SeeCare: Consumer-Centred Cooperative Care and Support Management

Supporting the Care Journey

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The Need

- How many people need assistance? (ABS 2003)
  - With disability: 3,387,800
  - Over 65: 1,164,600
- What is the accommodation situation? (ABS 2006)
  - Living in a household: 80%
  - Living alone: 17%
- Types of assistance for person >60 y/o? (ABS 2003)
  - Property maintenance: 58%
  - Transport: 42%
  - Housework: 40%
  - Health care: 50%
- Who are the carers? (ABS 2003)
  - Carers 25-64 y/o: 69%
  - Carers 65 y/o and over: 18%
- How much care is provided by primary carers? (ABS 2003)
  - More than 5 years of care: 53%
  - More than 20 hours per week: 45%

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Consumer-Centred Care and Support

- **Empower the consumer** to select their carers and supporters
- **Support the consumer's** care journey all the time and everywhere
- **Empower the consumer** to form their preferred care and support structure
- **Facilitate Coordination** of Care and Support
- **Enable the collection** of up-to-date status information
- **Support Cooperation** in Personalized Circles of Support
- **Support** Cultural and Linguistic Diversity
- **Enable people** to become valuable contributors

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Implementing Consumer-Centred Cooperative Care and Support Management

Using Web 2.0 (social networking) and mobile technology to support:

- Personalized Care Networks
- Support Provided and Managed Everywhere
- Flexible Support Management and Coordination
- Personalized Cooperative Care and Support Plans
- Status Monitoring
- Targeted and Controlled Information Sharing

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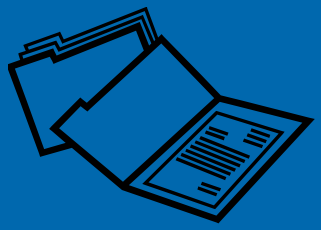
Personalized Care and Support Networks:
Empower the consumer to select their carers and supporters

Goal 1

Goal 2

Need 1

Need 2



Professional Carers

Volunteers

Family and Friends

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Support Provided and Managed Everywhere:
Support the care journey all the time and everywhere

Goal 1

Goal 2

Need 1

Need 2

Professional Carers

Family and Friends

Volunteers

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Flexible Support Management and Coordination:

