

How Catholic Healthcare is delivering better Aged Care outcomes with Optus

Customer story



Overview

Working in partnership with Optus, Catholic Healthcare has embarked on a transformative journey in aged care provision, leveraging state-of-the-art mobile solutions to elevate client outcomes. The aged care provider has identified the need for innovative technological solutions to deliver efficient and effective client and employee experiences.

Across a network of 41 residential aged care homes, 13 retirement living communities, and around 7,000 in-home care clients, Catholic Healthcare has utilised Optus' mobile services to redefine its commitment to Australia's ageing population and employee experience. With streamlined processes and enhanced connectivity, the partnership has enabled innovative client care and monitoring methods, while allowing caregivers more time to build meaningful relationships with their clients.

Metrics

Future-proofing in order to ease the adoption of new technology:

50%

Decrease in the number of mobile device network issues reported since working with Optus

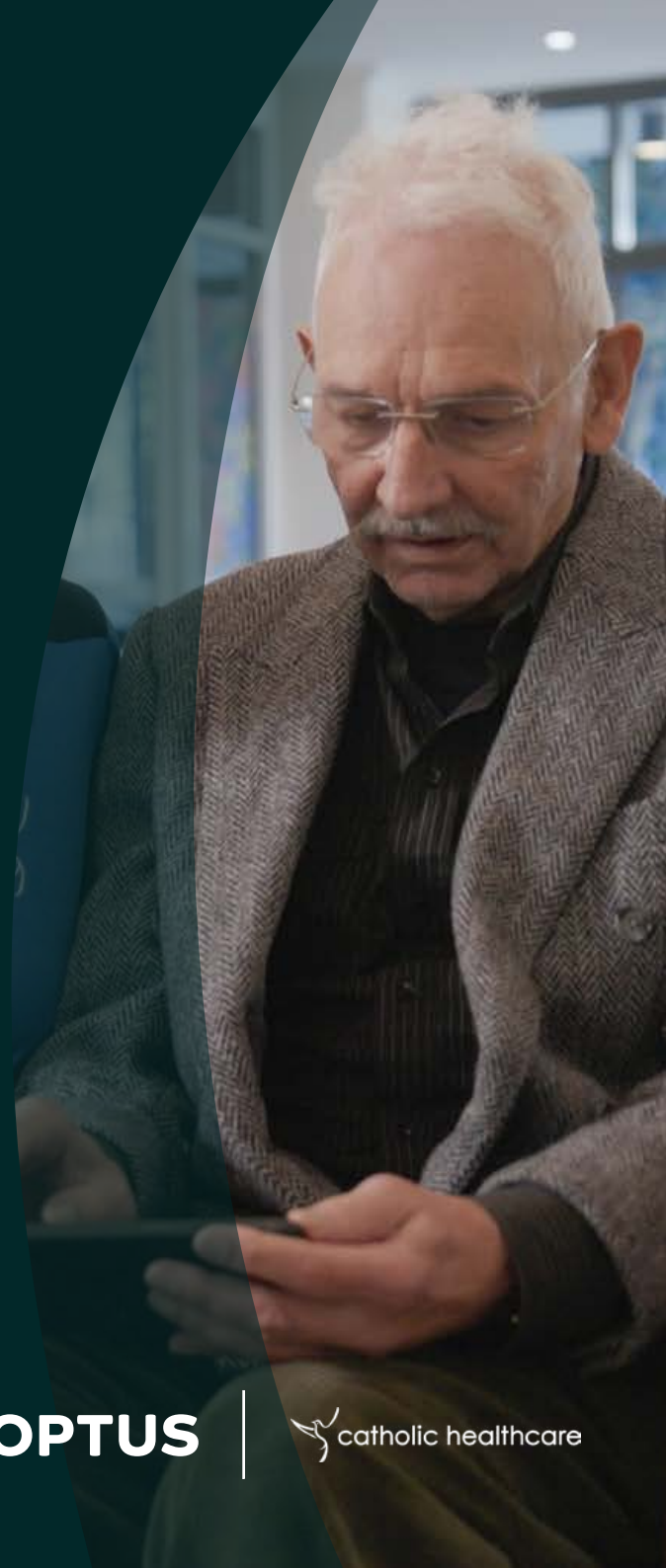
<1

Reduction in device management time and set up from 2-3 days to <1

*5G available in selected areas and on select plans. Actual download speeds may vary by area.
Check website for coverage. Opensignal Awards – Australia: Mobile Network Experience Report, October 2023.

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The Situation

Costly inefficiencies hampering client experience

Upon partnering with Optus, Catholic Healthcare recognised a need for technology solutions that deliver enhanced connectivity and speed, expand capabilities for Internet of Things (IoT), and provide transformative improvements for their business and clients. Ineffective technology across a disparate network of devices was hindering carers in providing the best customer experience.

The shift to telehealth during the pandemic and a subsequent rise in demand for in-home care demonstrated a need for more advanced mobile technology. In order to service their existing network of 7,000 clients receiving in-home care, including some in regional locations, Catholic Healthcare looked towards a mobile ecosystem that supports carers as they work.

