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Australian Government
Department of Health and Ageing



Business Intelligence for an Ageing Population

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Contents

- DoHA Role and Overview
- An Ageing Population
- Aged Care Programs and Challenges
- The CASPER Program
 - Architectural Principles
 - Roadmap and Implementation Plan
- Business Case for BI
- Benefits/ROI
- Lessons Learnt
- *Demonstration*
- Where to Start
- Questions



DoHA Role

The Department's role is to achieve the Australian Government's priorities (outcomes) for health and ageing. We do this by developing evidence-based policies, managing programs and undertaking research and regulation activities.

We also lead and work closely with other agencies to achieve results for the Australian Government and community, and engage in open and constructive consultation with professionals, providers, industry and community groups.



DoHA Overview

The Hon Nicola Roxon MP

Ms Jane Halton

Portfolio Strategies Division

Regulatory Policy & Governance Division

Acute Care
Division

Pharmaceutical
Benefits Division

Medical Benefits
Division

Primary &
Ambulatory Care
Division

Ageing & Aged
Care Division

Health
Workforce
Division/Mental
Health & Chronic
Disease Division

Office of Health
Protection

Business Group

(major divisions only)

Residential Program
Management Branch

Community Care
Branch

Policy & Evaluation
Branch

Office for an Ageing
Australia

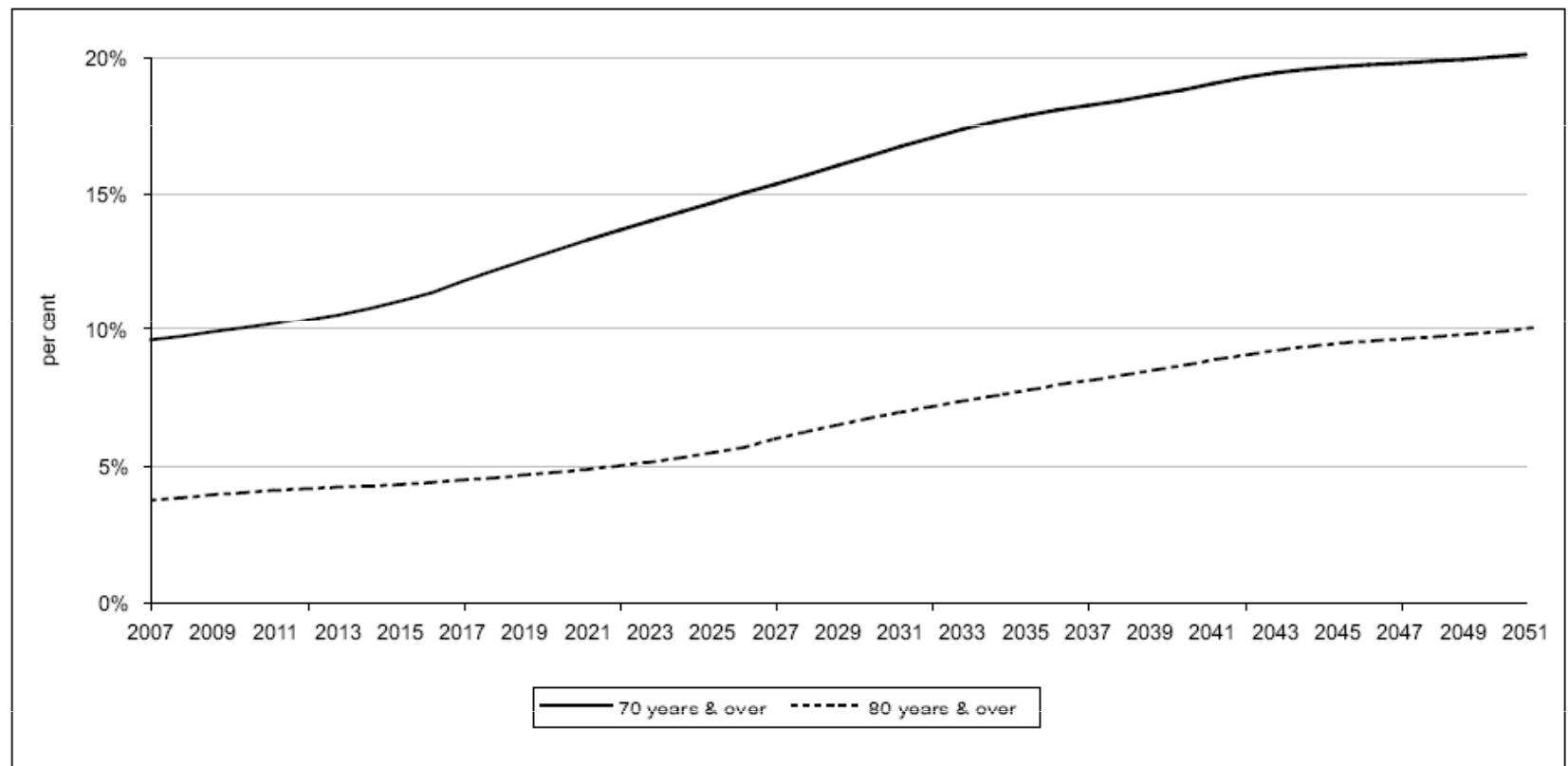


Mrs Carolyn Brown / Mr Alain Leitch

An Ageing Population

Figure 1: Australian population growth 2007-2051

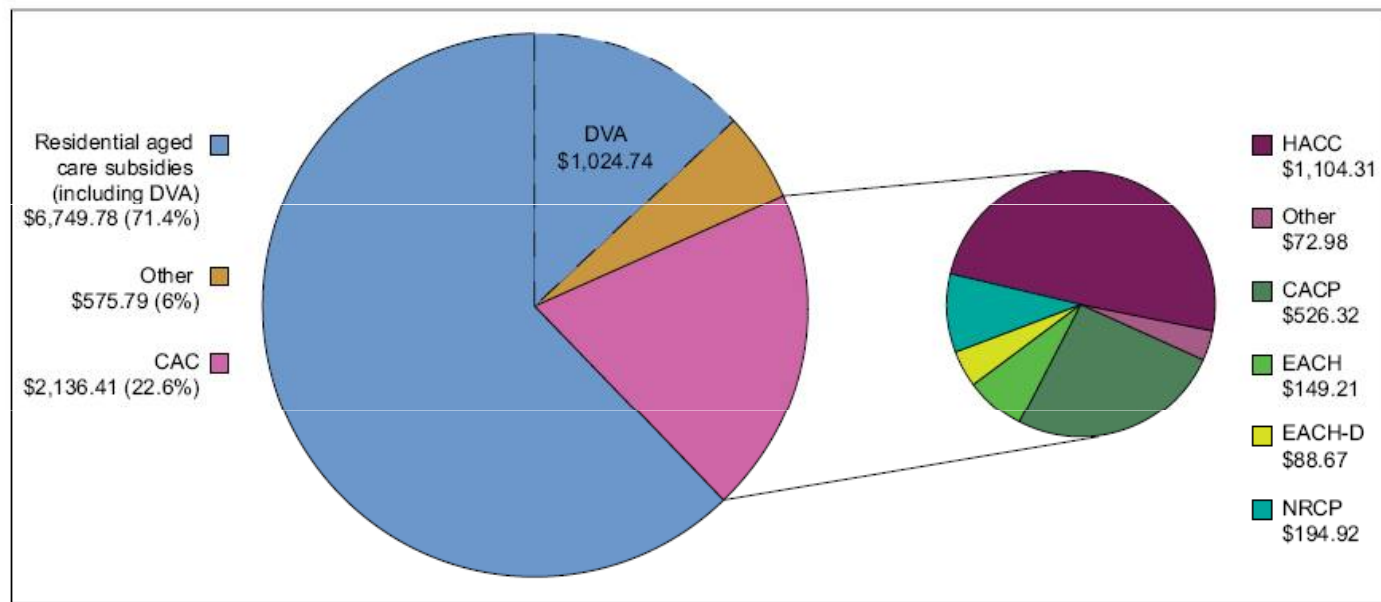
70+ and 80+ age group as a percentage of the total population



Source: ABS 3222.0 Population projections, Australia: 2004-2101.

