



The future of aged care.
Healthier. Happier. Stronger.





Our Vision.

Cisco is your partner in improving the quality of life for the ageing and care dependent. We can help you provide a secure, efficient and reliable environment where older people can live with peace of mind while delaying acute care for as long as possible. Cisco is a leader in tailoring technology for the aged care sector, and we are dedicated to providing cost effective solutions that relieve the increasing stress on providers.

Our services enable the ageing to stay independent for longer and maintain a greater level of mobility once in a residential care environment. These innovations make your operations more cost effective while better preserving lifestyle, dignity and sense of community for the elderly.

The road ahead

Across the globe, the aged care sector is encountering unprecedented challenges. The ageing population is growing rapidly and there are doubts whether government healthcare schemes can bear the strain. Increasing pressure is already placed on infrastructure and overburdened caregivers – and with few young graduates entering the profession, the problem looks likely to worsen before it gets better.

While more aged faces are appearing across the globe, they are not the faces of past generations. Today's retiree is better educated and more informed and discerning about who cares for them in the later stages of life. These individuals have thrived in a connected world – internet usage is higher among those over 60 than any other population segment – and they don't expect to lose that independence or convenience when they become reliant on care.



Benefits for the aged

While medicine continues to make it easier to live longer and more healthily, information technology can be used to ensure those additional years are enjoyed to the fullest. Losing connections with friends, relatives, the community and environment is no longer acceptable.

We have combined various technologies to improve lifestyle and consistency of living environments at all stages of ageing and care. These innovations are now being used to keep couples together longer when one partner's health deteriorates faster than the other, to allow families to monitor their loved one's health and quality of care through video links, and even provide small comforts such as allowing residents to see who's at the door before getting out of bed.

From these day-to-day conveniences to intricate, facility-wide monitoring systems that can save lives, technology is rapidly becoming a primary component of effective aged care.

Benefits for caregivers

Changing the way information is handled creates greater efficiencies and reduces medical errors, conserves resources and increases the quality of care for residents who may spend decades in a care facility. Replacing paperwork with centralised, electronic data systems also means additional time with clients and the ability to be more responsive in care provision.

As staff availability falls, it is critical to find ways to attract the next generation of carers. Providing the incentive of a technology-powered work environment is the first step.

Visions of time-poor caregivers rushing between clients with mountains of paperwork and files in the boot of the car are being replaced by simplified electronic information collection at the bedside, intelligent housing to assist in simple tasks that don't require the presence of a caregiver, and constant safety monitoring and communication.

The result is more quality time with residents, a safer and more effective work environment and a higher standard of care for the ageing.

Benefits for owners and managers

The aged care sector has often avoided adopting technology based on a fear of applications being too complicated, too expensive or poorly suited to the practical needs of the elderly and their caregivers. However, new solutions specifically made for the aged care industry have changed this.

Today's infrastructure can be scaled for operations small and large, is developed specifically for the aged, and assists in easier and more accurate compliance reporting. It enables providers to deliver an expanding portfolio of premium and personalised resident services that increase client and staff satisfaction and support service differentiation.

Most importantly, these innovations are sustainable and largely self-funded by the additional revenue streams they create.

Improving quality of life

Access to wireless monitoring devices and video conferences with care providers, medical practitioners and specialists enable the ageing to remain self-sufficient for longer periods of time. Few people enjoy major changes late in life and facing a loss of freedom can often degrade one's sense of worth. Cisco believes staying in a familiar home environment and maintaining independence for as long as possible is ideal for long-term health.

This phase of life is now being extended with the aid of technology.

