



Care Minutes & Quarterly Financial Reporting

Webinar | 18 May 2023



Agenda

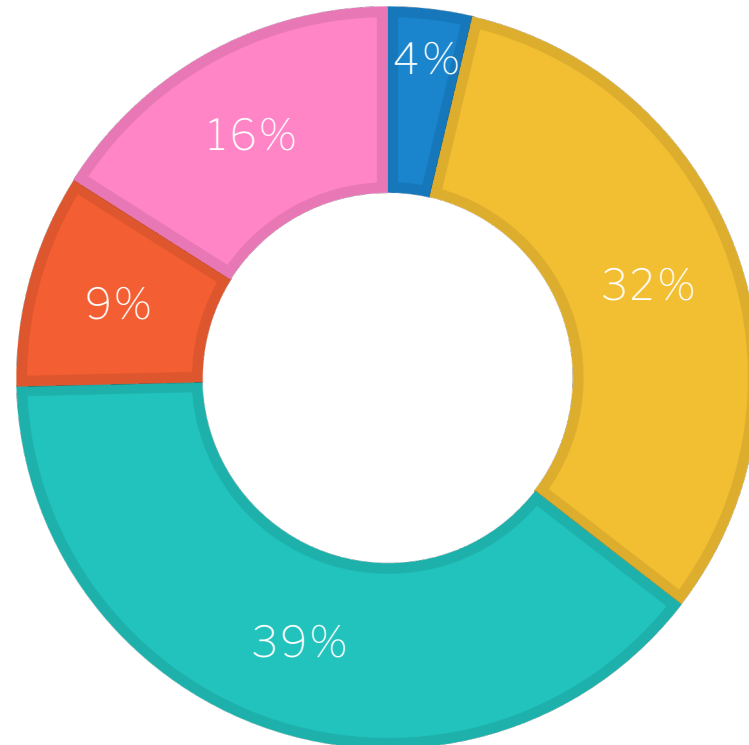
1. Welcome
2. Data on understanding the demand for care minutes - Tyler
3. Panel discussion - part 1
4. Delivering and Reporting on Care Minutes
5. Compliance impacts
6. Panel discussion - part 2
7. Q&A
8. Close



Please ask
questions in the
chat



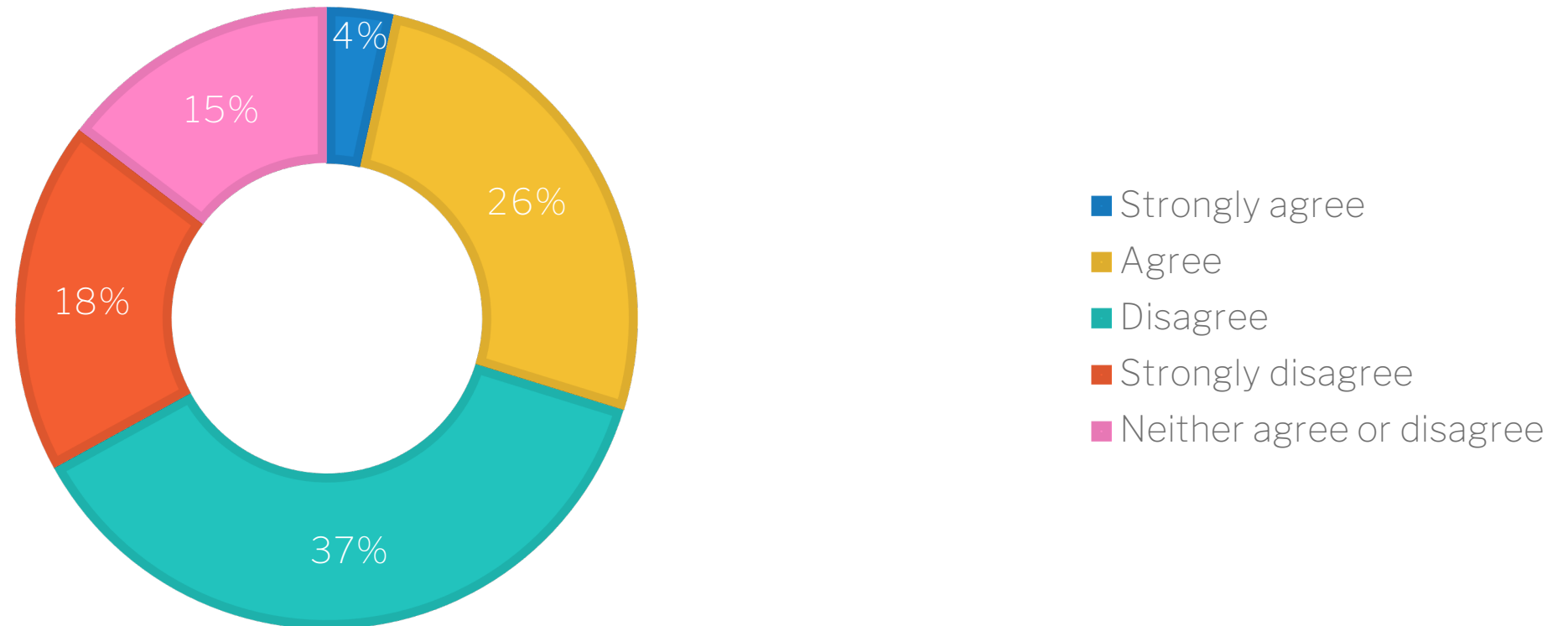
Our care minute target is realistic, achievable and sustainable



- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Neither agree or disagree

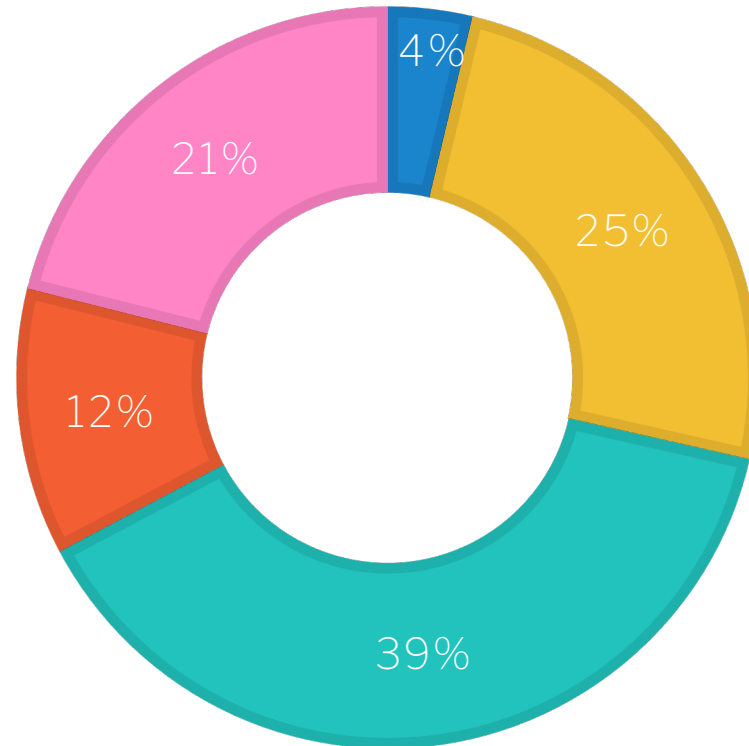
Represents 403 responses

We will be able to recruit adequate care staff to meet our care minute target by 1 October 2023



