



Hello,

Welcome to the latest edition of the Connect newsletter. As we all step into the new reporting phase of The National Aged Care Mandatory Quality Indicator Program, Webstercare have been developing our reporting to help you navigate the QI Program. It got me thinking about how far we have come with developments in data analytics in aged care.

How we store, access and share information, presents some really promising opportunities for aged care. Knowledge really is power! Tapping into this vital information is shaping innovative service delivery, supporting carers in their duties and ultimately improving the lives of the elderly in our care.

Read more in this month's Connect:

- how Webstercare can help you access data right now to fulfil your QI Program requirements; and
- exciting data developments shaping the course of aged care, are soon to become a reality.

As always, it's great to connect with you.

Gerard Stevens

Managing Director  
Webstercare<sup>®</sup>



## Smarter Data

*Tapping into vital opportunities in aged care.*

**The National Aged Care Mandatory Quality Indicator Program (QI Program)** is now a reality for all residential aged care facilities (RACFs). Approved providers are now required to report on **five** key areas each quarter:

- Pressure Injuries
- Physical Restraint
- Unplanned Weight Loss
- **Falls and Major Injuries – Polypharmacy (new)**
- **Medication Management – Antipsychotics (new)**

As you integrate two new reporting requirements into your workload, many are wondering how you will practically field data for the reports. **The answer is quite literally at your fingertips!**

As many carers go about your day-to-day routines using your MedSig<sup>®</sup> software, you may not realise what a powerful resource is within your reach. MedSig has all the information you need to complete the new QI Program 'Data Recording Templates', as does your pharmacy and prescriber's

Webstercare Software. But that's not even the tip of the iceberg. With access to medication management data developed over 40 years, you will soon be able to drive innovative service delivery and continue to raise the bar in the quality and safety of care delivered to your residents.

Your pharmacy holds the most accurate and up-to-date patient medication information. That's why the government is increasingly turning to pharmacy data as the 'source of truth' in projects such as electronic prescribing from the National Residential Medication chart (eNRM). The resident's profile is one single 'living data file', giving the entire health care team access to the same, accurate, real-time information.

Very soon you will have the opportunity to safely and securely access your residents' live data profiles as well as a wealth of reporting and data analytics via Webstercare's eNRM solution **MedsComm<sup>®</sup> Prescribe**.

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*"Respect your parents.  
They passed the HSC without  
the assistance of Google."*

*"My wi-fi went down for 10 minutes,  
so I had to talk to my family.  
They seem like nice people."*

# Mirtazapine and sleep

Sleep problems are common among older people in residential aged care. Total sleep time decreases with normal ageing by about 27 minutes per decade from mid-life until the 8th decade.

*Non-drug strategies including sleep hygiene should always be first-line management. NPS MedicineWise website has lots of useful information of non-drug strategies including a sleep diary.*

*Medication therapy can be used for short-term management of insomnia, as an adjunct to non-drug treatment. They have limited benefit, making only small improvements in sleep latency (4 minutes) and sleep duration (60 minutes) when used for 14 days or less. Benzodiazepines (temazepam, oxazepam) may be considered for short-term use only (less than 2 weeks), as tolerance quickly develops.*

## Mirtazapine

Mirtazapine (*Avanza, Axit, Mirtanza*) is an antidepressant commonly used in aged care for depression where insomnia is a feature. Mirtazapine is approved for major depression including prevention of relapses.

Product information recommends a starting dose for treatment of depression of 15mg/day, with usual maintenance dose of 30-45mg/day, and a maximum of 60mg daily. It is recommended to administer mirtazapine as a single night-time dose before going to bed.

## Actions

Mirtazapine is a tetracyclic antidepressant with a unique dual mode of action, sedating at low doses but not at higher doses.

At low doses (7.5 - 15mg daily) mirtazapine has an antihistamine effect, causing sedation. The sedating effect is most noticeable in the first few weeks of therapy, sometimes after as little as 2 days use, and often diminishes with time.

