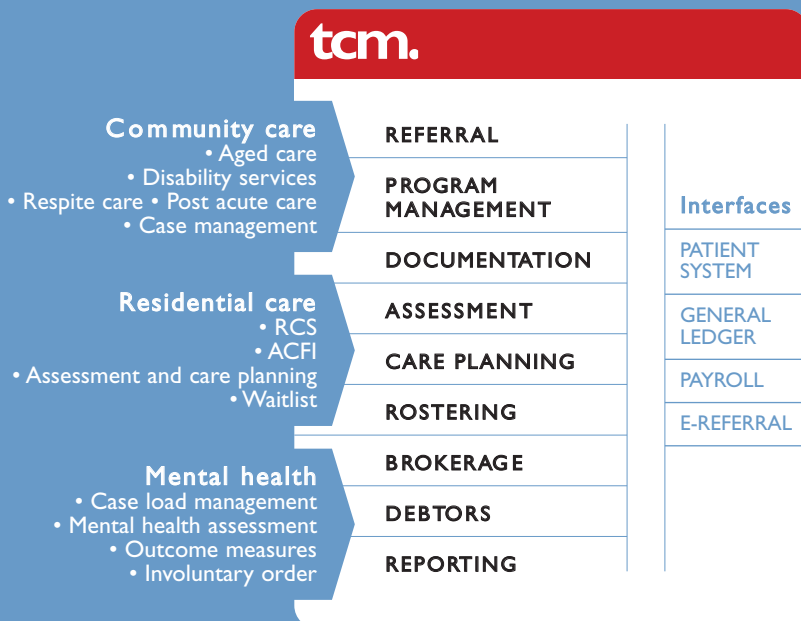




# Integrated service delivery management for aged and community care.

tcm 7 – the new face of care

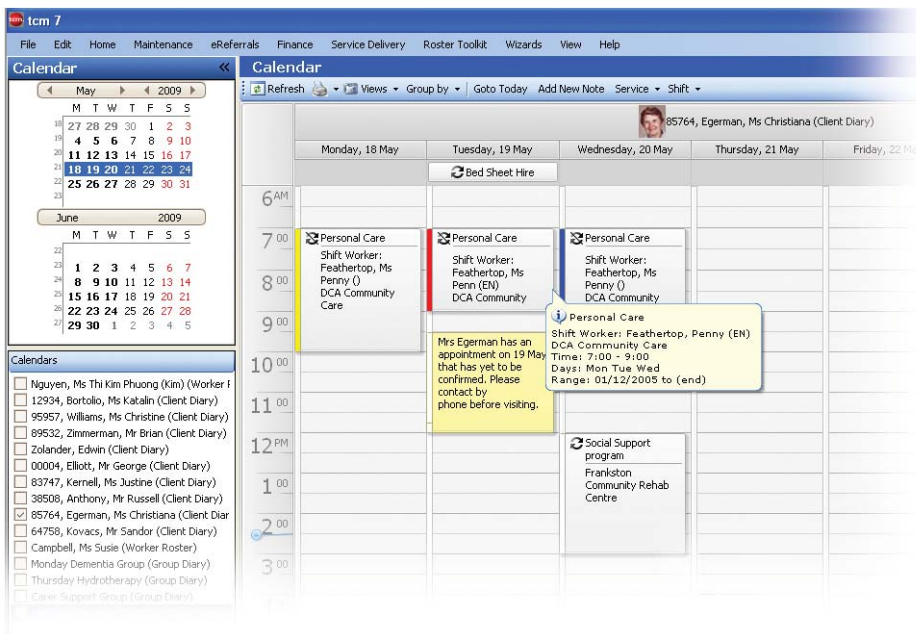


**The software solution enabling Australian organisations to deliver quality care in a variety of service delivery settings.**

- Community care
- Residential care
- Disability services
- Carer respite
- Mental health



**tcm 7** is the culmination of 14 years experience in client management solutions using *The Care Manager* software. Now **tcm 7** delivers a wide range of new features and functionality, offering a smarter approach to client care management.