Represents 403 responses

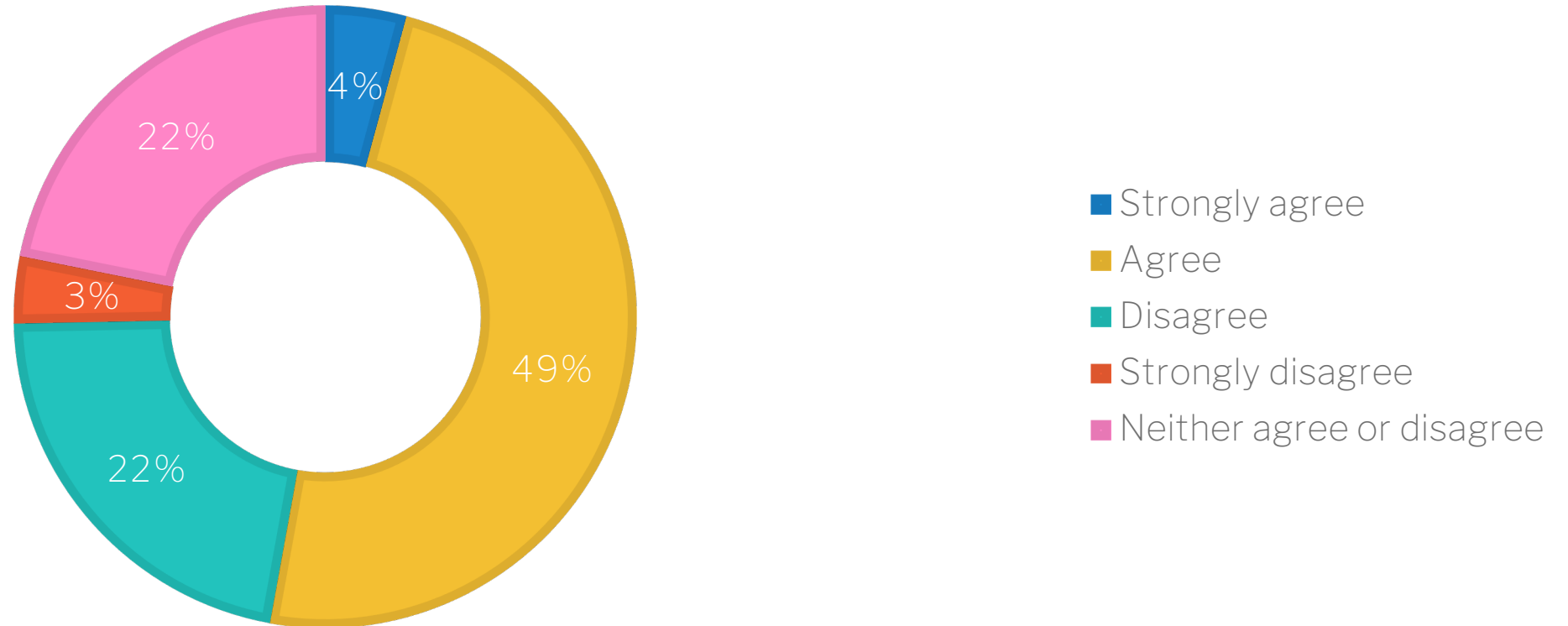
AN-ACC funding is adequate to meet the cost of the care minutes that we are required to deliver



- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Neither agree or disagree

Represents 403 responses

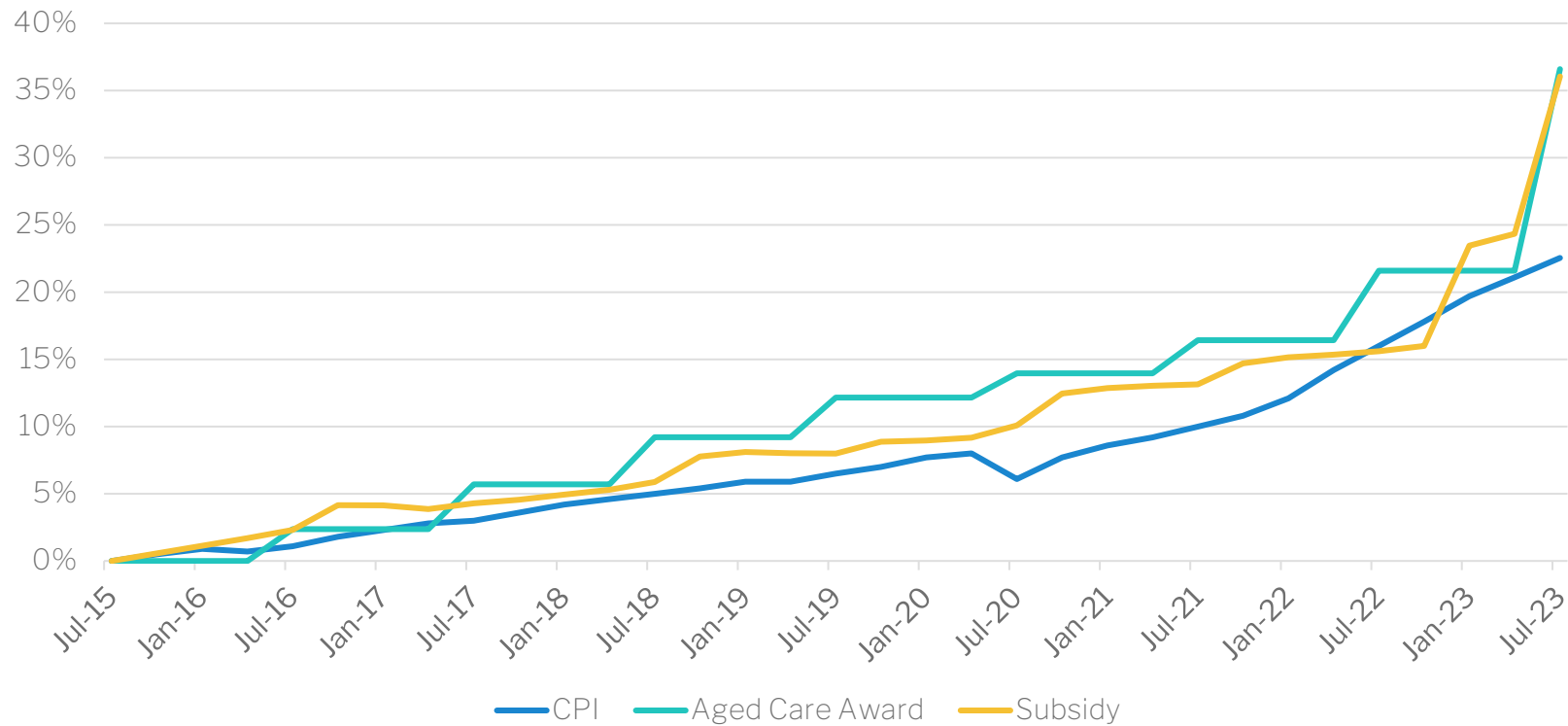
We have the systems and staff knowledge to track planned care minutes and delivered care minutes against our quarterly target



