

Feedback Submission: Administration of My Aged Care

Subject: Submission for review of the administration of My Aged Care

To: The Acting Inspector-General of Aged Care

From: South East Metro Health Service Partnership (SEMHSP)

Date: 7th June 2024

Introduction: This document presents detailed feedback on the administration aspects of the My Aged Care (MAC) system. The observations and suggestions outlined aim to address the challenges faced by organisations and propose enhancements for a more efficient and user-friendly experience.

1. Experience with Assessment Request Notifications and Bookings:

Your overall experience interacting with the systems underpinning My Aged Care to receive assessment request notifications and make required assessment bookings.

Observations:

- The process includes too many screening points; MAC should focus primarily on client demographics.
- Difficulty in retrieving files from other services, e.g., RAS.
- Multiple triage points in our service causes redundancy and should be streamlined.
- Delayed receipt of assessment notifications, causing significant delays in client referrals.
- Duplication of assessment requests despite existing MAC notes indicating call center staff are overlooking recent updates.
- Referrals made via phone often lack referrer contact details, complicating appointment scheduling.
- Referrals are sometimes delayed or not forwarded to ACAS, leading to unrealistic client expectations set by the call center.

Suggestions:

- Simplify the screening process to focus on essential client demographics.
- Enhance file-sharing capabilities between services.
- Streamline triage points to reduce redundancy.
- Improve the notification system to ensure timely referral activations.
- Ensure call center staff check recent MAC notes before issuing new referrals.
- Standardise referral processes to include complete referrer details.
- Implement stricter protocols to ensure prompt forwarding of referrals to ACAS.

2. Availability and Reliability of MAC Systems:

Whether you experience any issues with availability or reliability of the systems underpinning My Aged Care.

Observations:

- Issues with app reliability and business continuity post-upgrades.
- Portal usability problems such as slow page loads and frequent logouts.
- Lack of direct communication during MAC issues, leading to confusion.
- Inconsistent reliability of MAC notes added by call center staff.
- The general public lack understanding of MAC, RAS, and ACAS roles, causing significant time spent on explanations.
- MAC is frequently slow to load, and loss of information during uploads is frustrating clinicians and creates delays in assessments being completed

Suggestions:

- Improve app reliability and ensure smooth business continuity after upgrades.
- Enhance portal performance to reduce load times and prevent frequent logouts.
- Implement a robust communication system to notify users of MAC issues and resolutions.
- Ensure call center staff accurately and reliably update MAC notes.
- Improve public information about MAC, RAS, and ACAS to reduce the burden on triage staff.

3. Timely Management of Assessments and Scheduling:

Whether the system is hindering timely management of assessments or could be improved to allow better management of scheduling or referring to other assessors.

Observations:

- Call center staff do not utilize MAC notes, causing inconsistencies.
- Priority levels for incoming referrals are often inaccurate.
- Incorrect referrals (e.g., HCP when home support services are needed) are sent.
- Inaccurate contact information provided by MAC has placed clients at risk.
- Clients and families often unaware of how to use the MAC portal, necessitating time-consuming assistance.

Suggestions:

- Ensure call center staff check and utilize MAC notes.
- Improve the accuracy of referral prioritization.
- Implement a clearer referral process to avoid incorrect assignments.
- Ensure accurate and sensitive handling of contact information to protect clients.
- Enhance client and family education on using the MAC portal for self-service.

4. Consistency Across Different MAC Channels:

If there is consistency across assessment requests received through the different channels (i.e. phone contact centre, web and face-to-face) of My Aged Care?

- a. Are there information gaps that delay assessments or cause rejection?***
- b. Do you receive sufficient information to allow assessments to be conducted in a culturally appropriate manner? Are you notified when a profound disability or language barriers may require additional services?***

Observations:

- Inconsistencies in the information provided via phone, web, and face-to-face channels.
- Missing or incorrect contact details often cause significant delays.
- Inconsistent and sometimes misleading information regarding interpreter needs.

Suggestions:

- Standardize information across all MAC channels.
- Ensure complete and accurate contact details are collected for every referral.
- Provide reliable information about interpreter requirements.

5. Assessment Requests Outside of MAC Channels:

Are requests for assessments received outside of My Aged Care channels? A. If so, do these create an additional workload?

Observations:

- Hospital referrals for timely assessment often directed outside MAC to avoid delays.
- GPs and emergency respite referrals sometimes bypass MAC due to timeliness issues.
- Additional workload created by non-MAC referrals.

Suggestions:

- Streamline MAC processes to handle timely hospital and emergency referrals.
- Ensure GPs and other referral sources have efficient access to MAC.

6. Duplication of Requests:

Is there duplication of requests due to multiple registration created by advocates or care finders, and personal registrations on My Aged Care?

Observations:

- Duplicate records due to multiple registrations by advocates or personal registrations.
- Issues with spelling and name similarities not being recognized.

Suggestions:

- Implement a robust system to detect and merge duplicate records.
- Improve the accuracy of name recognition to prevent duplicate entries.

7. Barriers to Effective Use of MAC:

What barriers have been raised by or with assessors using My Aged Care that continue to hinder its effectiveness?

Observations:

- Outdated service availability information.
- Inappropriate broadcast of call center communications.
- Significant workload for support plan reviews without corresponding compensation.
- Delays and inefficiencies in referral notifications and system navigation.

Suggestions:

- Regularly update service availability information.
- Target call center communications appropriately.
- Ensure compensation for support plan reviews.
- Enhance system efficiency to improve referral notifications and navigation.

8. Ideal Changes for Job Effectiveness:

In an ideal world, what changes would you implement to make your job more effective?

Suggestions:

- Improve call center staff's understanding of the aged care system.
- Provide realistic timeframes and clear, consistent advice to clients.
- Streamline processes to allow concurrent assessments by different agencies.
- Enhance transparency in client flow and process statuses.
- Ensure call center reads and acknowledges MAC notes to avoid redundant referrals.

9. Recent Improvements:

Alternatively, are there any recent changes that have improved My Aged Care and your ability to manage requests for assessments?

Observations:

- Positive changes in MAC portal design, such as color coding and tile updates, although these have also introduced new system glitches.

Suggestions:

- Continue to enhance the portal design while addressing any new issues promptly.

Conclusion: The feedback and suggestions provided aim to highlight the areas where the My Aged Care system can be improved. Addressing these points will lead to a more efficient, reliable, and user-friendly experience for all stakeholders involved. Thank you for considering this feedback.