## Manage multiple funded programs simultaneously for a single client.

This enables the viewing of services provided from an individual program or consolidated across multiple programs.

## Referral processing

can be streamlined for both incoming and outgoing referrals:

- Support for SCTT and ONI intake assessment tools
- Ability to attach documentation in electronic form to the referral in the client's history
- Manage multiple waitlists across multiple facilities and programs
- Fully integrated electronic referral
- HL7 integration with hospital patient management systems for centralised intake management and notification of admission.

## Client history

is used to create, view and print comprehensive clinical documentation relating to the delivery of care, including:

- Care Notes
- Referrals (incoming & outgoing)
- Assessments
- SCTT/ONI
- Care Plans
- Alerts
- Diagnosis
- Emergency information
- Incidents
- Client Consent
- Client Photograph
- Court Orders
- Genograms
- Medications
- Client movements and status changes
- Outcome measures
- Linked and attached documents
- Correspondence.

## Case management benefits

provided by tcm 7 include:

- Improved communication between staff, clients, managers and external organisations
- Accurate tracking of services planned and delivered
- Improved budget management
- Optimised staff utilisation through integrated rostering
- Comprehensive progress notes and documentation stored in the database
- Tracking client movements in and out of your service and specific programs
- Waitlist management and reporting
- Enhanced quality through consistent assessment and care planning documentation
- Reduction in administration time and increase in proportion of direct support hours
- Secure access to confidential records
- Responsiveness to service needs through electronic referral.

## Service planning

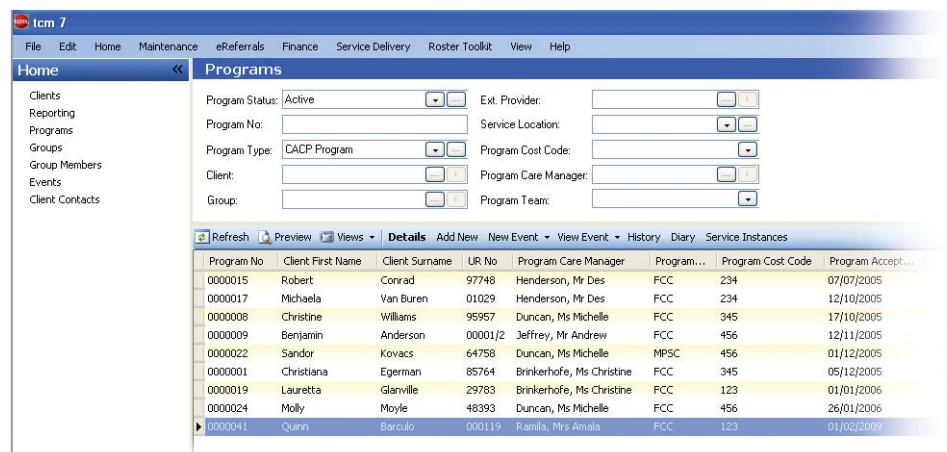
is delivered with an easy-to-use calendar format, which will enable your organisation to plan interventions for one-off and recurring services for delivery by your organisation's staff and/or external providers. Drilling down from the calendars enables the user to see the details associated with the service and make variations from a longer term plan in order to:

- View planned services from the perspective of the client, worker, provider, program, team, facility and cost centre
- Schedule transport to and from predefined venues
- Manage group membership and attendance
- Cancel services for clients on hold
- Excel interface provides a flexible ad-hoc reporting environment across all areas of the system.