Aged Care Funding

Figure 2: Ageing and Aged Care Funding 2008-09 (\$m)



Total Funding \$ 9,461.986 million

CAC: Community Care
DVA: Residential Aged Care subsidies through the Department of Veterans' Affairs

HACC: Home and Community Care
CACP: Community Aged Care Packages
NRCP: National Respite for Carers Program
EACH: Extended Aged Care at Home
EACH-D: Extended Aged Care at Home-Dementia

Source: Department of Health and Ageing, "Ageing and Aged Care in Australia", 2008

Aged Care Programs and Challenges

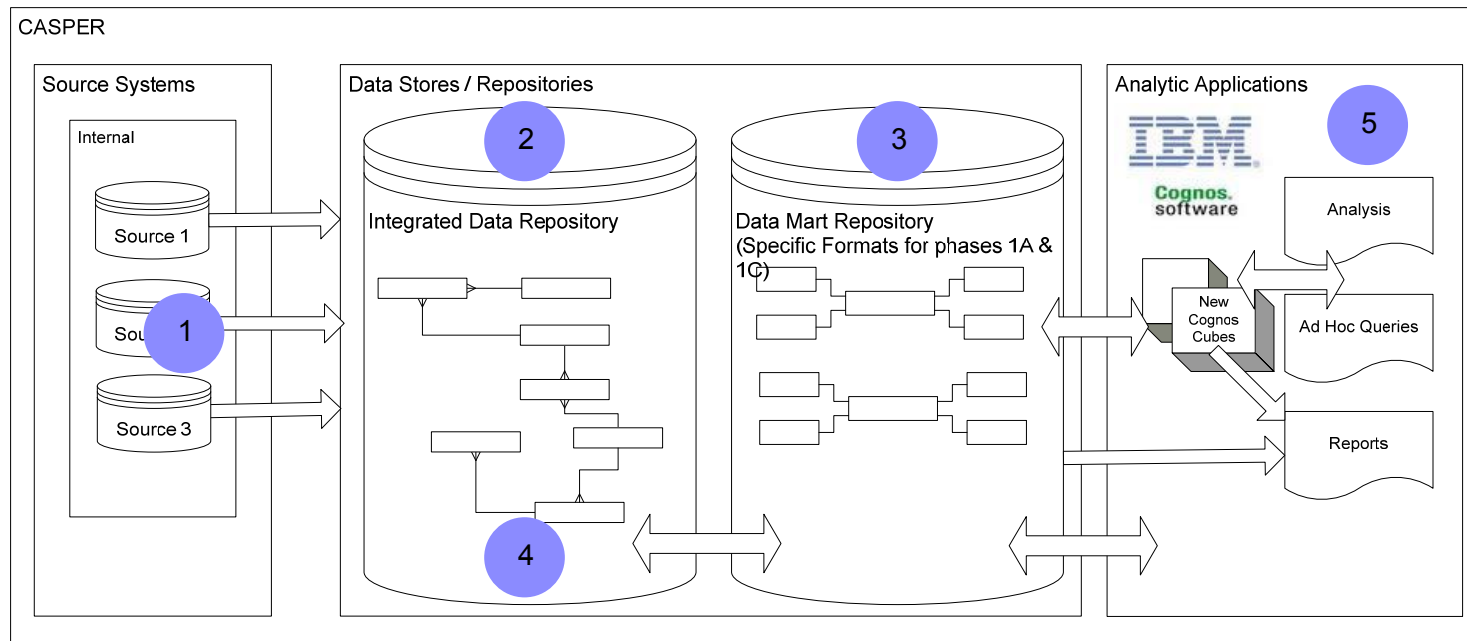


CASPER Background

- Legacy system ACCMIS developed in an ad hoc manner.
- Driven by new ACFI Initiative; a staged implementation plan and redevelopment strategy was devised.
- Strategic approach delivering business outcomes. Not tactical.
- This is **CASPER**. (Client And Service Provider eAnalysis & Reporting)



