Aging in the future

QUT Consulting
The Challenge for Aged Care

How is the aged care industry responding to the convergence of emergent technology and social demand which is causing disruption in the industry?
Aged Care

Traditional Aged Care
- Bricks and Mortar
- Standardised offers
- Labour Based Service Industry
- Inflexible
- Slow to respond
- Cost Focus vs Value Adding

Evolving Aged Care
- Increasing Demand
- Data Driven Innovation
- Personalised Service
- Embracing Technology Advancement
- Agile
Root causes of disruption

- Data availability and analytics
- Aging population = demand
- Lifespan
- Cultural shift
- Social responsibility decreasing
- Consumer demand for personalization
- Technology (particularly connectivity)
How is the industry responding?

- **Bespoke offerings**
  - At home
  - Tailored to specific needs

- **Add-ons to core offerings**
  - Physio
  - Diversional therapy
  - Beauty
  - Psychologists
  - Music

- **Operational efficiencies**
  - Supply chain
  - Analytic driven interventions and resourcing

- **Customer service**
  - Predictive service delivery
  - Proactive engagement to prolong lifespan
What is holding the industry back?

- Aging workforce
- Capital intensive = reactive
- Government subsidies
- Skillset shortage
- Mindset = bricks and mortar
How well is the industry responding?

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Rating</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeliness</td>
<td>2/5</td>
<td>The industry is traditionally slow to respond to technology disruption</td>
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<tr>
<td>Sustainability</td>
<td>2/5</td>
<td>The industry is changing incrementally and marginally</td>
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<tr>
<td>Future proofing</td>
<td>2/5</td>
<td>The industry is reactive and responds based off critical requirements</td>
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<tr>
<td>Cost effective</td>
<td>1/5</td>
<td>The industry is investing to meet compliance requirements rather than investing in the future</td>
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Options

Robotic Aged Care

Centralisation of Aged Care

Uberization of Aged Care

Smart Enabled Aged Care
Options

Robotic Aged Care
- Automated processes
- Medication management

Centralisation of Aged Care
- Aged Care City
- Centralisation of Care resources

Uberization of Aged Care
- Affordable care
- Expanded marketplace
- Short turnaround based on geography
- Demand based pricing

Smart Enabled Aged Care
- Smart homes
  - Smart toilets
  - Smart watches
  - Mobility management
- Automatic health monitoring
- Remote medication management nursing
- Automatic incident management
### How would we react?

<table>
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<tr>
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<th>Sustainability</th>
<th>Future proofing</th>
<th>Cost effective</th>
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<tr>
<td>Robotics</td>
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<td>2</td>
<td>1</td>
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<tr>
<td>Centralized aged care</td>
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<td>1</td>
<td>4</td>
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<tr>
<td>Peer to peer aged care</td>
<td>4</td>
<td>5</td>
<td>5</td>
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<tr>
<td>Smart enabled aged care</td>
<td>4</td>
<td>5</td>
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<td>3</td>
</tr>
</tbody>
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- Aging workforce
- Capital intensive = reactive
- Government subsidies
- Skillset shortage
- Mindset = bricks and mortar
Recommendation

Uberization of Aged Care
- Extremely Agile
- Personalization
- Cost Effective/Transactional

Smart Enabled Aged Care
- Empowerment of Consumer
- Ability to use Data Analytics

Overview
Industry
Factors
Critique
Recommendation
Conclusion
## Risks

<table>
<thead>
<tr>
<th>Risk</th>
<th>Risk Rating</th>
<th>Mitigation</th>
<th>Mitigated Risk Rating</th>
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</thead>
<tbody>
<tr>
<td>Gaining traction for uberisation</td>
<td>Medium</td>
<td>• Simple interface</td>
<td>Low/Medium</td>
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<tr>
<td></td>
<td></td>
<td>• Quality control of suppliers</td>
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<td></td>
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<td>• Partner to product appropriate device</td>
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<tr>
<td>Compliance to aged care regulations</td>
<td>Medium/High</td>
<td>• Government engagement and buy in</td>
<td>Low/Medium</td>
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<td></td>
<td></td>
<td>• Digitization of compliance processes</td>
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<td></td>
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<td>• Rating and feedback system</td>
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<tr>
<td>Gaining traction for smart devices</td>
<td>Medium</td>
<td>• Training and after sales support</td>
<td>Low/Medium</td>
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<tr>
<td></td>
<td></td>
<td>• Marketing to resident’s family</td>
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<td>Employees reject the change</td>
<td>Medium</td>
<td>• Change management</td>
<td>Low/Medium</td>
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<td></td>
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<td>• Employee training and adoption</td>
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</table>
How is the aged care industry responding to the convergence of emergent technology and social demand which is causing disruption in the industry?
Questions