## Debtor management

enables your organisation to generate all transactions required to invoice clients and third party debtors, receipt payments, create adjustments and journals, and generate an interface file for the general ledger. Your organisation is able to:

- Generate regular schedule fees for client/resident charges
- Charge co-payments for delivered services (including group attendances)
- Maintain contracts with third party agencies for delivery of services at agreed rates
- Issue tax invoices and statements
- Record cash receipts and adjustments
- Generate direct debit file in a variety of bank formats
- Print a banking summary report to manage deposits of cash and cheques
- Create a summary file by transaction type, account code and cost centre in order to upload into the organisation financial system.



**History**

Episode

Client: **95957 - Williams, Mrs Christine** Episode: (All)

Program: [ ]

Show: Most Recent Sub Type: (All)

Show Group Events

Show Revoked Events

Audit: [ ]

Advanced...

Refresh Preview Views New Event Access Audit

02/02/2009 12:00 AM **Support Activated**  
Provider: DCA Community Care  
Status: Active

**January 2009**

19/01/2009 11:19 AM **Safety Issue**  
Summary Info: Beware of large dog in backyard  
Author: ajeffrey  
0000042 CACP Program Frankston Team

14/01/2009 1:37 PM **Care Plan**  
Authorised to Commence: 03/02/2009

07/01/2009 11:24 AM **Referral From/Incoming**  
Referral By Agency  
Jack Smiley

06/01/2009 11:17 AM **Note with Alert**  
Note Type: Instant Alert  
Summary Info: Client has hearing disability  
...requires special care.

UR No: **95957**  
Status: Active

Registered: 19/12/2008  
Accepted: 14/01/2009  
Services: 02/02/2009  
Completed:

Name: Williams, Christine Mrs  
Address: 99 Example Crescent  
KEW 3101  
Telephones: (03) 9999 8582  
DoB: 13/07/1925

Sex: Female  
Language: English  
Country of Birth: Australia  
Indigenous Status: Non-indigenous  
Marital Status: Married, De Facto  
Municipality: City of Boorandara  
Fund: Community Aged Care Packages  
GP: Dr Joseph Danton  
Care Manager: Allan Witherspoon

## Community funding models

supported by tcm 7 include:

- HACC MDS V2 (all States)
- QDC
- CSTDA
- NRCP
- Compacts
- CACP
- EACH
- VHC
- VINAH

## The survey designer

is a utility to create and modify assessments and other data collection forms and publish them in the application. The assessments can be used for screening comprehensive and service specific assessments including disciplines such as community care, residential care and chronic disease management.

## Residential assessment and care planning tools

enable staff to maintain comprehensive assessments and care plans to ensure the delivery of quality care and improve communications between staff. Features include:

- Full range of assessments to meet care needs and ACFI reporting and accreditation
- Care plans automatically generated from assessments reducing redundant data entry and errors
- Customisation utility enables the tailoring of assessments to meet an individual organisation's requirements
- Maintain case conference details.

## tcm 7's staff rostering

is fully integrated with service planning and takes advantage of an easy-to-use calendar format to assist in staff scheduling and roster confirmation.

- Search for a worker based on required attributes and availability
- Optimise staff utilisation based on award rules and agreed hours
- Reduce overtime penalties
- Generate rosters and timesheets
- Manage client appointments, group sessions and residential shifts
- Automated identification of roster conflicts and unallocated shifts
- Generate time and attendance reports and extract file for payroll
- Maintain staff records including notes, incidents, qualifications, skills and key dates.

## Case management functions

enable co-ordinators and clinical staff to co-ordinate services using the client history and client diary.

Users can:

- Schedule to-do items including case reviews, reassessment, follow-ups and recalls
- Optimise case loads based on program/worker capacity and case load weightings
- Purchase services from external provider agencies and reconcile purchase invoices
- Report on services delivered against budget by program and client.

## Reporting

enables staff and management to view a wealth of information to support efficient operations and plan future service delivery:

- More than 50 standard reports cover client information, client movements, staff workload, financial management, forecast cost and revenue, tracking against budget.
- Reports can be previewed, printed or sent via email
- Excel interface provides a flexible ad-hoc reporting environment across all areas of the system
- Ability to customise report formats, create your own reports and publish them via the application
- Write your own reports in Microsoft Reporting Services
- Standard data warehouse extracts support ODBC compliant reporting tools.

