

MyAgedcare assessor app

Published On: 31 March 2017

Organisation: Department of Social Services

Country: Australia

Level of government: Central government

Sector: General public services

Type: Digital, Public Service

Launched in: 2015

Overall development time: 5 month(s)

Like this innovation

0 persons like this innovation

Description

A new online/offline mobile application that connects to the Department's core applications to support service providers across Australia in completing aged care assessments for elderly Australians.

Why the innovation was developed

- A review of the aged care services revealed areas where technology could enhance the working experience for the service provider sector. The age care assessment process enables assessors to determine what services elderly Australians may need.
 - This process was completely manual and required assessors to carry large volumes of paperwork to and from client's houses and reenter work manually into the system. Aged care assessors frequently visit clients in areas that have little or no internet access.
 - To enable assessments to be conducted anywhere in Australia, we implemented a mobile version of the online portal that lets the assessor conduct key activities when connected or disconnected from the internet.
 - Assessments carried out offline are transmitted back to the Aged Care Gateway portal when a connection is established, supporting the flexible and highly mobile workforce that conducts assessments. The offline tool is available through the Apple, Google Play and Microsoft app stores.
-

Objectives

Improve effectiveness, Improve efficiency, Improve service quality, Improve user satisfaction, Increase citizen engagement

Main beneficiaries

Elderly people, Government staff

Results

Efficiency

- The time to complete the assessments have been reduced due to digitising the paper based process. Assessors have increased the number of assessments undertaken prior to returning to the office.
-

Effectiveness

- The time to complete the assessments have been reduced due to digitising the paper based process.
 - We've reduced the need to revisit clients, the need to rekey information into the portal and reduced the risk of losing paperwork.
-

Service quality

Accessibility:

- Assessors are able to undertake assessments in regional areas without internet connection.

Responsiveness:

- The digital solution allows assessments to be undertaken more rapidly and efficiently. Where previously capturing documents as evidence required an assessor to take the documents to an office to copy and record, the solution now allows the assessor to take a photo of the documents on site and later upload to the system.
- This allows a faster assessment of the clients needs and reduces the need for the assessor to revisit the site.

Reliability:

- Capturing the information via paper forms and reentering into the portal what was captured at a later date was prone to transcribing errors.
- Also as each assessing organisation had various tools for undertaking assessments, there was potential for intermittent connectivity issues causing delays in completing assessments.
- Now with a common tool for all assessors, there is no longer a need to capture and reenter data multiple times and now there is no reliance on internet connectivity to complete the assessment.

Other:

- Statistics
- Since the release of the application we have had over 62,000 successful assessments completed and uploaded.

Development

Design

The reviews for aged care gateway were extensive and involved consultation with a range of users including assessors and front-line staff. When reviewing the feedback from the reviews, our internal designers recognised an opportunity to provide a user friendly tool that reduced manual work.

Testing

- We delivered the mobile app using an agile capability, iteratively delivered rapidly across multiple technologies.
 - We began with prototyping and wire framing the screens before the design and build phases. Functional testing was a manual exercise across multiple operating systems and was completed prior to release to the app stores. User experience testing was conducted in the first phase.
 - The mobile app was rolled out in phases, across different states.
-

Implementation

Tools used:

- A multidisciplinary team was formed comprising architects, user experience designers, business analysts, developers (mobile app developers, Siebel, .Net and Fusion middleware), testers, infrastructure and security specialist.
- An agile and iterative approach was used. Developers used Xamarin tools, Oracle Fusion Middleware, Siebel, .Net Business analysts used HP ALM User experience designers used varioustools.
- Testers used HP ALM to track issues during testing and new test procedures were developed for this application.

Resources used:

- A multidisciplinary team was formed comprising architects, user experience designers, business analysts, developers (mobile app developers, Siebel, .Net and Fusion middleware), testers, infrastructure and security specialist.
-

Diffusion

- As the app had become a useful tool for service providers we were asked to also provide the mobile app as a web application that could be side-loaded onto an organisations Standard Operating Environment (SOE) for use on laptops. We distribute the mobile app publicly via App Stores and to partner organisations to enable the solution to be accessed more broadly and securely by the users.
-

Challenges and solutions

- Time was an issue as we had definite deadlines to meet for the government roll out. The iterative development and implementation of the solution assisted us in meeting the required deadlines.
 - This was the first time we released a mobile app to the public via the app stores which required the development of an appropriate security model.
 - This was overcome through collaboration and a willingness to deliver on outcomes. We decided to conduct a proof of concept with a small sample of organisations to test that side-loading was a capability we could support.
 - The outcome was successful and we approached national roll out.
-

Partnerships

Aged care sector Service providers and assessment organisations

Other

We conducted user research to understand how they did their work currently and how the end user would like to do their work.

Lessons Learned

Lessons Learned

- Enable User Experience teams to thoroughly explore the end-to-end experience
 - Allow lead times and test the waters with Alpha and Beta releases
 - Fallbacks for technology barriers, some clients were uncomfortable with tech devices during interviews
 - Provide alternative methods for data capture
 - Simplicity in design, focus on key tasks
-

Conditions for success

- A big part of the change, being the first functional mobile app for the department, was bringing the various stakeholders along on the journey.
 - This included multiple areas that the app would touch in some way: infrastructure, security, help desk, architecture.
 - We needed the support from the executive to execute the project, and support other teams to help out where needed.
 - Internally to the project team, it was bringing everyone along on the journey.
 - Success was achieved due to the buy-in gained from the various stakeholders with what we were trying to achieve and we focused on the common goal in aiming to achieve these outcomes.
-

Other information

The innovation can be replicated across a range of government services that are delivered regionally and out of the office. We are also looking to reuse key components of the solution for future apps including the authentication services and the ability to scan documents via the camera.

The status quo was a manual process requiring large volumes of paperwork to and from client's houses and required information collected to be manually entered into the system once back in the office. The innovation now

- Enables assessors to locate to their clients in any environment, including rural and disconnected environments such as Hospitals
- Enables on the spot capture of documents including signed forms using device capabilities, rather than former time-consuming paper forms capture
- Allows assessors to have key client information on hand for immediate reference
- Removes significant data re-entry by digitising former paper processes
- Overcomes known technical barriers by using a clever authentication and authorisation system

Copyright OECD. All rights reserved.