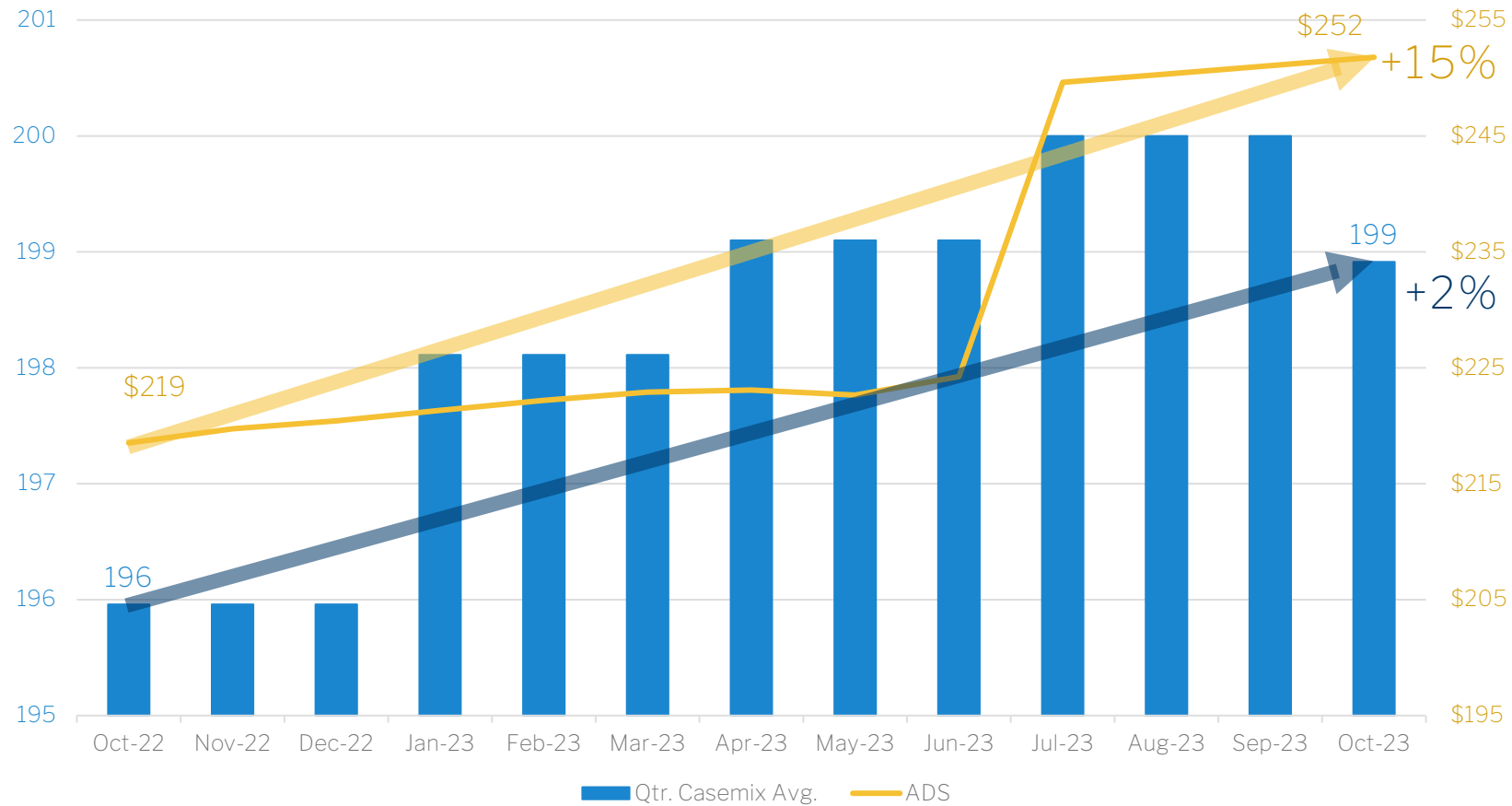
Represents 403 responses

Financial Planning

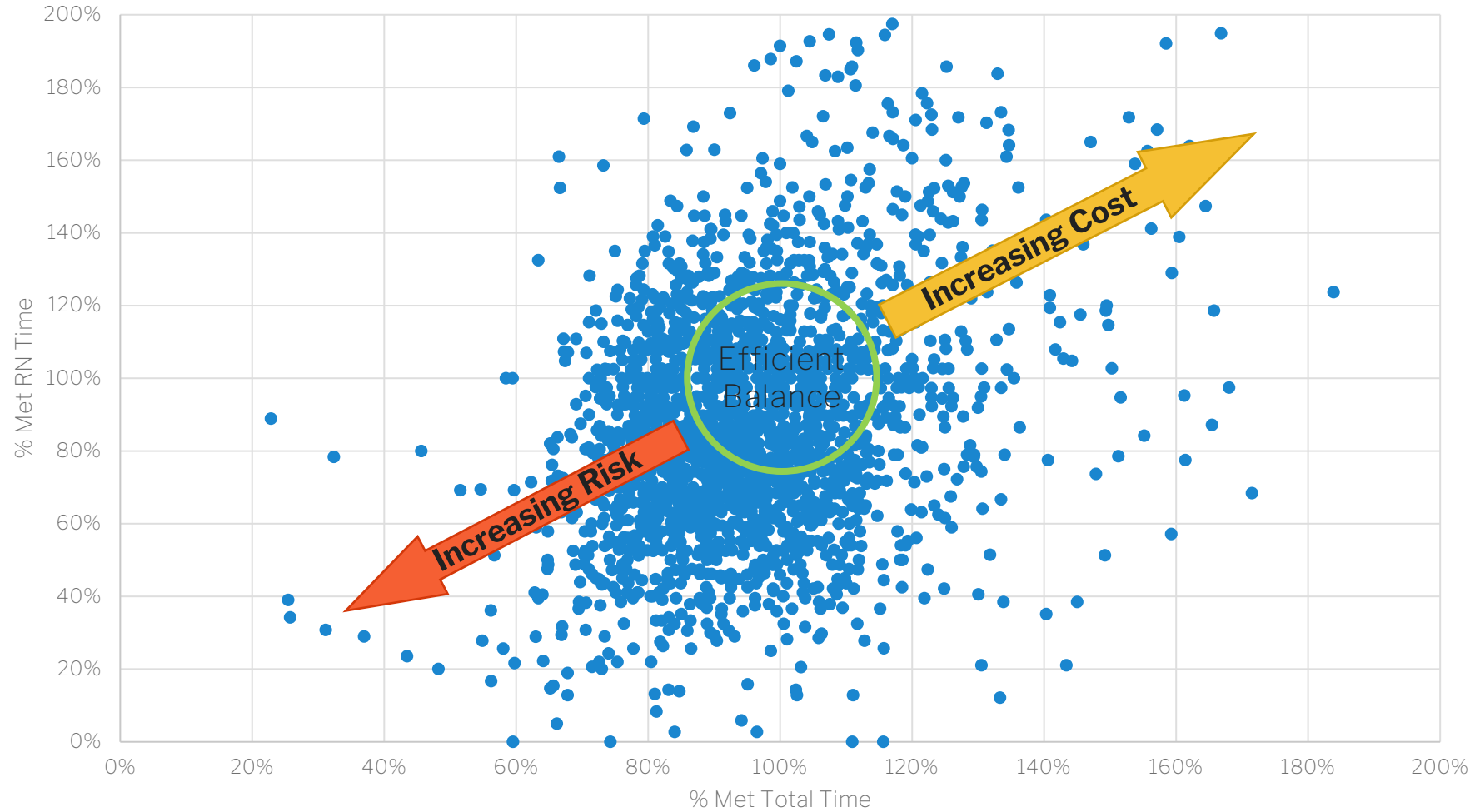
Cumulative increases in subsidy and wages since 2015 compared to CPI



Sustainability



Operational Efficiency



Let's hear from the panel



Matthew Hartley
Senior Manager,
Commercial & Finance
Aged Care at The
Salvation Army



Jae Smith
Service Transformation
Manager – Aged Care
Services at MercyCare



Michelle Sloane
Chief Executive Officer
and Director at
SummitCare

Plan to meet targets



What should you be doing as part of roster planning?

Understand the cumulative calculation and measure it. For a given period:

- $\text{Sum of total direct care minutes} / \text{sum of total bed days}$

Retrospectively review planned vs actual

- Did we achieve budget? What worked what didn't?
- Are we on track? What would the QFR look like if we ran it now?

Proactive resource planning

3 focus areas to avoid surprises over the coming months:

1. Proactive agency management

- Unavoidable - productivity commission acknowledges role to play
- Why? Unexpected cost
- Planned vs unplanned agency usage
- QI reporting
- How are their hours contributing to care minutes?