Mirtazapine's effects on sleep quality include:

- Shortened time-to-onset of sleep
- Reduced stage 1 sleep
- Increased deep sleep
- Increased latency of REM sleep
- Reduced night-time awakening
- Improved sleep continuity

These sleep-promoting effects need to be balanced against the risk of excessive sedation, and increased risk of falls and fractures.

At higher doses, the sedating effect is reduced, and in fact may be over-stimulating in older persons. For example, 45mg administered at bedtime may cause insomnia. Morning administration of higher doses is less likely to interfere with sleep.

## Adverse effects

Common adverse effects such as increased appetite, weight gain, and sedation are often considered a benefit in frail older residents who lack appetite or have anorexia, with unexplained weight loss and for sleep problems.

## Summary

**Mirtazapine is an antidepressant with unusual dose-dependent effects on sleep. Sedation may be excessive at low starting doses of 7.5mg daily, and therefore a higher starting dose of 15mg daily is suggested. At higher doses such as 30mg to 45mg daily, mirtazapine may interfere with sleep and should be administered as a morning dose. Use of mirtazapine for people with major depression with anxiety and/or insomnia has the potential to reduce polypharmacy.**



*When people tell me "You're going to regret that in the morning," I sleep in until noon because I'm a problem solver.*

*"I just ran two kilometres and what a workout! I didn't think the ice cream truck would ever stop!"*



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Developments are being made daily in the way we access and use this wealth of information. By drawing on both historical and real-time data, you will be able to harness key insights through data analytics, which can inform and support key business decisions.

As a powerful decision-making tool, data analytics can help you:

- better understand your residents
- adapt services to better meet your residents' needs
- monitor and report accurate regulations to governing bodies
- enable frontline staff to understand the complete scope of a resident's life and well being
- streamline your operations and reduce administrative burden
- shape business models to thrive in aged care.



*"When I eat too much dessert, I don't post about it on facebook. If it isn't charted, it didn't happen."*

*"All my life I thought that air was free... until I bought a bag of chips."*

*"People who think they know everything are a great annoyance to those of us who do."*

Aside from the enormous opportunities data analytics will present to us in the near future, three possibilities are before us right now:

- 1** The Australian Government has just announced a **New Grant** for RACFs which will offer funding to support your move to MedsComm Prescribe.  
[➤ Register for updates on Government Funding at webstercare.com.au/medscomm-prescribe](https://webstercare.com.au/medscomm-prescribe)
- 2** **MedsComm Prescribe** is already at the conformance phase of the Department of Health's eNRM trial. Once the trial is complete, it will be available for you to seamlessly integrate with your Webstercare systems.  
[➤ Register your interest in MedsComm Prescribe at webstercare.com.au/medscomm-prescribe](https://webstercare.com.au/medscomm-prescribe)
- 3** Medication management data is already available in your Webstercare MedSig software to support you right now in meeting the requirements of **The National Aged Care Mandatory Quality Indicator Program** 'Data Recording Templates'.

### How to generate NQIP reports for the QI Program

#### Go to:

- the main screen of your Webstercare MedSig System
- reports menu
- select and run the appropriate NQIP report (Excel)
- copy relevant data into your QI Program reporting template

#### Contact us

If you need any assistance please contact us:

**Professional Services Team**  
 Phone 1800 244 358  
[info@webstercare.com.au](mailto:info@webstercare.com.au)

#### You can download QI Program reporting templates here:

<https://www.health.gov.au/resources/publications/qi-program-data-recording-templates>

**Look out for the Antimicrobial Stewardship Report now also available in your MedSig software**

AVAILABLE NOW

**SOFTWARE  
UPDATES**



## Frontline News

### The National Aged Care Mandatory Quality Indicator Program (QI Program)

The first round of reporting is **due on 21 October 2021** for the period of 1 Jul - 30 Sep 2021.