Empower the consumer to form their preferred care and support structure

Support Manager

Goal 1

Goal 2

Need 1

Need 2

Professional Carers

Family and Friends

Volunteers

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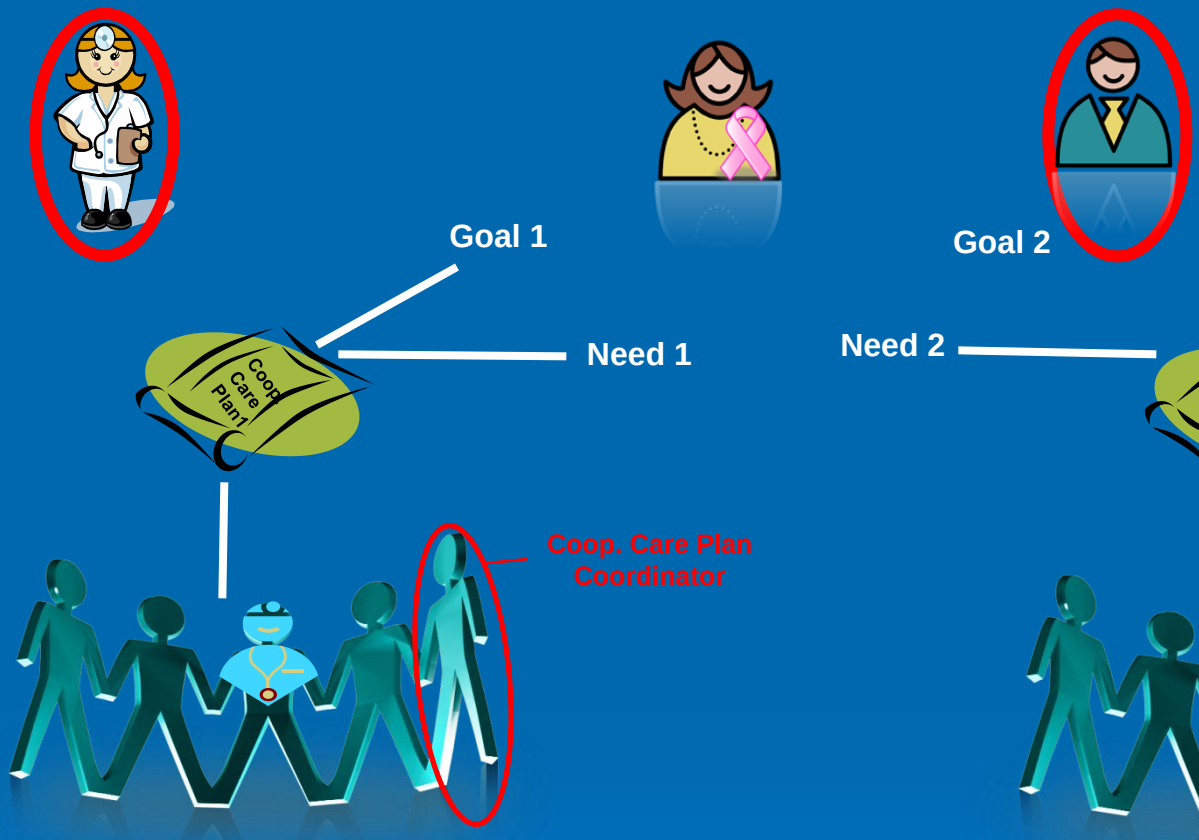
Personalized Cooperative Care and Support Plans:
Facilitate Coordination of Care and Support



