



Capacity Tracker Australia

The Capacity Tracker is an award-winning web-based system. It enables residential aged care facilities (RACFs) and GPs to share their business continuity information in real-time and allows Commissioners to quickly offer targeted support when it is required. The system has already demonstrated real value in the response to COVID-19 across the UK and Australia.

Proven Success in the UK

Built by North of England Commissioning Support (NECS) in partnership with NHS England, the tool connects together Commissioners and Providers to provide a 'single version of the truth'.

The Capacity Tracker is mandated for use in every aged care facility across the UK. It is used by over 15,000 aged care providers, 190 Clinical Commissioning Groups (CCGs) and 148 Local Authorities are registered and using the tool resulting in over 99% coverage.

It has proven to be a vital tool in the response to COVID-19. The Capacity Tracker also offers longer-term benefits which improve patient flow as well as building resilience and governance into a health system.

Proven Success in Australia

After successfully launching in Australia, it has been used by New England and Central Coast Primary Health Network (HNECC PHN) since May 2020.

It has supported RACFs and GP's across HNECC PHN throughout the COVID-19 pandemic. Within the first four months of use, HNECC PHN registration figures were impressive with over 70% of RACFs and over 50% of their GPs registered and using the system. For HNECC PHN, the Capacity Tracker is a vital business continuity tool which provides real-time information about COVID cases, staffing levels, PPE supplies and up-to-date residential aged care bed availability. The system's functionality also offers powerful reporting including the use of visual mapping which gives even greater insight for PHNs.

"I am grateful for Capacity Tracker as an 'extra set of eyes' over the practices, so nothing gets delayed or missed – especially while we are managing such a large workload on the Coast! I'm getting great feedback from practices about how easy it is to update, and they really like the resources section too." Primary Care Improvement Officer at HNECC PHN

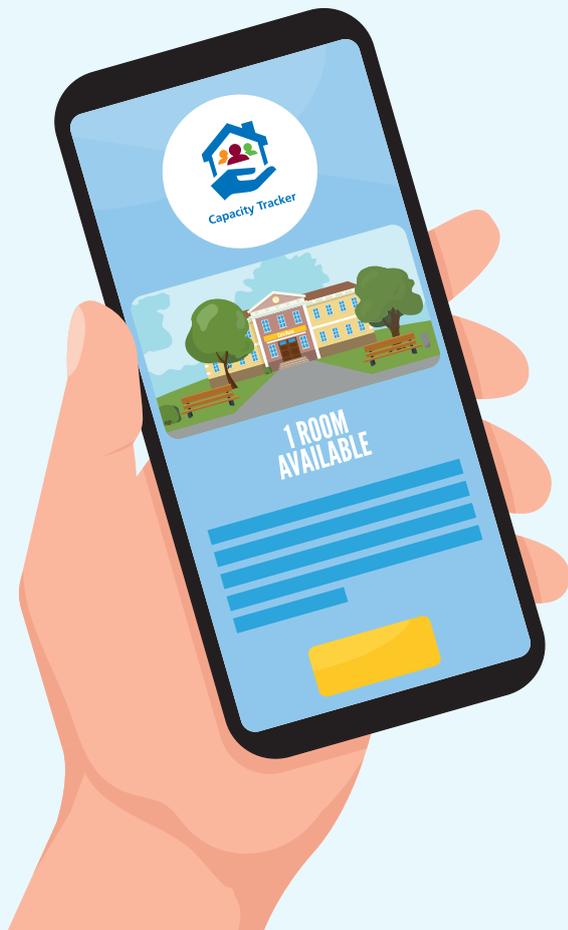


By linking RACFs and GPs, the tool can also offer an effective response in other, non-COVID, emergency situations such as bushfires or cyclones. A PHN can quickly find alternative accommodation for patients if a RACF has to close suddenly.

Secure and Simple

The Capacity Tracker is built as a cloud-based system so it is fast and secure and doesn't require software to be uploaded onto computers. It has been developed to take advantage of Microsoft Azure. Hosted within Australia, encrypted data is also backed-up and stored within Australia.

The system's security individually separates PHNs from each other within the application. Each PHN is responsible for managing their user permissions and access requests. Usage can also be tailored to individual user requirements and ensures that sensitive information can only be seen by those who need access to it.



Benefits:

Promotes sustainability – The linking of previously disparate information means that PHNs finally have a 'single version of the truth' which will support genuinely collaborative working and improved system resilience.

Simple to set up - The tool is web-based, so there is no software to download. Users can rapidly set up accounts, using helpful online videos.

Easy to use – It takes less than 1 minute for a Provider to update their business continuity status. Changes to PPE, workforce levels and vacancies can all be made very quickly with a few clicks on any device 24/7.

Rich reports and visualisations – the system has a range of real-time reports and maps available to analyse current issues and challenges across a PHN and assist in identifying areas which need support.

Allows focussed support - The tracker provides real-time information to commissioners so they can easily see where any issues may be occurring and provide support for COVID outbreaks, PPE supplies, workforce challenges or even dealing with other emergencies.

Dedicated resource centre – The tool has a dedicated resource centre which provides users with fast central access to clinical and business support information and guides.