➤ **Find out more about the QI Program here:**

[www.health.gov.au/initiatives-and-programs/national-aged-care-mandatory-quality-indicator-program](https://www.health.gov.au/initiatives-and-programs/national-aged-care-mandatory-quality-indicator-program)

### New Government Grant Announced

RACFs are set to receive funding from the Government to implement an eNRM system, such as Webstercare's MedsComm Prescribe – an end-to-end fully electronic signing and prescribing solution. When the conformance phase is complete, it will be available for you to seamlessly integrate with your Webstercare systems.

➤ Scan to read the Australian Government Media Release





## YOUR QUESTIONS ANSWERED...

# Portion-pak®. The 'little gem'.

## Q What is a Portion-pak®?

**A** Portion-pak is an individual, tear-off, multidose pack that is convenient, compact and easy to administer. This 'little gem' has all the convenience of a single dose, portable pack, however it offers additional cost benefits, superior function and safety features for far *Safer & Swifter* administration.

## Q What's the advantage of using a single Portion-pak rather than a sachet?

**A** Quite simply it's **More Cost Effective, Safer, Swifter** and a **Multi-tasker too!** It's like having an extra set of eyes on your trolley. Portion-pak is the only individual, tear-off dosage system on the market with:

- a **colour photo on every dose**, to safeguard right up to the point of administering medication;
- prominent visual cues which draw your attention to vital information such as resident's full name, room number, and colour-coded dosage times;
- a barcode and complete list of medications included on every label;
- a transparent blister casing to visually cross-check the enclosed medication;
- temporary re-seal function when a resident refuses medication, so you can administer later in the round;
- a safety seal 'change' label, which enables the safe change of medication if required. It is securely resealed and signed for QA purposes, which eliminates the risks associated with a pierced and taped sachet;
- a safe and sturdy blister casing, so medication can be crushed directly in the pack, saving valuable time and space – *no need to carry crush cups on your trolley*; and
- portable doses on a carry tray – take only what you need on your rounds, it's easier to see where you're up to, light to transport, and minimises space.

**Portion-pak has all the safety features you expect from a blister pack, safe and swift to administer and none of the risks associated with inferior sachet products.**

## Q How does it work?

**A** Portion-pak comes in convenient, perforated strips of seven. Nurses or care workers simply tear off the required doses for the medication round and put them in a convenient carry tray. The tray is designed to ensure the safe display of the residents' name, day, dosage time and room number on every single pack. This helps you keep track of where you're up to and is a safer and swifter way to complete your rounds.

When you identify the resident, cross reference their name and photograph on the Portion-pak with the medication chart, signing sheet or electronic program.

Simply peel back the label and administer the medications directly from the pack. Or medication can be crushed directly in the pack, saving valuable time.

Once the resident has taken their medication record the administration on the medication chart, signing sheet or signing program.



## Q Are there size options available?

**A** Yes, you can choose from large or small blisters. Both fit conveniently in the carry tray with either 13 large or 26 small Portion-paks.

## Q Is the Portion-pak system more expensive than sachets?

**A** **No!** The system is more economical overall and Webstercare don't have any lock-in contracts like many other suppliers. You have every advantage to gain in welcoming this superior 'little' performer into your facility.

## Q Can I receive a sample of the Portion-pak?

**A** Absolutely! To request a sample, call our Customer Service Team on 1800 244 358, so you can see for yourself just how impressive the Portion-pak really is.

➔ **To place your Portion-pak order, email [orders@webstercare.com.au](mailto:orders@webstercare.com.au) or call 1800 244 358.**

## ✉ WE WOULD LOVE TO HEAR FROM YOU!

If you have any questions you would like answered, simply email us at [connect@webstercare.com.au](mailto:connect@webstercare.com.au)



**"When my boss told me that this is the fifth time that I'm late, I smiled and thought to myself great, it's Friday!"**

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Thanks to Rod Silber of Ozanam Industries, for making us laugh with this month's jokes!

**Webster-pak®**  
Peace of Mind with Medication™