Circle of Care
Coop. Care Plan 1

Circle of Care
Coop. Care Plan 2

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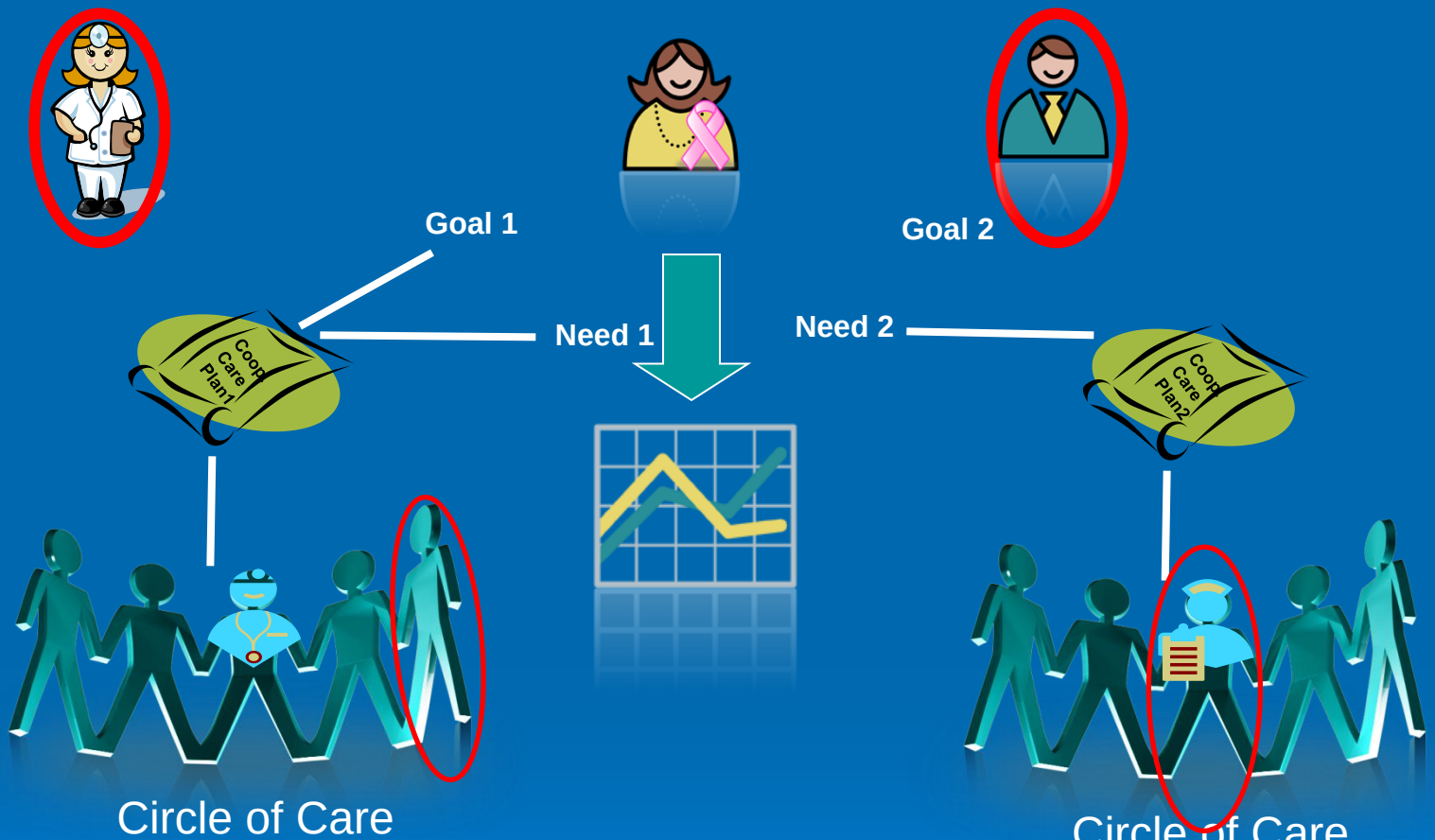
Status Monitoring:

Enable the collection of up-to-date status information



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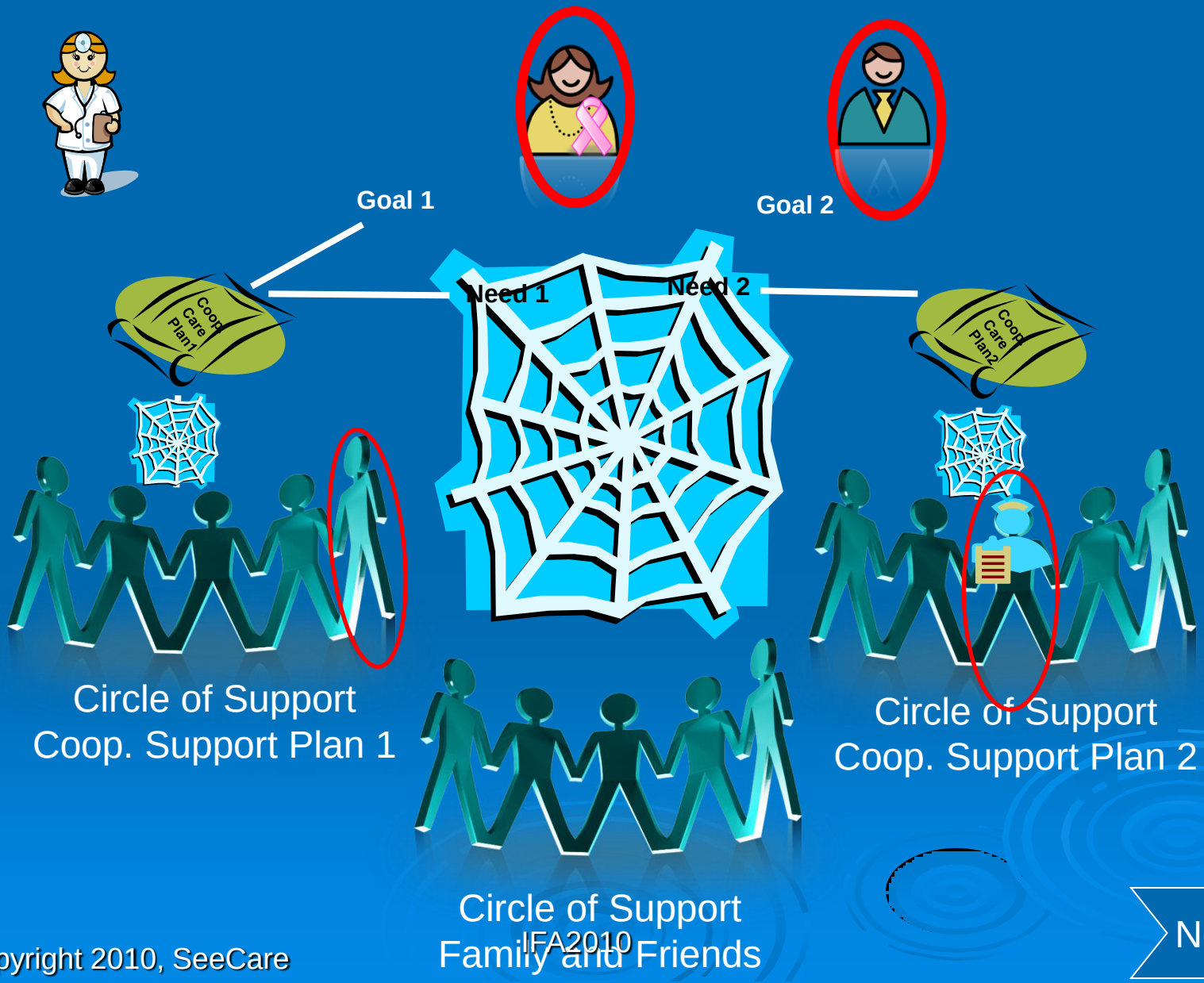
Targeted and Controlled Information Sharing:
Supporting Cooperation in Personalized Circles of Support