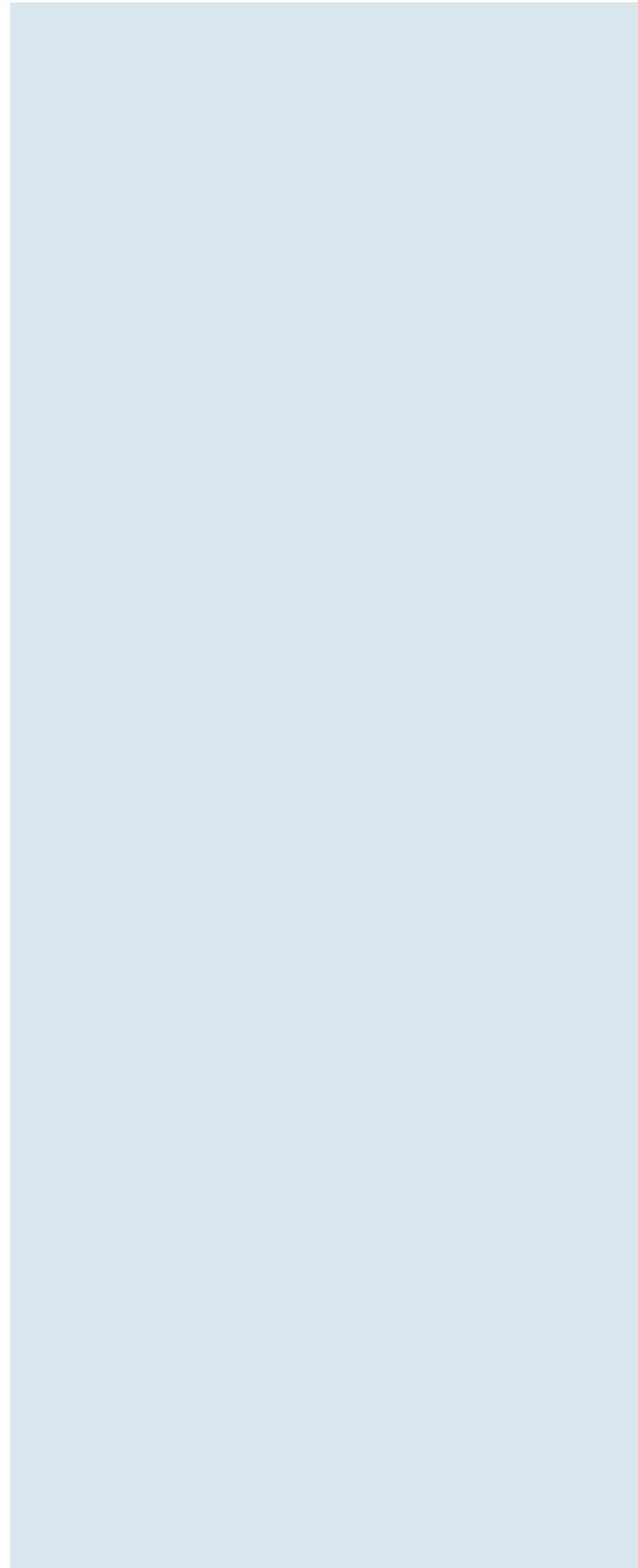
Once residents have moved into a care community, technology can ensure a smooth transition and consistency in independence and opportunities for social interaction. Voice, video and email services built on a wireless, high-speed internet framework give residents constant and affordable access to family, friends and caregivers.

Residents also gain the ability to speak with a nurse, control the temperature and lighting of their room, and even monitor their blood sugar and heart rate without leaving bed. This reduces the intrusion required by carers to complete small tasks.

Additional revenue streams

Once your community has a converged network established, you can also provide additional services to your residents without increasing operational costs. Residents can make discounted local and international calls; electronic displays can provide online ordering of meals and reminders of everything from social activities to medication schedules; and video on demand services can be provided 24 hours a day. All of these functions are as simple for users as operating a standard telephone.