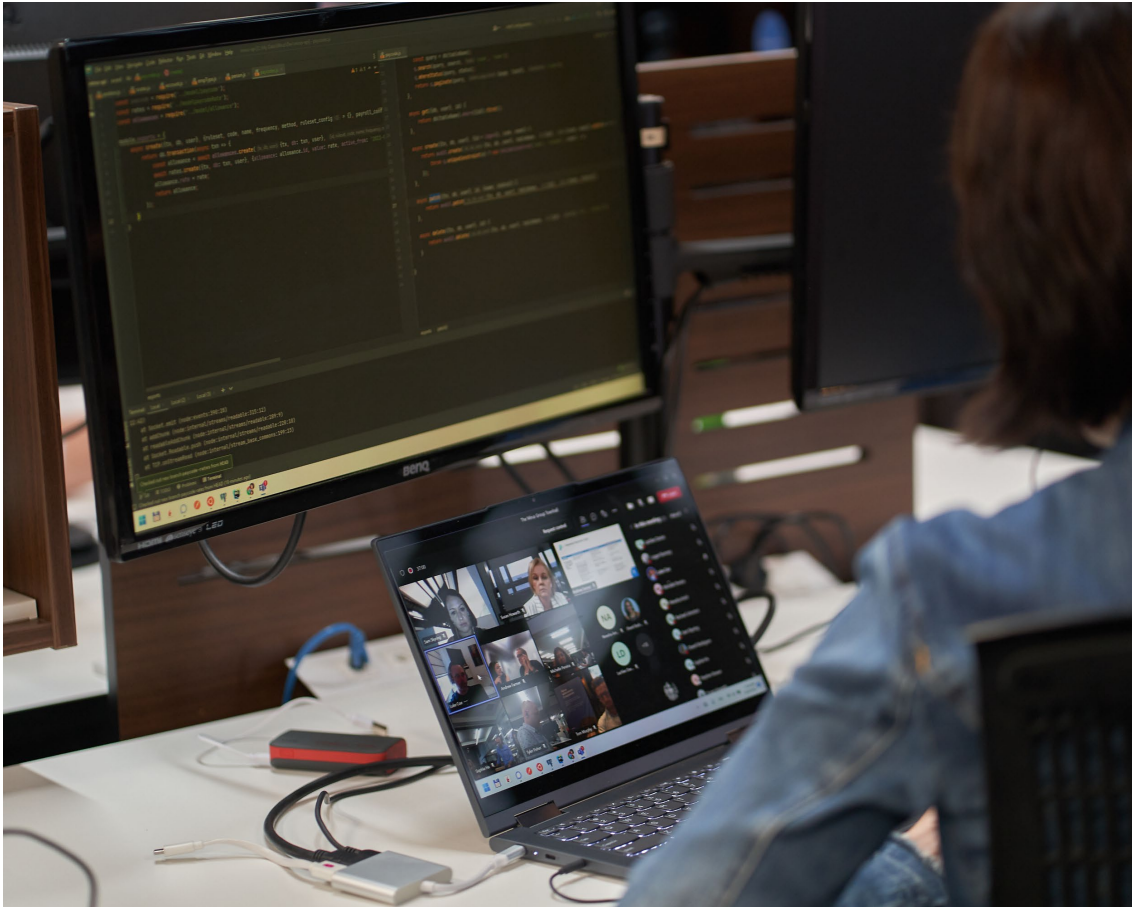
2. Employees on student visa

- What % of workforce?
- How many are currently working >48 hours
- How are their hours contributing to care minutes?

3. Hybrid roles

- We're seeing big spread: what's the difference between a 25% care manager vs 80% care manager
- Are your clinical staff focused on the right tasks? What should they be doing on shift? Less admin? How can you support this?

Role of technology



How should technology be helping?

- Nothing revolutionary: automating reporting
- Budgeting: real-time costing
- Integrate data: occupancy and acuity
- Optimise costs: right person, minimise overtime/worker burnout

QFR on-demand (should be the easy bit – minimal effort, no surprises).

Care minute policy

A care minute policy is your organisation's statement of how it is considering and calculating care minutes

This is important for several reasons:

- A policy will state which multi function roles you believe contribute to care mins and how
- The document can be used to calculate your current care mins for cost/profitability analysis and for QFR reporting
- The document can be used by HR to align roles, awards/EBAs
- The document can be reviewed if any further guidance is provided in future
- The document can be used during any future audit procedure to explain how you determined your care mins

POLICY
Care Minutes
HR-PY-22

Applies to **Division:** [Redacted] **Category:** Residential

Scope All Residential Employees, ELT, Board of Directors

Clinical Non-Clinical

Purpose The purpose of the Care Minutes Policy Statement is to provide [Redacted] expectations under the Australian National Aged Care Classification (AN-ACC) care funding model care minute standards and to ensure appropriate staffing levels in our residential aged care facilities.