With a growing workforce, they needed to get employees onboarded and up and running as quickly as possible. Previously, employees needed to wait four days to get their device management set up, and this has now reduced to less than one day.

"Our industry is a human-focused industry that centres on caring for older people. Our frontline employees thrive on making connections with people, taking the time to listen to their stories, and getting to know them. If technology can help us maximise their time to provide care, then that is the best outcome and Optus is aiding us in achieving this."

Moet Sela, Manager Technology & Cloud Services, Catholic Healthcare

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The Solution

Reliable mobile services deliver a vital foundation for a better care experience

Optus' award-winning 5G network* played a pivotal role in bolstering Catholic Healthcare's mobile infrastructure. A managed mobile phone fleet provides seamless connectivity in urban and regional areas. The ruggedised Samsung mobiles used by the carers are as easy to use as their own smartphones, while being suitable for regular disinfecting and capable of withstanding drops or chemical spills.

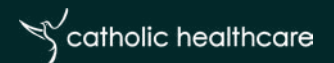
Expanding a previously underutilised messaging platform for vital communications with clients allows SMS to play an active role in care through reminders and urgent messaging, while making carers more accessible. Consolidating these communication systems on a single platform allows simpler and more reliable contact with clients, resulting in a greater economy of scale for Catholic Healthcare.

Optus, as Catholic Healthcare's provisioning partner, has enabled Catholic Healthcare to improve their device management and asset control. This enhancement allows frontline employees to concentrate on what truly matters – providing high-quality care to clients, and reduces the time spent on mundane tasks.

"Together with Optus, we're providing a way to make carers' jobs simpler and easier."

Moet Sela, Manager Technology & Cloud Services, Information Services, Catholic Healthcare

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The Results

Better technology enabling greater hands-on care

By partnering with Optus, Catholic Healthcare overhauled its delivery of aged care services and enhanced the overall client experience. Leveraging Optus' services to update and expand its ecosystem of devices, it broadened the use of digital healthcare solutions such as video telehealth calls.

The seamless transfer of secure data across devices, enabled by Optus' streamlined communication methods, has increased satisfaction for carers and their clients.

Tapping into Optus' robust mobile infrastructure not only improved connectivity between Catholic Healthcare employees and their management of secure patient data, it also facilitated the implementation of innovative systems and solutions designed to ease the administrative burden on care workers.

These solutions have enhanced the standard and availability of care for clients in regional areas, where previously remoteness was a barrier to receiving quality services. This was crucial for fostering a sense of connection and inclusion for clients in their later stages of life, for whom social isolation is a significant disadvantage.

"As a not-for-profit organisation, we are here to serve older people in our community and our focus is on the wellbeing of our clients. We're lucky with Optus to have a partner that understands that dynamic and makes it work for us."

Moet Sela, Manager of Technology & Cloud Services, Information Services, Catholic Healthcare.

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The Future

Preparing for the future of aged care with a strong foundation

The rapid improvements in client care and service optimisation that Optus' mobile solutions have facilitated allow Catholic Healthcare to look to the future. They aim to expand their operations in home care services due to the preference for older Australians to remain in their own homes for as long as possible.

Catholic Healthcare is evaluating the Optus Frontline Worker Solution (FLW) to further equip carers with the tools to better manage the administrative demands of their roles. From location tracking and inventory management to communication tools, FLW could enhance the efficiency gains and capability of carers' fleet of rugged mobile devices, transforming them into powerful multitools

With the strong foundation of Optus' 5G network, Catholic Healthcare is looking to emerging technologies, such as Microsoft's HoloLens mixed reality technology, to provide more human-centric and hands-on care to clients in remote locations. Improved process efficiencies will continue to allow carers to spend less time on administrative tasks or navigating frustrating, outdated technology and more time focusing on what they do best: delivering world-class, holistic care.

"What's important about our partnership with Optus is that we have the right network coverage that gives our care workers the tools and information they need. It's right there at their fingertips, whenever they need it."

Brett Reedman, Chief Information Officer, Catholic Healthcare

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Enterprise: Catholic Healthcare

About

Catholic Healthcare is a trusted not-for-profit aged care provider celebrating its 30th anniversary in 2024. It provides tailored care solutions across NSW and South East Queensland. It operates a network of 41 residential aged care homes and 13 retirement living communities and provides home and community services to around 7,000 people.

www.catholichealthcare.com.au

Industry: Aged Care

Location

NSW & South East Queensland

Goals

- Improve connectivity across residential aged care, retirement living and home and community services
- Improve end-user computing devices (mobile phone and laptop)

Solutions

- Fleet of mobile devices on Optus' 5G network
- Optus Mobile Device Management
- WAN services
- Optus SMS services
- Hardware procurement

About Optus

For over 30 years, Optus has helped organisations of all sizes transform their customer and employee experiences. Trusted by Australia's largest enterprises and government departments, Optus helps businesses improve employee retention and engagement, boost customer satisfaction and drive operational efficiency. With Optus as your partner, you can expect technology solutions curated to meet your business challenges, backed by unique mobile-led capabilities, a secure managed network, and an ecosystem of best-in-class partners. It starts with yes. Find out more at optus.com.au/enterprise

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