Safety and security

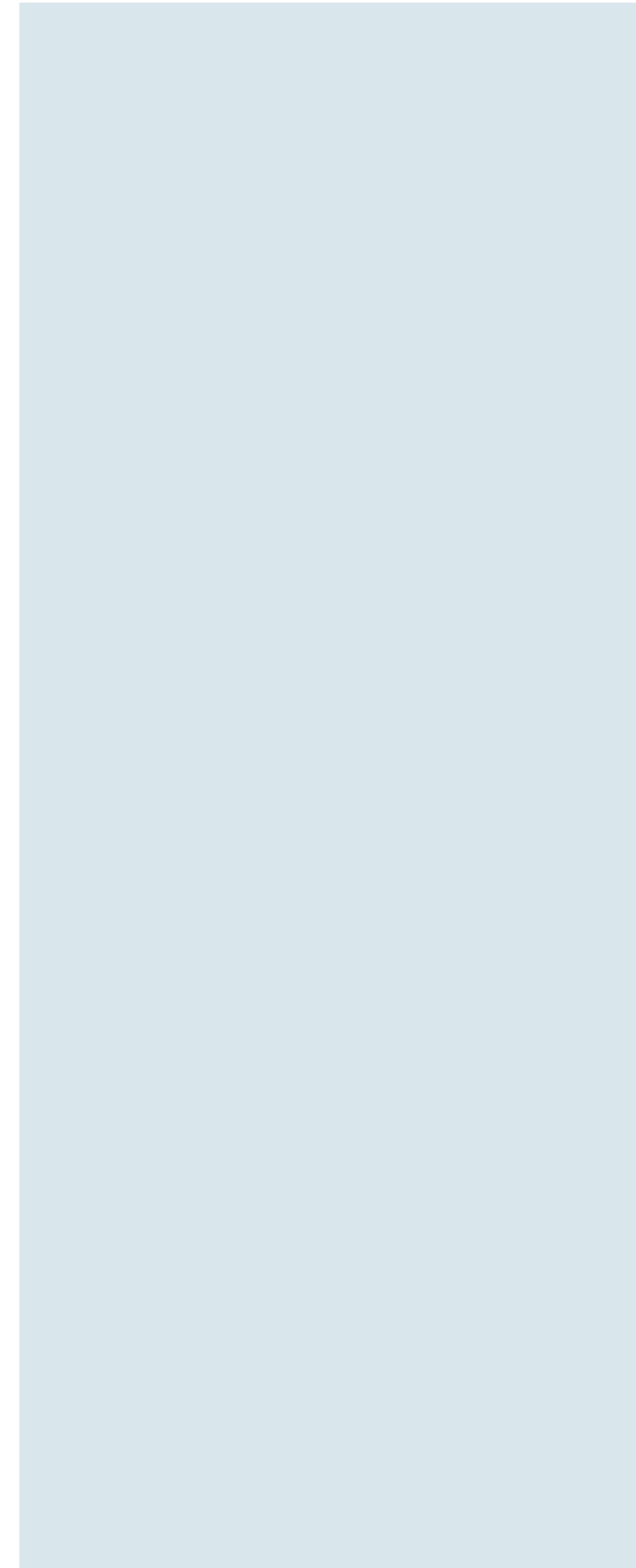
Streamlining all the operational aspects of a community allows greater control for management, enhanced building amenities and improved safety and comfort for residents and caregivers. Most care facilities operate with a separate platform for the phone, water, nurse call, fire alarm, lighting, building security, lifts and air handling systems. By integrating these functions onto a central control and monitoring network, it is easier to prevent, identify and resolve breaches in safety and security.

For example, if the lights and hot water have been on in a resident's bathroom for more than twenty minutes, an alert will be sent through the system.

The stored activity profile for that room can identify whether the event is unusual and automatically locate and notify the carer in closest vicinity and, if needed, shut off the water.

When residents are outside of their room, wireless voice and duress pendants, community-wide nurse call and surveillance cameras all combine to ensure a fast response in an emergency.

Intelligent housing maintains the resident's perception of independence while at the same time gives care providers a constant presence at their side. This helps staff remain responsive to resident needs even when resources and personnel may be limited.



Productivity and efficiency

Wireless networks conveniently give carers access to resident records and peer support anytime and anywhere in the community. The ability to provide this real-time data to caregivers at the point of contact can increase the quality of care, while the ability to access location-based applications will decrease the cost of services and improve the timeliness and appropriateness of treatments.

Most importantly, less time spent on paperwork means more personal interaction with the residents and more flexible staff rostering between communities and private homes.

This same wireless technology provides the backbone for additional measures such as radio frequency identification (RFID). RFID tags, which are most commonly used in library books, retail products and electronic road toll devices, can be worn on bracelets and used to pin-point the location of carers or dementia patients throughout a community.

This helps prevent residents from compromising their safety and assists with locating the closest carer when an emergency arises. RFID can also be used to track the many pieces of equipment and machinery found in a care facility – locating the nearest wheelchair, food cart or oxygen tank is now as simple as logging on to a computer.



Increasing profitability

These services can provide new revenue streams and business models for operations, all while improving the day-to-day comfort and satisfaction of clients. Operators can make their centres more attractive to residents while reducing the cost and complexity of construction. At any stage of development, communities can create a more productive and flexible workplace built with scalable tools that encourage mobility, collaboration and safety for carers and residents.

Cisco's single, converged technical infrastructure reduces maintenance needs and lowers operating costs while generating additional revenue. For example, it is possible to consolidate the multiple room connections from external service providers of internet, video on demand and telephony into a single connection distributed throughout a complex on its own network. This lets residents enjoy these services at a cheaper price, and the money they do pay stays within the community.

This technology also enables more accurate and sustainable record keeping – a vital benefit as regulations and reporting guidelines become more stringent and funding is dependent on specific documentation of an individual's needs.

Bedside data capture, through laptops and other wireless devices, allows carers to spend more time with residents and less time trying to recall treatments when completing paperwork hours later. These services enable staff to provide higher standards of care and potentially receive more funding for the work they are doing.

Take the next step.

The demand for greater electronic services in aged care is already here. Now is the time to adopt an infrastructure that will meet this demand while addressing the challenges of the coming decades.

The burdens on the aged care system are only beginning to be felt, and it is important to ensure you have the alternative revenue streams, reliable data systems, care resources and competitive advantage required for ongoing success.

Welcome to the human network



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