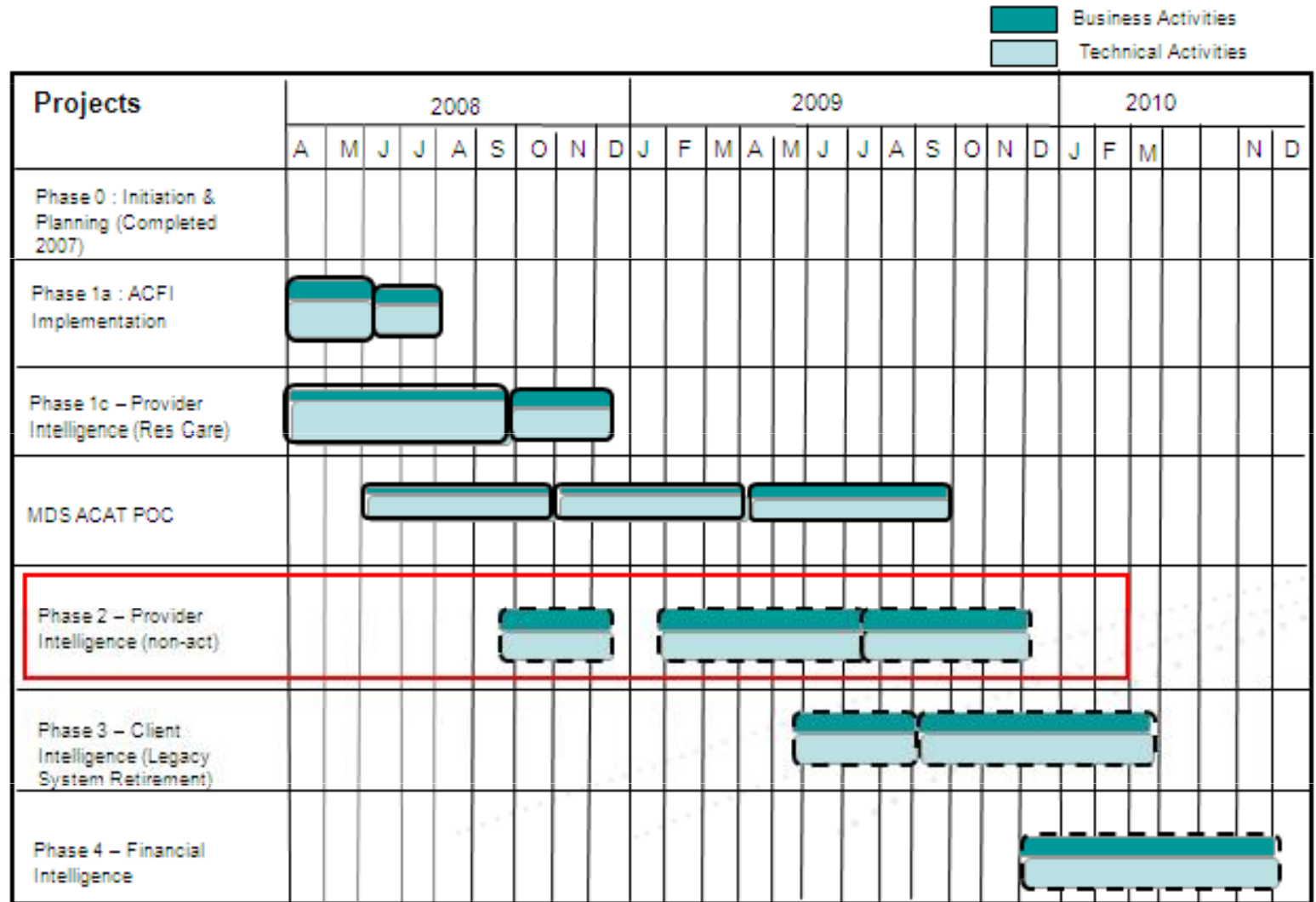
Architectural Principles



Key Principles:

- 1 - Data is validated against reference data prior to loading the Integrated Data Repository
- 2 - Data from disparate sources are integrated/consolidated into a divisional data model
- 3 - Data is summarised into reporting formats designed to improve reporting performance and functionality
- 4 - You can drill through from summarised data to the lower level transactions that make it up
- 5 - Security at a data and user level

CASPER Roadmap



Implementation Plan

Stage	Project Name	Outcomes	Achieved
0	Initiation & Planning Project	<ul style="list-style-type: none"> • Stage 1 Project Management Plan • Business Transition Strategy & Plan • Metadata Strategy 	
1A	ACFI Implementation	<ul style="list-style-type: none"> • Implementation of ACFI Policy • Implementation of new data infrastructure 	
1B	Report Rationalisation Project	<ul style="list-style-type: none"> • Rationalised set of reports • High level data model for the data warehouse 	
1C	Provider Intelligence	<ul style="list-style-type: none"> • Provider Intelligence for Residential & Community Care under the Aged Care Act 	
2	Provider Intelligence	<ul style="list-style-type: none"> • Provider intelligence for non-act 	
3	Client & Financial Intelligence (Legacy System Retirement)	<ul style="list-style-type: none"> • Client Intelligence & Financial Intelligence 	
4	Client & Financial Intelligence	<ul style="list-style-type: none"> • Client Intelligence & Financial Intelligence 	

Business Case for BI



Benefits / ROI



Lessons Learnt





Demonstration



Service Profile - English view - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Web Camera

https://casper.health.gov.au/cognos/text/cgi-bin/cognos.cgi?b_action=cognosViewer&ul_action=unsul.object=%2fcontent%2ffolder%40name%...

