information, including policies and procedures. Each of UACVT's 2000 employees has a personal user name and password, enabling secure access to this information anywhere there is an internet connection, including via mobile devices.

Peter Folliot says: "All policy documents are now stored on the intranet in a managed central repository, with everyone having access to the most up-to-date version. The enterprise document and content management solution provides reliable, secure access. Staff can search extensively across the network to locate any content type. Now it's easy for everyone to find the information they need, when they need it."

Simpler compliance

Office SharePoint Server provides document management features and workflows that simplify compliance by reducing the possibility of employees using out-of-date documents, for example, clinical guidelines or policies and procedures. A clear audit trail showing who created, edited and used documents helps improve accountability.

Doris Marr comments: "With the database accessible from the portal, there is one version of a document that authorised employees can access, amend, save and publish. This ensures there's no risk of serious error through multiple documents stored on the site with no one knowing which is the latest version."

Employees can now collaborate on documents more easily with automated workflows that ensure they get feedback from the right people before publishing documents to the portal. Tools to help them manage document lifecycles, versions and access permissions help ensure day-to-day information is accurate, up-to-date and available to those who need it, reducing errors and improving compliance. The solution also provides online forms with built-in workflow, enabling the automation of business processes.

Streamlined administration

UACVT standardised and consolidated Web services on the new SharePoint platform, reducing cost. The next step is to introduce new online services, with Peter Folliot and his team seeing huge potential for streamlining administration across UACVT.

"We'll start by putting payroll and human resources information on the portal, which will make it much easier for staff across the organisation to fill in hours, check details and update rostering and holiday leave," Peter Folliot explains. The current project includes online recruitment plus communication and collaboration for field and remote staff.

Business intelligence

UACVT also plans to make use of Office SharePoint Server's business intelligence features to help managers across the organisation monitor and improve performance.

In the future, Office SharePoint Business Intelligence Competency Centre (BICC) will assist UACVT control reporting and engage different departments in collaboration and BI knowledge management.

For More Information

For more information about Microsoft products and services, call the sales and information line on 13 20 58 Monday to Friday 8am to 8pm AEST. For more information on Microsoft's Health solutions, visit www.microsoft.com.au/health

For more information about Microsoft Gold Partner Senetas and the consulting services, applications and infrastructure they deliver, call 03 9868 4555 or visit www.senetas.com

For more information about Uniting Aged Care Victoria Tasmania visit <http://www.uacvt.org.au> or call 03 9251 5990.

Peter Folliot, comments: "Our aim is to be the top aged care and health site when benchmarked against industry peers. Taking advantage of the functionality our SharePoint portal provides will help us achieve this, enabling us to deliver high quality service while managing operational cost. The business intelligence features will be very important to us as our organisation grows and becomes more sophisticated in its reporting and analysis needs. Moving from a mainly quantitative reporting model to an enterprise reporting platform that includes both quantitative and qualitative measures as well as encompassing KPI reports and scorecards will help us optimise business performance and give us a sustainable competitive edge."

Innovative health services

UACVT can now start realising its plans for delivering innovative online services to improve quality of care for older people. Using the portal as a foundation, it plans to introduce an extranet, which will enable residents and their families to review relevant resident care information, financial details including payment information and more.

In future, UACVT will also be exploring a range of opportunities such as allowing clinical experts and healthcare professionals to view data uploaded automatically from medical devices so they can monitor residents' health remotely via the extranet. This service can also be extended to further allow residents and clients to access a range of services including online ordering of meals and requesting various housekeeping services

such as cleaning and maintenance. Further support services can also be available such as connection to third party services such as independent financial and legal advice.

Language other than English

Many of UACVT's residents and potential clients and their families speak a language other than English at home. Using Office SharePoint Server, UACVT can provide access to information in their native language.

Peter Folliot comments: "While our site provides information in English and Vietnamese, the intention is to make it multilingual. We're also looking to mirror the site in a range of other languages to reflect the increasing multicultural nature of our society."

Familiar and easy to use

UACVT employees started using the portal with little or no training, with Senetas providing a helpdesk to resolve support requests. Employees can log requests by phone, email or through the Senetas Web site, enabling requests to be tracked and analysed to guide continuous improvement.

Peter Folliot comments: "Because Microsoft technologies are intuitive and easy to use, and most people have had some exposure to PCs, staff were up to speed quite quickly. They commented on how easy it is to access content and stay in touch with head office."

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