Royal Rehab improves and expands client services

Leading rehabilitation provider increases time spent with clients by one-fifth thanks to new hosted-mobility platform

Customer story snapshot

Customer : Royal Rehab, The Rehabilitation & Disability Support Network

Industry : Healthcare / Not-for-profit

Overview

Royal Rehab provides specialist rehabilitation and disability support services for people who have acquired a disability or impairment through trauma, accident or illness.

Founded in 1899, Royal Rehab's services and facilities have expanded from public healthcare and lifestyle support services for people with disabilities to include a private hospital accommodating clients with stroke and other complex neurological and orthopaedic conditions.

With a vision to be Australia's leading rehabilitation and disability support provider, Royal Rehab recently increased its number of on-site support centres in Sydney, including a new specialist accommodation setting and a network of person-centred disability services. The expansion is designed to demonstrate Royal Rehab's clinical, research, and innovative leadership in the changing rehabilitation and disability support landscape.

The introduction of the National Disability Insurance Scheme (NDIS) presented significant opportunities and challenges for Royal Rehab, further incentivising the organisation to undergo a whole-of-business ICT transformation to improve and expand services across Australia.

OPTUS | Royal Rehab
The Rehabilitation & Disability Support Network

Challenge

In 2016, Australia's National Disability Insurance Scheme (NDIS) introduced new legislation allowing clients to choose their own preferred healthcare provider for rehabilitation and disability services. The change was designed to benefit clients through improved industry standards and competition.

Presented with an opportunity to increase its standing in Australia's healthcare sector, Royal Rehab engaged Optus Business to help the organisation improve its world-class client offerings, while maintaining compliance with the new legislation.

Utilising an Optus ThinkSpace workshop – a process of collaborative creative thinking – Optus Business and Royal Rehab created a business strategy enabling the rehabilitation service provider to:

1. Better measure client engagement to improve services and communication

2. Invest in technology and processes, future-proofing the organisation in the rapidly evolving healthcare sector

3. Create a mobile workforce able to deliver world-class services and support on-site and at-home locations

Measuring customer engagement

While Royal Rehab was capturing basic levels of client data, the existing processes were unable to deliver the insights truly uncovering wants and needs, such as ability to travel and periods between treatments.

Royal Rehab first needed to understand what data it should capture before identifying which technology it should deploy to process this data in a seamless and cost-efficient manner. These insights were captured in a ThinkSpace workshop with senior Royal Rehab staff.

Increased competition and expectations

Following the introduction of the new NDIS legislation, client expectations and competition between providers had increased. Specifically, Australians needing treatment were favouring those rehabilitation providers delivering additional services, easier access, more information, and a less clinical environment.

"Royal Rehab wants to gain even more respect for our clinical, research and innovation, and the NDIS legislation provided the perfect platform to do this. We've been providing high-quality services for over 100 years, meaning it was critical for us to be able to rapidly demonstrate the full-level of services we offer to ensure we remained the provider of choice when Australians are selecting their healthcare provider," said Ernie White, Head of IT, Royal Rehab.

Empowering a mobile workforce

The opening of Royal Rehab's new rehabilitation centre, Sargood in Collaroy, increased the number of locations employees needed to work from. This challenge created a need for an improved mobility platform allowing users to seamlessly and securely access the clients' information, regardless of location or device.

Solution

A platform for growth

Following the ThinkSpace sessions, Optus Business presented a hosted IT infrastructure to help the provider fulfil its ambition of becoming Australia's leading rehabilitation and disability support provider, while resolving the challenges faced.

The platform consisted of cloud-managed services for:

- Enterprise mobility
- Unified communications
- Fixed and mobile network services – for data and voice

Acting on customer insights

The Optus Business network deployed integrates Royal Rehab's varied network of enterprise applications, data sources and data warehouse for analytics, to deliver a holistic view of its entire IT network.
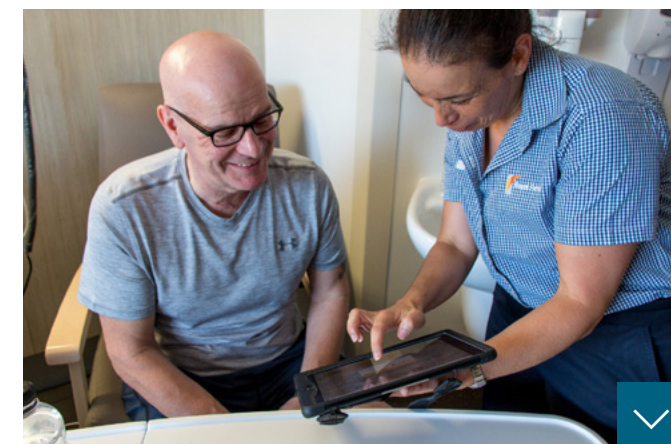
Hosting all applications on a single network delivered an unprecedented level of insight empowering clinicians to update information as and when required to deliver improved levels of service. Similarly, bringing all applications on to one platform improves ease of access to data hosted on the network ensuring it can be rapidly accessed from multiple locations and devices.

Expanded service offerings

With applications now hosted and managed by external providers, Royal Rehab was able to better focus resources on improving the services it delivered. Business continuity was also aided by improved insights into network performance allowing providers to better manage the applications and deliver an improved end-user experience.

"Best practice is embedded in processes and applications, and it's this fundamental understanding which Royal Rehab's IT network is built on. It's about knowing what is connected to our network, where from, and how it needs to communicate across sites, devices and people," explained White.

"Optus Business has provided a network giving employees access to all the information they need, when they need it, where they need it, and in a safe and secure way."

"Optus Business is a core part of Royal Rehab's strategic direction, connecting us with the distributors and solutions we need to fulfil the ambitions outlined in our roadmap."

Ernie White, Head of IT, Royal Rehab

Benefits

Improved communication and collaboration

Royal Rehab has increased the time each clinician is able to spend with clients by up to 20 per cent while also increasing the quality, accuracy and timeliness of information since moving to the Optus Business network.

The efficiencies are the result of the improved communication and collaboration abilities enabled by the enterprise mobility solutions allowing users to access and update information in real-time on the go.

"All work can now be done on the road. Clinicians can update records as they go, rather than returning to the office at the start or end of the day to upload information to the system. It also means treatment and communications with clients is consistent because everyone at Royal Rehab has access to the latest updates," said White.

Improved data security has also been achieved at Royal Rehab as it leverages a selection of Optus Business' trusted partners.

"Optus Business has connected us with providers able to safeguard the sensitive client information we handle, which is a key requirement in today's data-driven markets. This is a huge value-add with the NDIS legislation coming into force and given heightened consumer awareness of cyberattacks."

Moving to an IoT future

Royal Rehab is looking at ways it can use smart measuring sensors and devices to gather data, and link it back to clinical programs to undertake faster and more accurate research. This will enable the healthcare provider to demonstrate and further strengthen its clinical research abilities.

"It's going to be the next clinical wave. Rather than running through a program and spending a lot of time waiting for an outcome, you'll be able to have constant measurement of improvement and data to back up improvements," explained White.

'ThinkSpace was a unique value-add that helped open up new ideas and strategies we might not have considered previously. The entire process enabled us to dedicate the necessary time to higher level functions that can get drowned in the normal day to day.'

Ernie White, Head of IT, Royal Rehab

yes

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