Policy Statement [Redacted] will aim to meet the specific care minute target that reflects the different care needs of its residents in their assigned classification.
[Redacted] will access the quarterly care minute targets for each facility from the "My Aged Care Service Provider Portal".
[Redacted] will submit Quarterly Financial Reports (QFR's) of both the actual care minutes and the upcoming quarters forecasted minutes.
The "insert position title" is responsible for monitoring the care minutes and classifications, ensuring flexibility in [Redacted] Rosters.

Definitions AN-ACC – Australian National Aged Care Classification
QFR – Quarterly Financial Report

Summary Consistent with the recommendations of the Royal Commission, the following types of care staff are included in care minutes calculations:
- Registered nurses
- Enrolled nurses
- Personal care staff (unregistered nurses)
[Redacted] current minimum Care Minutes allocation for each position under AN-ACC funding model is outlined in the below table.

	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
RN	100%	100%	100%	100%	100%	100%
FM RN, Care Manager/ Clinical Care Co-ordinator	80%	80%	80%	80%	80%	80%
FM EN	0%	0%	0%	0%	80%	0%
Non Clinical FM	66%	0%	66%	66%	0%	0%
EN	100%	100%	100%	100%	100%	100%
Carers	100%	100%	100%	100%	100%	100%

60%	60%	0%	0%	0%	15%
0%	0%	0%	0%	50%	50%
90%	90%	80%	80%	80%	80%
5%	5%	5%	5%	5%	5%
5%	5%	5%	5%	5%	5%
0%	0%	15%	0%	15%	15%
15%	15%	15%	15%	15%	15%
50%	50%	0%	30%	30%	0%

n of each role are outlined in the below Justification Table

Role	Care Minutes
Care Manager (RN), Clinical Care Coordinator, FM	<ul style="list-style-type: none"> ✓ Assisting with meal independence and prompt and monitoring ✓ Assist with clothes selection and adjustments ✓ Assist with mobility and walking aides, sourcing aides, redirection to aide and assistance with direction during mobility ✓ Assistance with personal care support – assisting to select clothing, toiletries, reorganise person space, application of moisturiser ✓ 1:1 interaction with consumers for psychological support ✓ Wellness and exercise support 1:1 during group activities ✓ Providing support with requests of care ✓ Providing behaviour support with 1:1, redirection ✓ Care planning and assessment support ✓ Case conferencing and follow up
Wellness Coordinator	<ul style="list-style-type: none"> ✓ Eating ✓ Grooming ✓ Bathing ✓ Dressing ✓ Toileting ✓ Transfers ✓ Mobility ✓ Social interactions, facilitating relationships. ✓ Psychological support ✓ Behaviour management ✓ Clinical review & follow up ✓ Assessment and care planning
	<ul style="list-style-type: none"> ✓ 1:1 interaction with consumers for psychological support ✓ Wellness and exercise support 1:1 during group activities ✓ Providing support with requests of care ✓ Providing behaviour support with 1:1, redirection ✓ Assist with manual handling resident specific tasks

Let's hear from the panel



Matthew Hartley
Senior Manager,
Commercial & Finance
Aged Care at The
Salvation Army



Jae Smith
Service Transformation
Manager – Aged Care
Services at MercyCare



Michelle Sloane
Chief Executive Officer
and Director at
SummitCare

Questions
from the chat



Our next webinar



Operational Efficiency: Planning for Financial Sustainability

Thursday 29 June

12pm – 1pm AEST

Check your inbox for registration details or register here

www.mirusaustralia.com/operational-efficiency-planning-for-financial-sustainability



Contact us



Andrew Farmer
Partner

andrew.farmer@mirus.group



Tyler Fisher
Data Scientist

tyler.fisher@mirus.group



1300 738 145 | info@mirusaustralia.com
mirusaustralia.com