



#### AGED CARE STANDARDS AND ACCREDITATION AGENCY LTD

The independent body responsible for managing the accreditation and ongoing monitoring of almost 3000 Commonwealth-funded residential aged care homes across Australia.

**Industry:** Government  
**Geography:** Australia

#### Deployment Summary

- The Aged Care Standards and Accreditation Agency used TIBCO iProcess Suite as the foundation of its Better Business project, an overhaul of its business processes that helps staff manage and monitor thousands of accreditation assessments annually.
- TIBCO ActiveMatrix BusinessWorks provides seamless integration between four applications that work together to manage each aged care home's ongoing interactions with the agency.

#### Benefits

- Previously incoherent data is now managed consistently through a single national database that provides instant access to every compliance review.
- Better information flow means ongoing compliance is easier to monitor, reports are easier to generate, and problems are easier to act upon.
- Automation of core business processes has removed errors and inefficiencies from the manual handling.
- The new system can be readily updated to reflect changes in legislation.



"We were impressed with the functionality of the TIBCO products. They handled the business processes that we had very well. This project has given us tighter management of our workflow, with a much more immediate capacity to know where each and every piece of work is up to."

**David Cooper, Director, Information Services and Projects,  
Aged Care Standards and Accreditation Agency Ltd.**

## Process Mapping Eliminates Manual Workflow at Aged Care Standards and Accreditation Agency

The Aged Care Standards and Accreditation Agency Ltd is the independent body responsible for managing the accreditation and ongoing monitoring of Commonwealth-funded residential aged care homes. Its role includes oversight of 2,830 aged care homes across Australia. In 2008/09 it will conduct 7,000 visits to homes nationally, including 1,600 full audits (usually two to three days where homes are assessed against 44 expected outcomes).

In the past, the agency relied upon a decentralized data structure in which audits were managed by individual state offices and managed using an aging, customized system that dated back to the late 1990s. By 2005, the application was nearing the end of its support period and was so inflexible that the agency was developing ad hoc manual processes to work around its limitations. The result was an inconsistent, inflexible data system that was limiting employees' access to the data they needed.

"The application had been set up independently at each of our offices, and we were pulling information from the systems to meet national reporting requirements," explained David Cooper, Director for Information Services and Projects. "It was difficult

to maintain national consistency and cohesion between all of our databases, and the level of support for that product was getting pretty thin."

#### Building "Better Business"

In 2005, the agency began scoping a major business process improvement program, called Better Business, that would consolidate its information systems around a centralized technology infrastructure. This model would centralize the agency's servers in a purpose-designed facility in Mascot, eliminating the fragmentation present in the previous state-based information systems.

To accompany this change, the agency started planning its new IT systems from scratch and designed a conceptual replacement environment built around a customer relationship management system for tracking interactions with aged care homes; a business process management system to fit data handling processes to statutory requirements; a collaborative portal for coordinating the activities of its staff and stakeholders; and a single, scalable back-end database.

The agency worked through more than 20 tender responses and reduced the list to half-a-dozen proposals, eventually settling on a proposal from

systems integrator Praxa that combined Microsoft Dynamics CRM, Microsoft Office SharePoint Server, Microsoft SQL Server 2005, and TIBCO iProcess™ Suite and TIBCO ActiveMatrix BusinessWorks™.

“We were impressed with the functionality of the TIBCO product and its ability to help us transform our business,” said Cooper. “Our final decision was driven by the quality of the product and the quality of the people that were going to help us put it in place.”

#### Bringing it all together

Over the course of the next ten months, Praxa, TIBCO, and agency staff worked together to methodically work through the agency’s business processes, mapping them into the iProcess Suite and linking the relevant systems using ActiveMatrix BusinessWorks.

Business processes – which had been limited by the capabilities of the old system and the manual workarounds staff had relied upon – were revisited, optimized, and mapped into iProcess Suite to best leverage the new, consolidated infrastructure. Legacy data was accumulated, evaluated, validated, and migrated in what Cooper called “a quite involved process” that eventually gave the agency a fresh new database full of current information.

To ensure the three systems worked together as one, a major part of the project was devoted to using ActiveMatrix BusinessWorks to build seamless links between the Dynamics CRM, SharePoint Server, and SQL Server systems.

“There was a good deal of work in establishing the interfaces between products to make sure we could get the integration we

required,” said Cooper. “That’s where the complexity lay and where all the development effort was. It was a pleasing experience working with TIBCO’s very professional services staff, who worked diligently to give us what we needed.”

#### A strong foundation

Over the same period, the agency completed its server consolidation project, deploying the new information environment onto a dedicated data centre with high-speed wide area network (WAN) links to state offices and full disaster recovery capabilities. This facility ensured that the agency’s new data environment would not only deliver the information it required, but would offer the ongoing reliability and expandability it would need to grow in the future.

By the time the project went live in mid-2008, the agency was a much more efficient organization with a far more robust application infrastructure. Workflows had been optimized and were accurately reflected in the iProcess Suite, and data had been cleaned and checked to ensure it suited statutory requirements. A comprehensive reporting infrastructure enabled management to quickly track the up to 50 compliance audits and assessments the agency runs a day, as well as to track the efforts of aged care homes to rectify any issues identified.

Because it contains all relevant information in its systems, the Better Business project has theoretically enabled a paperless workflow across the agency – but in some business processes, such as decision making, staff still rely heavily on paper reports simply because of the sheer volume of information they have to assimilate in the process; some reports

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run to 60 or more pages, and making an accreditation decision often requires reference to numerous reports at once in a way that staff still find more comfortable on paper than on screen.

This process is by choice and not by requirement, however; more important is the fact that the new infrastructure has enabled a far more efficient way of working for the agency’s staff.

“We always had fairly tight monitoring and control processes in place, but this project has meant that a lot of the manual control processes we had to meet those processes have become automated,” said Cooper. “Our administrative processes are more efficient and our administrative staff have much less paper than they used to. The project has given us tighter management over the workflow with a much more immediate capacity to know where each and every piece of work is up to.”



**TIBCO Software Inc.** (NASDAQ: TIBX) digitized Wall Street in the ‘80s with its event-driven “Information Bus” software, which helped make real-time business a strategic differentiator in the ‘90s. Today, TIBCO’s infrastructure software gives customers the ability to constantly innovate by connecting applications and data in a service-oriented architecture, streamlining activities through business process management, and giving people the information and intelligence tools they need to make faster and smarter decisions, what we call The Power of Now®. TIBCO serves more than 3,000 customers around the world with offices in more than 20 countries and an ecosystem of over 200 partners. Learn more at [www.tibco.com](http://www.tibco.com).

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