



# Community care coordination solution



Around the world, community-based care providers are operating under challenging conditions. These organizations need to meet increasing customer expectations, respond to changing regulatory environments, all while remaining financially sustainable. Digital tools can help to address these challenges, but these solutions must be configured to meet the unique needs of community care organizations. Digital solutions also must be cost-effective, easy to implement, use and maintain, support diverse service delivery in a sustainable manner and, respond to changing regulatory requirements. The right technology should also allow providers to deliver better support in the way people choose to receive it and enable their workforce to spend less time worrying about administrative burdens, and more time focused on clients.

## What's the solution?

Leveraging deep health and community care sector experience KPMG firms have developed a community care coordination solution that supports client and employee digital experiences. Built on the Microsoft Dynamics 365 Customer Engagement cloud platform, this solution helps organizations reduce administrative burden on staff, optimize workforces, improve client focus, and comply with regulations.

## How does it work?

The community care coordination software platform is purpose built to connect people, processes and data, and share relevant information for analysis and decision-making. The solution provides:

- A single view on clients
- Tailored digital experiences for staff, clients, and partners
- Holistic, and integrated workforce management to optimize rosters to dynamically respond to inevitable day-to-day changes
- Connected business processes that help minimize administration and streamline reconciliation and billing/payments
- A platform for sustainable and continual innovation

## Potential benefits

- "Mobile first" system, accessible to staff in the field
- Incorporates ability for built-in quality and compliance controls, reporting and analytics capabilities to help improve care quality
- Acts as one significant customer management system, allowing providers to let go of legacy systems

### A connected, unified process



Customer engagement



Intake and assessment



Support planning and coordination



Workforce planning



Service delivery



Funding management

## Solution in action

In recent years, the disability support industry in Australia has become more competitive. Leading providers are streamlining their operations, while still delivering optimal service – and putting customer needs at the core of many decisions.

Providers are facing challenges such as being cost effective; remaining within government-specified pricing structures; having accurate and timely reporting; embracing data for decision making; implementing effective worker and safety screening; and of course, being compliant.

KPMG Australia has implemented the community care coordination solution with a leading disability services provider to streamline administration and regulatory requirements, better engage with its customers, enable efficient service planning and delivery, help with optimization of its workforce, and facilitate the collection of useful data for analysis, among other things.

## Why KPMG and Microsoft?

Our healthcare team is made up of 5,000 professionals (including roughly 100 clinicians) based in KPMG member firms in more than 70 countries and territories. Our multi-disciplinary team combines deep industry experience, strategic, clinical and technical capabilities with partnerships, technologies and digital solutions to help manage the pace of change. KPMG professionals work with their clients to turn challenges into opportunities in order to help transform the way health and care organizations engage their staff, and meet the needs of societies, now and in the future.

KPMG firms and Microsoft combine deep industry and process experience with advanced cloud technologies to enable healthcare organizations to enhance clinical, operational and financial performance.

KPMG firms draw on decades of experience working with Microsoft:

- 5,200+ Microsoft certified professionals globally
- More than 1,000 large global transformation projects across 60+ member firms globally
- Launch partner for Microsoft Cloud for Healthcare
- 2022/23 Inner Circle for Microsoft Business Applications

## Additional use cases

The community care coordination solution could be applied to the following provider organizations:



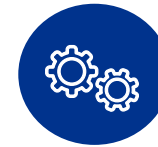
Disability care



Assisted living/  
long-term/aged care



Home care



Integrated health  
and social services

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