



Case Study

Southern Cross Care – Resident Care and Overall Safety Reporting Solution

An interactive reporting solution for clear
insights into resident care and overall
safety quality across sites.



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Problem.

Southern Cross Care operates 53 sites across South Australia, the Northern Territory and Victoria. The quality of aged care and safety are paramount to the business, but they are additionally required to provide this information to the Federal Department of Health as part of the National Aged Care Mandatory Quality Indicator Program. This program details that Aged Care providers must collect and provide quality indicator data to the Department of Health in order to collect subsidies.

Previously this exercise has been done by manually generating reports through one of Southern Cross Care's internal systems. Site Manager's were then required to track and ensure that their site was reaching KPI's to collect subsidies.

This manual process was resource and time intensive, and still required effort for maintenance or update of previously prepared reports.

Solved.

Exposé were engaged to create a single report in Power BI with numerous pages (one page per site), replicating the existing manually generated reports.

Creating the reports within Power BI allowed for the information to be accessed anywhere, anytime and on any device, with the underlying security model ensuring that users were only able to see what they had permission to see. Additionally, with the use of different Microsoft Users and Groups, access to the underlying data was hidden, eliminating individuals from breaking the reports.

The solution also allows for alerts to be set-up by recipients in order to track the status of KPIs and/or residents who may need some extra care.

Business Benefits.

Data updated daily, as well as the elimination of manual effort in generating reports, ensures that the identification of problems is rapid and automated. This allows Southern Cross Care to act on any issues fast and diligently. Other benefits include:

- Interactive visuals with drill-through capability enable a deeper understanding of the data displayed by any type of user.
- Users are prevented from customising reports which was an interaction that caused problems within the business as users would unintentionally break reports previously.
- This solution sets the foundation upon which a broader and more advanced data analytics ecosystem will evolve.



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**Do you have any additional questions, or
want to know more?**

We would love to hear from you.

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