

# How to Effectively Manage, Print and Secure Documents in Aged Care Facilities







## \ Introduction

Today's aged care facilities depend on reliable, readily available documentation to service their patients. From charting information to managing data regarding care history and medication dosage, communication and clarity between physicians and the healthcare professionals responsible for our elderly is of paramount importance.

This eBook will examine how Managed Print Services (MPS) can provide comprehensive document security and peace of mind for aged care facilities.

By offering insight into devices compatible with Electronic Health Record (EHR) systems, you'll gain the knowledge necessary to integrate technology compliant with security regulations, while providing cutting-edge patient record access and printing and scanning services for your workforce.



# \ The State of Aged Care in Australia

The aged care-dependent population is increasing. The Royal Commission into Aged Care Quality and Safety anticipates that more than 1.5 million Australians will be aged 85 or older by 2058. Accounting for 3.7% of the population, the forecast highlights the challenges facing today's burdened aged care infrastructure.<sup>1</sup>

To accommodate an ever-increasing onset of patients, healthcare facilities caring for our elderly must continue to overcome challenges, including:

1 \ An increasing volume of documents and information



The constantly increasing volume is related to medical history, medication dosage and communication between physicians and healthcare workers.

2 \ The increasing complexity of print security requirements



Which are designed to combat the vulnerabilities presented by a push toward digitised records.

3 \ Continued pressure to meet strict regulatory governance



This includes the eight Aged Care Quality Standards<sup>2</sup> outlined by the Australian government.

<sup>1</sup> Royal Commission into Aged Care Quality and Safety, [“Medium and long-term pressures on the system: the changing demographics and dynamics of aged care.”](#) 2019.









# \ The Necessity of Effective Documentation


Ensuring proper documentation throughout aged care facilities – and the external healthcare institutions that handle emergency medical services for our elderly – is of critical importance. Documents, medical records and other data need to be orderly and accessible.

The transparency and near-instantaneous accessibility to updated patient data bolsters healthcare outcomes by providing:

- 1 \ Increased Communication

 Accessible and effective documentation enables the sharing of health information between staff and service providers, increasing quality of resident care.
- 2 \ Compliance with Legal Requirements

 Accurate documentation provides an audit trail and ensures compliance with government regulations.
- 3 \ Prevention of Harm

 Reliable records support risk assessment and hazard control measures, in turn empowering aged care facilities to implement safer policies and procedures.



# \ Challenges of Pen-and-Paper Recordkeeping

Reliance on paper-based documentation presents significant challenges for today's aged care facilities. With so many healthcare providers digitising records, late adopters of advanced technology are finding it increasingly difficult to maintain communication at pace.

Three challenges of maintaining handwritten and printed/filed patient data includes:



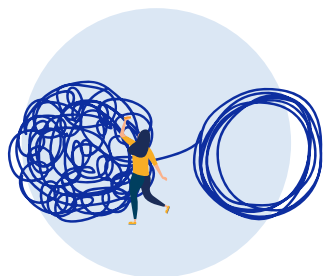
## **Inaccessibility**

Documents are difficult and tedious to locate in large filing cabinets, which can delay or hinder quality of care. Filing rooms instead could be repurposed for other means, freeing up space.



## **Lack of security**

Physical documents don't offer protection against damage, misplacement or theft.



## **Information discrepancy**

Handwritten information or manually inputted data are prone to mistakes and can result in medical errors such as incorrectly prescribed medications. Although the National Library of Medicine debunked the myth that doctors' handwriting was uniquely illegible<sup>3</sup>, bad writing is a leading cause of waste and hazard burdening the medicare industry.







## \ Automating the Document Workflow for Aged Care Excellence

Healthcare professionals working in aged care facilities benefit from quick and easy access to patient information. When connected to a hospital network, doctors can use a simplified, one-button scan that archives documents to ensure forms are stored in the right digital location. This allows relevant staff to find updated patient information quickly and accurately.

The one-touch scanning capability of MPS devices simplifies usage, improves document security and reduces

administrative errors. Scanning also negates the need for manual processes, minimises errors and helps break down data silos.

By digitising old paper medical records and implementing a cloud-based architecture, healthcare workflows are instantly visible to all authorised personnel. The added security of a digital platform also ensures records aren't lost or damaged during the transfers from department to department.





# \ Streamlined and Centralised Print Management

By outsourcing your print management responsibilities, MPS removes the burdens associated with sorting patient data and digitising old paper records. The ever-increasing deployment of electronic health data can also provide support for clinical health trials and provide large-scale observation data. The implications of a digitisation strategy go far beyond the patients within a service that has access to today's electronic technologies.

Continued adoption and support of electronic health records could lead to medical and patient care breakthroughs that will impact future generations and advance healthcare best practices in unforeseen and revolutionary ways.

By empowering your aged care facility workforce with today's digital technologies, you're contributing to a larger initiative that continues to impact the health and well-being of your most precious resources: Your patients. Selecting a proven MPS partner, the facilitation of this journey can be tasked to experts in the field, streamlining your workflows and freeing your critical staff and resources to provide the care your aged care family depends on.

Your MPS partner can provide the following support:

- **Installation and deployment:** MPS technicians will install and manage the critical infrastructure upgrades that align with your refocused long-term print strategy to ensure your facility remains at the cutting edge of the latest technology. MPS also empowers you to cut down on print waste and ensure critical document workflows are up and running
- **Maintenance of hardware:** Proactive maintenance removes the worry of malfunctioning equipment, as qualified technicians ensure your hardware is operating to peak efficiency. Forego the downtime associated with repair and maintenance by leveraging the replacement availability of an MPS solution. Aged care patients depend on access to charting information and medication history that needs to be available at all times. Repairs and maintenance could affect the timely distribution of information related to critical care
- **Replenishment of consumables:** The time associated with delegating employees to order and replace spent ink cartridges, toners and other consumables can quietly drain the productivity of your staff







## \ Safeguarding Resident Privacy and Security

A digital records management system removes the worry associated with critical patient information becoming misplaced or falling into the wrong hands.

Centralised document management and physical device access control limits only authorised users or groups to access your hardware resources. Protect your patient's privacy with Secure Print. Medical information is confidential and must be protected. Secure Print helps you do just that by encrypting data transmissions and requiring a password or ID card to release documents. As an additional layer of security, all documentation is deleted from the device when it is powered off.

When it comes to the information your patients depend on, integrating a cloud-based, digital solution can eliminate the concerns facing traditional healthcare operations. MPS also provides real-time oversight, management and reporting data, providing unprecedented insight into the systems that power your business infrastructure.







## \ Brother Accelerates Aged Care Facility Operations

Our Managed Print Services empower your workforce to deliver the best patient assistance possible. With today's aged care facilities experiencing an influx of new residents, ensuring your operational infrastructure is on the cutting edge gives your staff more time to tend to their needs.

Our versatile MPS offerings provide device selection, maintenance and consumables management. Easy integration with EHR software maintains compliance with today's healthcare Independent Software Vendor (ISV) requirements.

Partner with us and enjoy the convenience of configuration access tools that manage your infrastructure across multiple devices. [Take the MPS quiz](#) today to learn how you'll save time and money by providing secure, authentication-based access to your entire network with ease.

Schedule a free, no-commitment [print assessment](#) to discover what Managed Print Services can do to aid the critical patient care that drives your business.





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