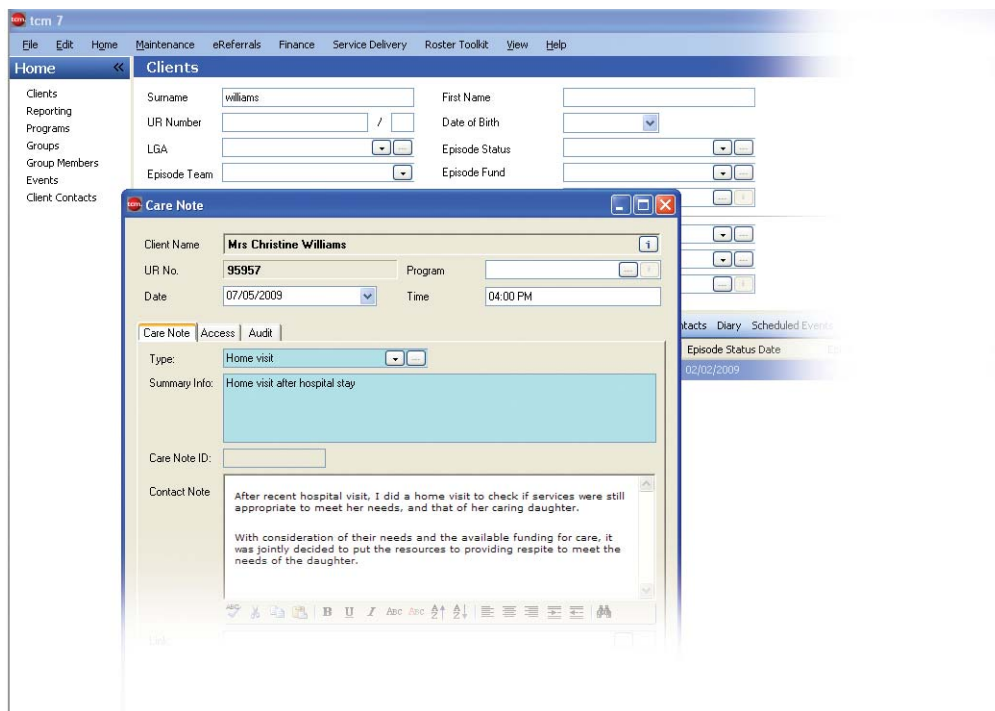
tcm 7

File Edit Home Maintenance eReferrals Finance Service Delivery Roster Toolkit Wizards View Help

Home << Clients

Refresh Preview Views Details Add New New Event View Event History Programs Contacts Diary Scheduled Events