CBA Google The Age Herald Sun Australian Qantas Hertz TV Guide Facebook Marcus Today Eureka Report Fat Prophets Stock Resource

CASPER - Service Profile

IN-CONFIDENCE

Australian Government
Department of Health and Ageing

SERVICE PROFILE REPORT

Date: Jul 16, 2009 Time: 12:50:44 PM

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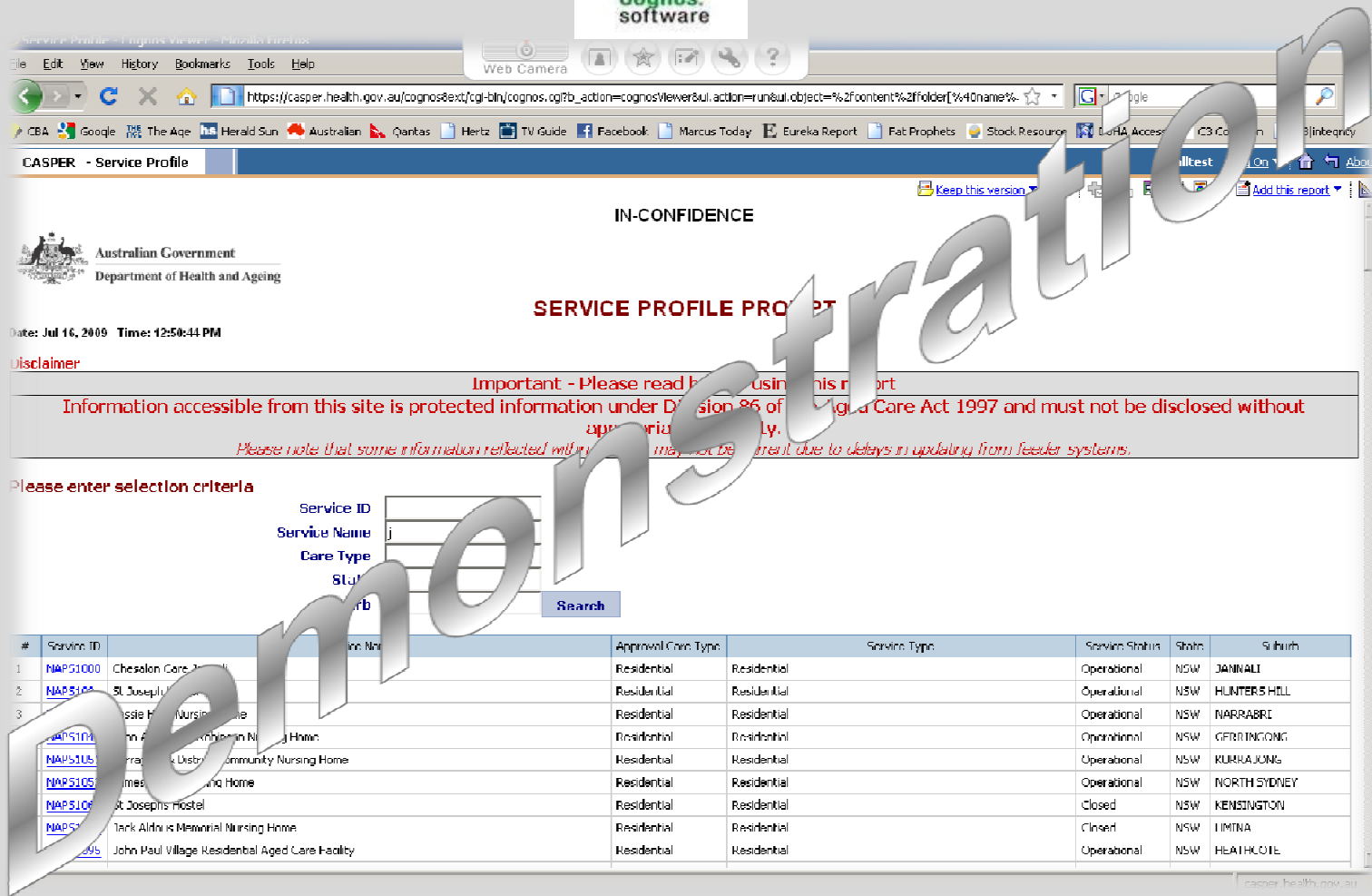
Please enter selection criteria