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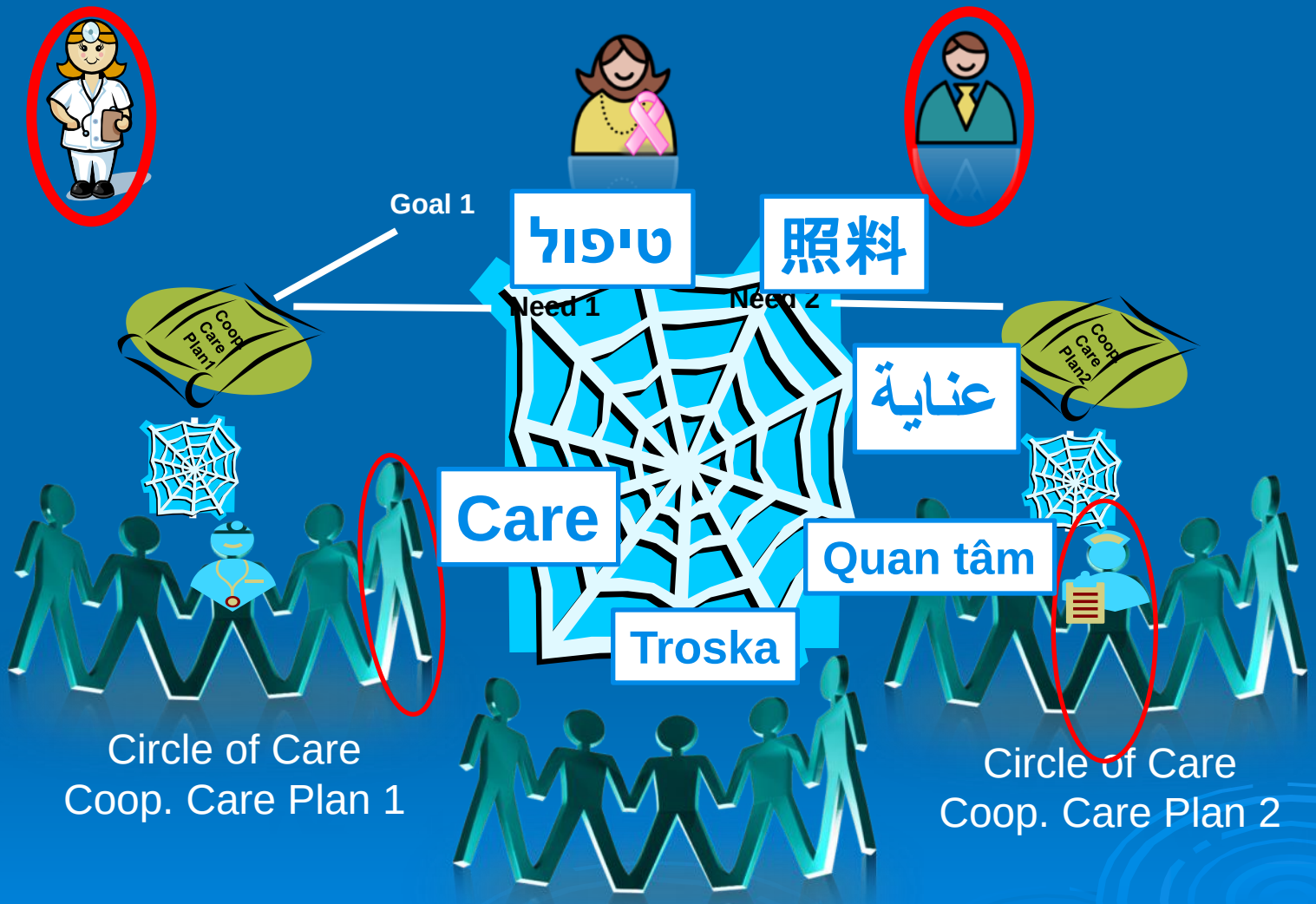
Care Specification in over 70 Languages:

Support Cultural and Linguistic Diversity



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Dependency => Independence =>Mutual Support:
Enable people to become valuable contributors

