

# CareKeeper

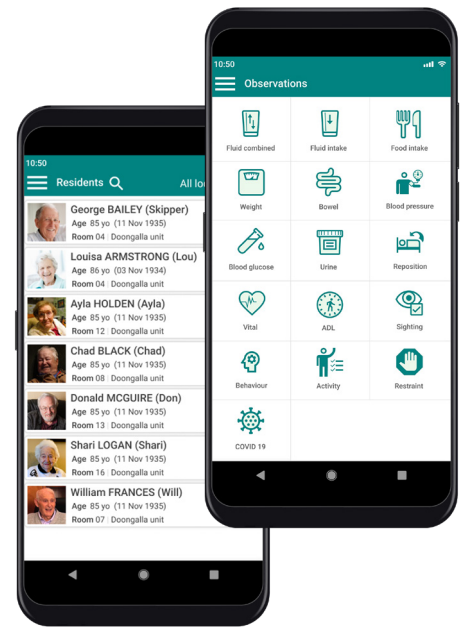
Resident care interactions  
in the palm of your hand

# CareKeeper

Telstra Health's CareKeeper app enables care staff to be clear on their list of tasks and allows them to document by the resident's side, providing more opportunity for a personalised connection.

CareKeeper is a simple to use mobile application that enables care staff to quickly view, action and record care in real-time. With an icon-based design, staff can easily identify the tasks that need completing in required time frames while at the resident's side.

CareKeeper is fully integrated with real-time access to Telstra Health's Clinical Manager software, meaning information captured via CareKeeper flows through to the software to create one source of truth. The app includes the technology to operate offline in facilities with limited Wi-Fi connectivity and will sync any new information captured once the device comes back online.



## How CareKeeper can benefit your organisation

Telstra Health's CareKeeper app can help create a positive experience for care staff, management, and residents.



### How it helps care staff

- Document at the resident's side to increase one-on-one quality time.
- Clear visibility of tasks and when they need to be completed.
- Allows for tasks to be completed and ticked off on the go.
- Reduces the need for documentation at the end of each shift.
- Easy to use and navigate on a familiar mobile device application.
- The use of icons throughout the app makes documentation quick and easy.
- Staff can easily view what task they were up to if they were called away.
- Reduces the time spent on handover as staff on the following shift can easily view what tasks have been completed.



### How it helps management

- Clear oversight of the resident care that is being delivered.
- Fully configurable task schedules to fit your business processes.
- Consistent model of care can be delivered across multiple facilities.
- Paperless care task assignment.
- Easily demonstrate the care that has been delivered to residents' loved ones.
- Quick to implement with minimal staff training required, even for new or contract staff members.



### How it helps residents

- More one-on-one time with care staff.
- Care staff can easily show the resident and their loved ones what care they can expect that day.
- Greater presence of staff on the floor rather than at a nurses' station.
- Care staff complete documentation quicker so they can assist the resident sooner.
- Reduced time spent on documentation can help care staff spend more time doing what they love; creating a positive environment for residents.

**“Both residents and families have commented that carers are more visible on the floor since we commenced using CareKeeper. Staff are no longer needing to go into the nurses’ station to do their documentation. Residents and their families had previously provided feedback that there were not enough staff. Since carers are more visible on the floor now that they are using CareKeeper, the feedback has been overwhelmingly positive.”**

– Bushland Health

## Exploring the features and benefits of CareKeeper:



### Instant access to information

- Quickly and easily view, action and record care delivered via a mobile device.
- Access a resident’s profile, summary care plan and progress notes at the point of care.
- Real-time capture of information in the form of charts and progress notes.
- Easily filter residents to complete a chart for single or multiple residents.
- Streamline care activity workflows with the most urgent tasks brought to the surface.



### Simple and quick to use

- Use of iconography means staff can easily identify what care needs to be actioned.
- Ability to tick the most urgent tasks off as soon as they have been completed.
- Select multiple residents at a time for observation rounds.
- Easy to use and navigate with minimal training.



### One source of truth

- Part of a comprehensive residential software suite that includes medication, family communication, funding and resident administration features.
- One source of truth between Clinical Manager and CareKeeper to reduce duplicate data entry.
- Consistent chart types within Clinical Manager and CareKeeper to maintain unique business practices.



### Putting the resident first

- View and search resident information to quickly understand their preferences and needs.
- Document care in real-time at the point of care to help enable more one-on-one time with residents.



### Improved quality and reporting

- Supports accurate documentation with less lag time between care delivery and data capture.
- Easily document the necessary information required for Australian accreditation purposes.
- Data captured flows through to Clinical Manager to enable comprehensive reporting.



### Innovative technology and security features

- Offline capability to ensure the app can be used even in Wi-Fi blackspots.
- Data is stored securely within Australia via Microsoft’s trusted Azure cloud platform.
- Best-practice security features such as unique log in credentials, access based on role type, and automatic log out after a set period of inactivity.



Icon based design



Minimal training required



Capture charts and progress notes at point of care



Reduce handover and documentation



Fully integrated with clinical software



Cloud hosted and offline capable

# Telstra Health employs more than 1,400 people across 15 locations in Australia and the UK

We aim to improve lives through digitally-enabled care for our community. We do this by providing software products, solutions and platforms for care providers in the hospital, health service, pharmacy, and aged and disability care sectors.



Our community pharmacy platform processes **400 million transactions annually**

Our **Real Time Prescription Monitoring** platform has sent clinicians in Victoria:

**5.3m+**  
alerts

**>3.4m+**  
at-risk patient alerts



Australia's largest provider in residential aged care covering **62,000 beds**

Supporting aged and disability providers by providing safety and quality oversights and greater opportunities for social engagement



**16 million participant records** securely managed through our population health platform



**> 540+ public & private hospitals** across Australia use our **Kyra solution** and **20** have implemented **Kyra Clinical**



Supporting the NHS as a leader in healthcare data and insight – our metrics have been adopted as global standards in healthcare



**75%** of Aboriginal Medical Services (AMSs) use our **Communicare** platform

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