

FRICITIONLESS BUSINESS IN AUSTRALIA

Video File Name: HPS-IO-Health Provider

Duration: 3 mins

Context:

The following industry executives were interviewed by Ian Manovel and Chris Devereaux from Accenture at the Innovating Health Frictionless Business event in Brisbane:

- **Bob Beusekom**, Executive Director Corporate and Shared Services, Mater Health Group
- **David O' Driscoll**, Digital Health Agency
- **Deb Sporer**, Churches of Christ

Here is what they had to say on:

IMPORTANCE OF FRICITIONLESS BUSINESS:

Bob Beusekom: *If I heard the word friction than frictionless I can relate to that because... although it's an awesome hospital delivering about 10,000 babies per year and we do great in health, education and research... in the back of house or in the corporate services area with about 750 staff we sometimes struggle little bit with that because sometimes systems don't talk well with each other.*

David O' Driscoll: *If you want to try incision from paper based systems to say digital systems is how do you maintain that continuity of knowledge - so you end up with a situation where when you write something then when it is interpreted by another person who's taking a piece of paper they apply an interpretation over that so that they can interpret what you have written - so if you have not been quite as precise when you write that's OK, when you do that digitally that precision needs to occur at the point of capture and that's probably one of the biggest challenges that I see.*

Deb Sporer: *Challenges at the moment is the ever-rapid changing environment that we're working on but that again creates opportunities for us as well. The community care sector in particular is evolving quite quickly but the challenges for all our organization is meeting those demands particularly for our customers as they age and want to remain at peace at home.*

WHAT THE FUTURE LOOKS LIKE?

Deb Sporer: *We have a digital based platform in our care now for 3 years. Initially it was a challenge going from paper-based and an older workforce, the way we approached that was the improvements in the extra resources we could put towards care instead of administration and also engaging with their workforce that we were upskilling them in digital technology. So now in our care smart phone's normal to them, they do their banking, they are contacting their families so it's just something that is an accessory for them now.*

OBSTACLES OVERCOME:

Bob Beusekom: *The lines between age care, acute-care and community care are actually blurring so we need to have a larger footprint and also beware of future health and the future. So, we're moving away from infrastructure-based health care to more virtual health care and data driven organization.*

David O' Driscoll: *It is bad algorithm It's about monitoring what's going on in the system and then allowing you to make the prediction about what you need to do next.*

Deb Sporer: *Now what we have got with the digital platform is lots of data to sieve through, so it's really understanding that data and how we will use it to make a difference to our customers and our clients. The other thing is how much technology is out there from a client center point of view, particularly considering these people; our clients; are not used to digital platforms, they don't want to be monitored, they don't want to be dictated by a piece of electronic software. So how can we make a difference in their lives and enhance it through a digital service.*

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