Service ID
Service Name
Care Type
Status
Suburb

Search

#	Service ID	Service Name	Approval Care Type	Service Type	Service Status	State	Suburb
1	NAPS1000	Chesalon Care Centre	Residential	Residential	Operational	NSW	JANNALI
2	NAPS1001	St Josephs	Residential	Residential	Operational	NSW	HUNTERS HILL
3	NAPS1002	Assisted Living	Residential	Residential	Operational	NSW	NARRABRI
	NAPS1003	Community Nursing Home	Residential	Residential	Operational	NSW	GERRINGONG
	NAPS1004	Community Nursing Home	Residential	Residential	Operational	NSW	KURRAJONG
	NAPS1005	Residential Home	Residential	Residential	Operational	NSW	NORTH SYDNEY
	NAPS1006	St Josephs Hostel	Residential	Residential	Closed	NSW	KENSINGTON
	NAPS1007	Tank Aldrich Memorial Nursing Home	Residential	Residential	Closed	NSW	LIMINA
	NAPS1008	John Paul Village Residential Aged Care Facility	Residential	Residential	Operational	NSW	HEATHCOTE

casper.health.gov.au



Step One – BI Strategy?

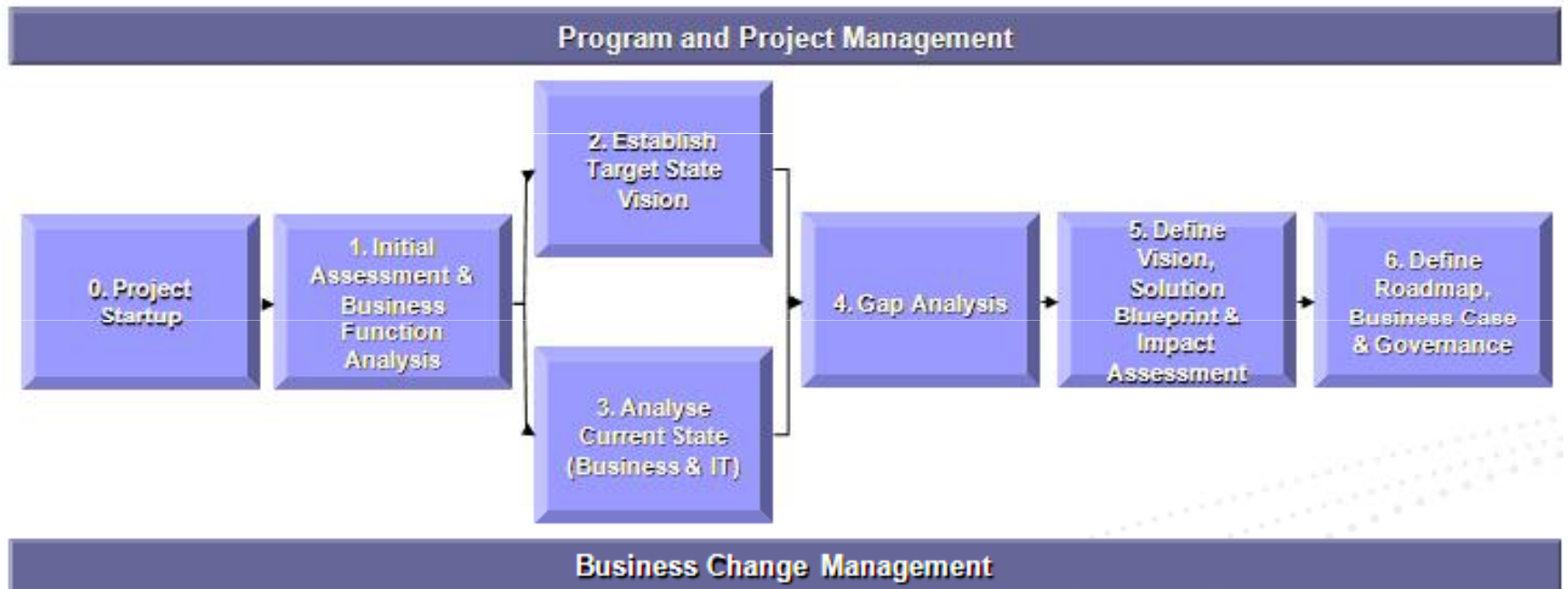


What Not To Do



Business Intelligence Strategy

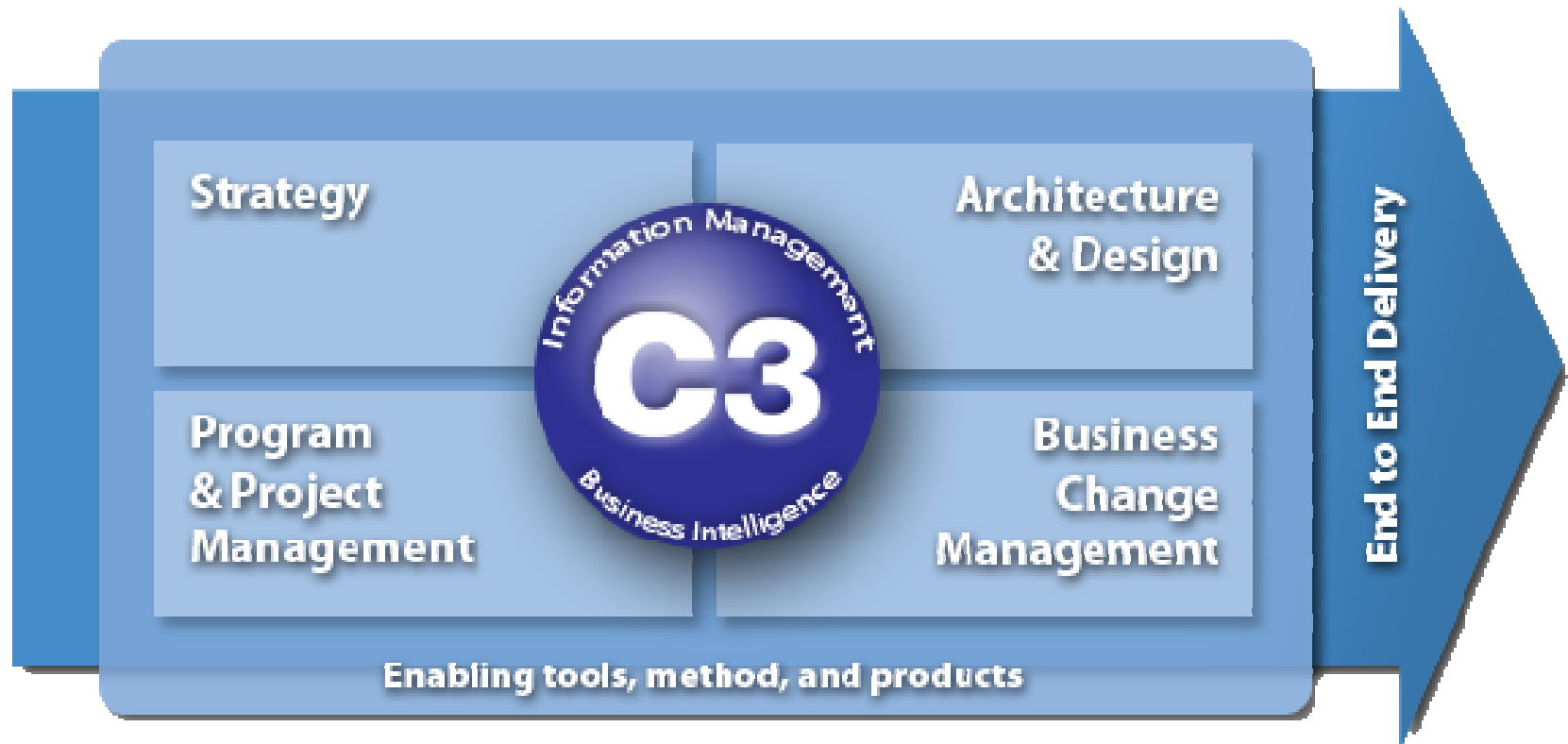
Structured and Proven Method



Success is more than just Technology



Consulting Partner



Thank You – Questions?

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