To Whom It May Concern,

I write this letter in support of a government-supported 12-month trial of Strong Room's aged care medication management platform being offered to aged care providers throughout Australia.

As a clinical manager of a mid-sized residential aged care facility, and having worked in this industry for over five years I have noticed a significant difference in the availability of up-to-date technology, when compared to my experience working in the acute sector in both public and private hospitals.

The aged care sector's digital infrastructure is limited and disjointed, with many administrative tasks still done predominantly by hand and across multiple paper forms and electronic platforms. These processes are immensely time consuming and subsequently take caregivers away from direct resident care.

The lack of connected IT platforms leads to administrative errors and direct resident harm. In addition, there are ongoing delays in the production and sharing of up-to-date medication management programs. In the worst case, these errors and delays lead to adverse drug events (ADE) and admissions into hospital or other serious events. It is critical for resident's medical information to be accurate and readily accessible between facilities and caregivers during these events.

The Strong Room platform has been designed to eliminate many of these risks. This advance is necessary and has the potential to transform the ability of caregivers to provide a safer and more co-ordinated care in the aged care sector. Strong Room's platform allows for providers to modernise outdated medication management systems and automate compliance, but it also enables real-time data insights and evaluation processes around medication management. Strong Room's management of polypharmacy and medication management reviews will enable consulting pharmacists to better understand the medication needs of the residents and mitigate harmful medication interactions. Aged Care providers will also be equipped with the tools that will automate compliance with the new Aged Care Quality and Safety Commissions medication quality indicators.

The benefit of adopting this technology, is its potential to decrease the incidence of adverse drug events, increase the time that caregivers can spend providing care to the residents, and reduce preventable hospital admissions. These benefits are aligned to the recent recommendations in the Royal Commission on Aged Care Quality and Safety.

Sincerest regards,

Jennifer Handasyde,

Clinical Manager.

18 November 2021

To Whom It May Concern,

I write this letter in support of a government-supported 12-month trial of Strong Room's aged care medication management platform being offered to aged care providers throughout Australia.

I have been in the aged care sector for more than 20 years in a variety of senior roles and the gaps in the digital workflows in aged care when compared to the acute sector are transparent.

The aged care sector's digital infrastructure is limited and disjointed, with many administrative tasks still done predominantly by hand and across multiple paper forms and electronic platforms. These processes are immensely time consuming and subsequently take caregivers away from direct resident care.

The lack of connected IT platforms leads to administrative errors and direct resident harm. In addition, there are ongoing delays in the production and sharing of up-to-date medication management programs. In the worst case, these errors and delays lead to adverse drug events (ADE) and admissions into hospital or other serious events. It is critical for resident's medical information to be accurate and readily accessible between facilities and caregivers during these events.

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The benefit of adopting this technology, is its potential to decrease the incidence of adverse drug events, increase the time that caregivers can spend providing care to the residents, and reduce preventable hospital admissions. These benefits are aligned to the recent recommendations in the Royal Commission on Aged Care Quality and Safety.

Sincerest regards,

Neriman (Nezz) Blacker

Facility Manager