| Client                     | Program | Status                   | Registered Date |
|----------------------------|---------|--------------------------|-----------------|
| Anderson, Mr Benjamin      | FCC     | SCCT 2006                | 04/04/1999      |
| Anthony, Mr Russell        | FCC     | HACC MDS                 | 21/05/1999      |
| Barculo, Mr Quinn          | FCC     | NSW ReferralLink         | 01/02/2009      |
| Bortolo, Ms Katalin        | Bank    | ONI Toolset              | 29/12/1998      |
| Chiltonson, Mr Phillip     | Bank    | NRCP                     | 29/02/2000      |
| Cococinski, Ms Natalia     | Bank    | Care Plan                | 12/06/2001      |
| Collins, Mr Calvin         | Bank    | Note                     | 07/05/1999      |
| Conrad, Mr Robert          | FCC     | Note with Alert          | 30/03/2001      |
| Egerman, Ms Christiana     | MPS     | SCCT V1 Templates        | 21/07/2003      |
| Elliott, Mr George         | Bank    | QDC / CSTDA              | 29/12/1998      |
| Farrow, Ms Glenda          | Bank    | Referral                 | 08/05/2001      |
| Glanville, Ms Lauretta     | FCC     | Emergency Plan           | 16/11/1999      |
| Grgic, Miss Ursula         | FCC     | Medication List          | 23/03/2001      |
| Harris, Mr Rolf            | FCC     | Diagnosis List           | 06/04/2009      |
| Hoffman, Mr Peter          | FCC     | Client Incident          | 27/03/2001      |
| Horacek, Ms Agnes          | Bank    | CIARR                    | 29/12/1998      |
| Hugofield, Mr Victor       | RDN     | Correspondence           | 07/06/2001      |
| Jagamarra, Mrs Molly       | MPS     | Safety Issue             | 14/01/1999      |
| Jakovics, Mrs Francis      | RDN     | Attached Document        | 08/01/2001      |
| Janieson, Mr Frank         | FCC     | SACS                     | 02/06/2003      |
| Johns, Ms Rosemary         | MPS     | Consent Event            | 02/11/1999      |
| Jones, Mr Russell          | HOV     | Client Photo             | 22/01/2004      |
| Jones, Mr Thomas           | FCC     | Individual Program Plans | 06/04/2009      |
| Kane, Mrs Marjorie         | MPS     | Court Order              | 05/07/2001      |
| Kernell, Ms Justine        | FCC     | Compacts                 | 04/06/2003      |
| Kidman, Ms Mary            | Bank    | Genogram                 | 03/05/2001      |
| Kovacs, Mr Sandor          | MPSC    | DISA                     | 23/11/1999      |
| Kyriakopoulos, Mrs Paniota | MPSC    | CACP                     | 10/03/1998      |
| Lambert, Mr William        | FCC     | COP                      | 18/11/1999      |



## Mental health assessment, care planning

and outcome measures enable mental health teams in hospital and community settings to record client data and communicate important information across functional teams:

- Hospital patient administration interface to record admissions, emergency presentations and discharge medications
- Shared crisis management plans
- Medication records
- Comprehensive mental health assessment tools covering triage, specialist assessment for aged care, adults, children, drug and alcohol, self-assessment and others
- Care plans
- Involuntary treatment orders and mental health board review
- Supports standard assessments including HONOS and SF36.

## Industry standard technologies

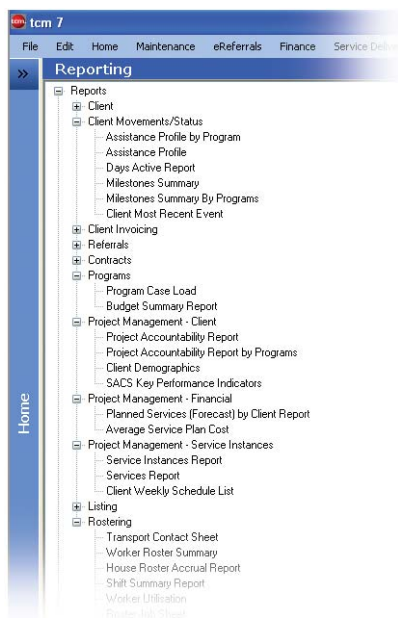
used by tcm 7 incorporate functions and tools provided by Microsoft including:

- Microsoft .NET
- SQL Server data base providing ease of reporting, scalability, performance and reliability
- TCP/IP based networking using Windows addressing or HTTP
- Microsoft Word interface enables you to create Word templates merged with data items for standard forms and correspondence
- Microsoft Excel interface provides a flexible and easy-to-use ad hoc reporting environment
- ODBC interface for user report programming.

## Comprehensive support

is provided to more than 200 organisations that are licenced to use tcm 7 throughout Australia:

- Regular new release program, with updates included in the annual support fee
- National help desk accessed by phone or email
- Implementation and training on-site with regular classroom training in Sydney and Melbourne
- Active user groups in several States
- Web-based message board for online question, answer and news updates.



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