Goal 3

Need 3

Professional Carers

Family and Friends

Volunteers

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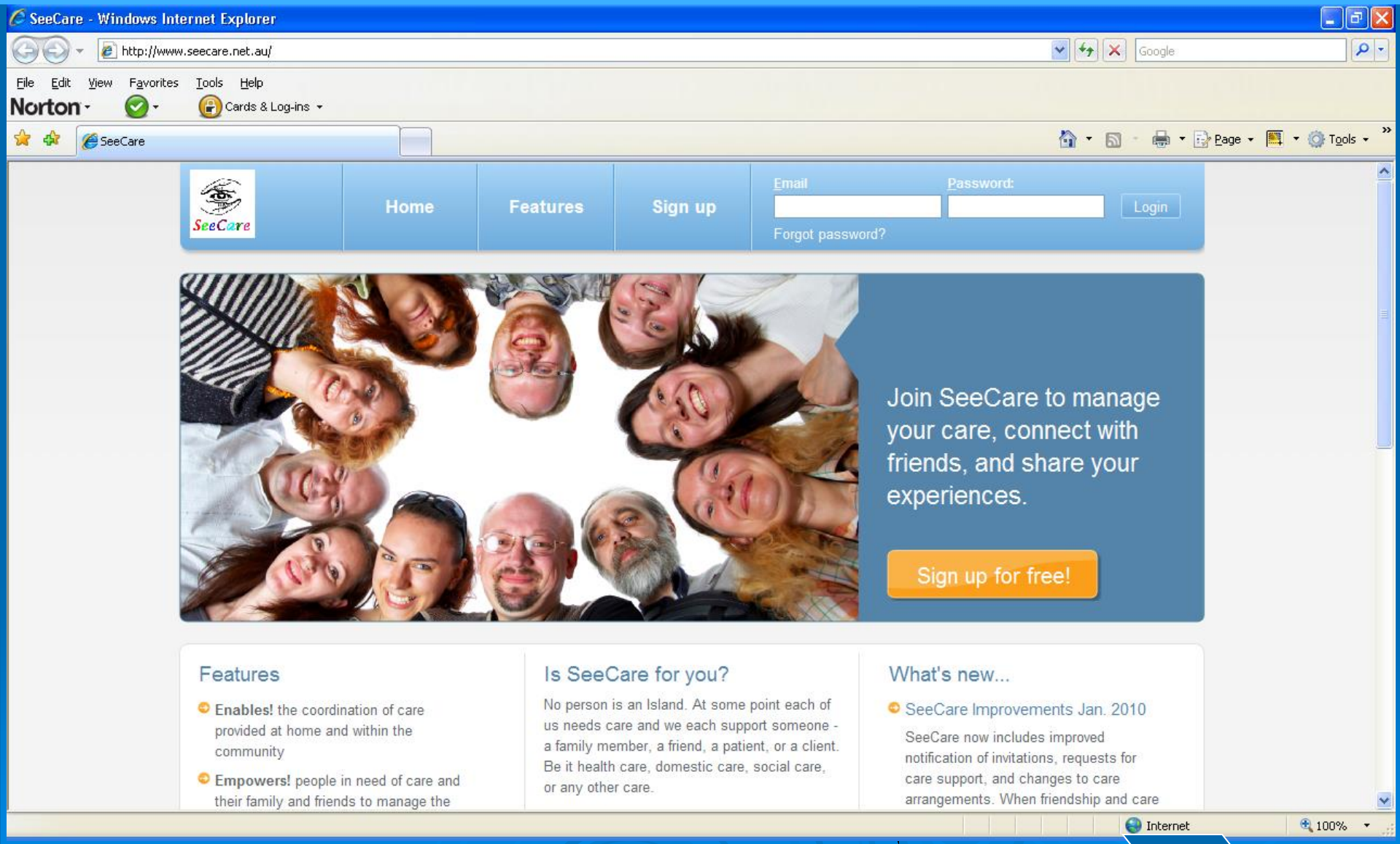
SeeCare Web-site



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SeeCare: Sustainable Model

- Free for use by:
  - People in need, consumers
  - Their family and friends
  - Volunteers
  - Community organizations
- Advertising model
- www.seecare.net and www.seecare.net.au

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Mavis: What does she need and want?

Age: 68
Occupation: Pensioner
Education: High school

"Ever since my stroke, I find it difficult to remember to take my medication"

Mavis lives at home. Mavis has recently had a stroke and also suffers from arthritis. Although Mavis is independent her illnesses confine her from doing tasks such as gardening and cleaning. Her son Chris, who lives 2 hours away, handles Mavis's care such as organising the gardener and cleaners. Since her stroke Mavis has mild short-term memory loss. Despite this, Mavis still considers herself quite a wiz when it comes to this new internet that everyone is talking about.

Goals

- Be less dependant, more independent
- Manage own care and support
- Find service providers
- Get support from friends
- Talk to other people with similar experiences.
- Help others and contribute to society

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How is Mavis supported?

SeeCare

John – Helps Manage Care and Support

Search for Cleaner

Janet - Manages Stroke Care Plan

Permit: Care Plan Management

Permit: View Cleaning

Medication

Kate - Views all Support

Assign: Arrange Checkup

View all support

Susan - Provides Medical Checkup

Weekly Checkup

Supports someone else

Supports someone else

Cleaning

Frank - Provides Cleaning Services

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