



Case Study - Grafton Aged Care Home

Grafton Aged Care Home is a privately owned 81-bed high care stand-alone facility on the Clarence River in rural northern NSW.

Our client was looking for a centralised administration and care management software system that could be accessible by all staff as well as being simple and user friendly.

Grafton Aged Care Home investigated several available options. The demonstrations of Manad Plus software allowed Grafton Aged Care Home's evaluation panel to see how simple and user friendly aged care software could be and how it would meet their business needs.

Cheryl Kirby, who is the project manager, had this to say when interviewed:

"It was important to us that the software would cater for the diverse skills sets of our staff, while allowing us to maintain resident care. Cost, support and training were also important factors in deciding which software we would go for. We chose Manad Plus exactly for these reasons."

A simple solution for better care

Grafton Aged Care Home has only been using the software for a short time and already they see a new level of teamwork developing with staff. Information duplication and data entry is greatly reduced; staff have been relieved of a lot of time wasting work and stress.

"Manad Plus has dramatically improved our service and care, provided far better analyses and reporting with far fewer risks as a result."

Easy for all staff to use

Grafton Aged Care Home are introducing their staff to the software systematically and have found training to be simple with staff picking up new skills with ease. Only basic computer skills are required to use the software and drop-down boxes and prompts add to the ease of training staff using the system.

"Implementation of the software has also motivated staff to improve their knowledge of computers and gain new skills. We had surveyed our staff previously and were aware that staff computer skills were limited so this had to be a main concern when considering software options. Staff who had previously very little computer skills are now using the system. This could only happen due to the user friendly, visual and intuitive nature of this software.

Time saving and greater efficiency

"We have commenced B2B Online Claiming with Medicare Australia. Our electronic submissions using Manad Plus have greatly reduced the time spent in completing these processes manually."

"We have also found that end-of-month reporting is far less arduous and time consuming with a large selection of reports to choose from."



Case Study - Grafton Aged Care Home

Good service and support makes all the difference

When asked about the support and training given by Management Advantage, Cheryl had this to say.

"Support is always on hand to offer guidance. The solution to any problem is only a phone call away. Their support is excellent - couldn't be better. The response is always prompt, friendly and efficient... they listen to our suggestions and trouble shoot on the phone if a problem or capability needs explaining...The staff will talk you through step by step."

Another thing that was important to Grafton Aged Care Home was the ability to customise parts of the software to their needs. The flexible platform of the software allows changes to be made to meet the ever rising complexities of providing care to the aged.

An example of this is when we asked for some adaptations to be made to the resident administration area of the software to accommodate facility needs such as expanding the correspondence field in the Resident Admin section. This was introduced by Management Advantage in their next upgrade."

In summary

In summing up Cheryl Kirby had this to say on behalf of Grafton Aged Care Home:

"The deployment of Manad Plus has been one of the most significant Continuous Quality Improvements we have ever implemented."

"On a recent support visit from the Accreditation Agency, we were able to provide evidence of our improvements across all Standards. The reduction in paper-based documentation and time has been the biggest advantage. The benefits to resident care are also increasing. The software ensures security, confidentiality and especially privacy for resident and staff information. Management are able to manage and limit access to relevant information by staff and medical professionals through the software itself. Manad Plus is industry specific and purposeful..."

For more information on how Manad Plus can help you, contact Management Advantage. We can easily arrange a full demonstration of this software anywhere in Australia.

phone 1300 62 62 32
email info@manad.com.au
web www.manad.com.au