From Admin to Action: Trialling AI in Direct Care for Older Australians

Ageing Australia National Conference 2025

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Acknowledgement of Country

Silverchain respectfully acknowledges the Traditional Custodians of the lands on which we work and live. We acknowledge Elders both past and present, whose ongoing effort to protect and promote Aboriginal and Torres Strait Islander cultures will leave a lasting legacy for future leaders and reconciliation within Australia.

About Silverchain

Silverchain is Australia's leading in home and community care specialist, providing complete health and aged care services to more than 140,000 clients a year.

We are pioneers of homecare, enabling Australians to receive the comprehensive health care they need in the familiarity and freedom of their own home and community.

For 130 years as a not for profit, we have provided high quality care to many generations of Australians, supported by more than 5,900 employees across the country.

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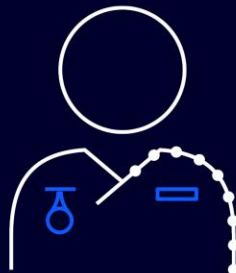# Our service profile

140k+
clients supported

2.19m
hours spent with our clients

2.9m
occasions of service

5900
employees nationally

695k
calls handled in our Contact Centre

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Our ambition is to create a better home care system for all Australians.

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Silverchain AI Journey from Backend Efficiency to Frontline Impact

What we have completed

- AI Governance and Guidelines
- Established AI Development Framework
- AI Proof of Concepts:
  - AI & Clinical Escalation Calls
  - Form Digitisation
  - Copilot Enablement

What we are working now

- Progress Notes Summarisation
- SilverWound Pro (Education)
- Conversational AI (Appointment rescheduling)
- Clinical Dictation Tool
- AI Agent for Policies and Procedures
- AI-Drive Contract Lifecycle Management

What is next

- Mental Health Companion
- Clinical Decision Support
- Client Facing Clinical Support
- 24/7 Virtual Health Assistance
- Predictive risk and deterioration
- SilverWound Pro (Wound treatment)

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AI Phase 1

What we have completed

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Early Governance is Essential

Strategic Oversight

- Legal
- Privacy Office
- Data Governance
- Information Security
- Risk Mgt Office
- Data Strategy

➤ **Clinician in the loop:** This approach integrates expert human input into the development, training, and evaluation of Artificial Intelligence systems for healthcare to ensure accuracy, safety, and usefulness.

➤ **Human- Centric Care:** AI should support Silverchain's care by aiding providers, enhancing client health, and honouring individual dignity, independence, and preferences.

➤ **Privacy and Information Protection:** Protecting client privacy is essential. AI must follow Australian laws, be thoroughly tested, and manage data transparently with clear consent.

➤ **Ethical, Fair and Transparent Use:** AI decisions should be ethical, fair, and clear to foster trust and cooperation between providers and clients.

➤ **Accountability and Governance:** Assign clear responsibility for AI development and perform regular audits to ensure adherence to laws, ethics, and standards.

➤ **Safety and Reliability:** Client safety is crucial. AI systems must have timely information, rigorous testing, continuous monitoring, and fail-safes to prevent errors and maintain trust.

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Proof of Concept | AI & Clinical Escalation Calls

"The greatest opportunity offered by AI is not reducing errors or workloads or even curing cancer: it is the opportunity to restore the precious and time-honoured connection and trust—the human touch—between patients and clinicians." Dr Eric Topol

AI tool transcribes call between Clinicians

AI converts to iSoBAR Framework

Clinician reviews output

Outcomes

- Custom solution uses AI to convert voice to structured text and transcribe clinical calls.

- AI tool also summarises transcript into iSoBAR framework for clinical handover notes.

Direct Benefits

- **Reduces administrative** burden for clinicians and frees up time for client care.

Indirect Benefits

- **Enhanced clinical handover** and reduced clinical risk for Best Care.

Size of future opportunity

- Silverchain carries out approx. 10,000 escalation calls per month (incl. HATH and Palliative care).

- Documenting clinical escalation calls takes 5 to 15 minutes per call.

- Up to 10,000 hours of clinicians' time can be redirected to client care annually if solution scaled beyond pilot.

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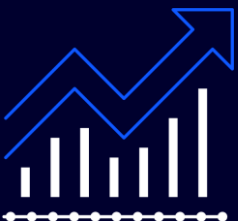# Proof of Concept | Copilot User Enablement

Staff use GenAI to increase productivity

AI Capabilities enhance through the business

30% uplift in productivity

Outcomes

- +100 staff using Copilot in their day-to-day roles.

- Overwhelmingly positive feedback with staff reporting gains of up to 30%.

- All users trained on ethical and responsible use of AI.

Direct Benefits

- Significant improvements during meeting notes and follow up tasks.
- Improvement in efficiency and accuracy summarising and taking notes.

Indirect Benefits

- Positive impact on wellbeing and productivity.
- Improve quality of the work and enhance innovation and professional development

Size of future opportunity

- Multiple roles could potentially benefit from using CoPilot.

- Requires balancing against licence costs to ensure optimal ROI.

- Expanding CoPilot to additional staff members would increase their productivity by 10% to 30%.

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What we learnt

Barriers	Enablers
Picking the right Use Case	Executive leadership & clear vision
Change management & adoption	Iterative pilots with learning loops
Data quality & integration	Strong governance & ethics
Measuring success early	Stakeholder engagement & comms

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AI Phase 2

What we are working on today

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Silverchain changed its development approach from lessons learnt in Phase 1

Our AI initiative focuses on identifying key use cases, prioritising strategic opportunities, and promoting innovation through our AI Prototyping approach to deliver real value and support Silverchain's 2030 goals.

Use Case Discovery

Prioritisation and Opportunities Assessment

Developing POC and Pilots

This includes creating a list of projects aligned with our goals and working with business leaders to refine use cases that meet key needs.

We prioritise use cases by impact and feasibility, collaborating with stakeholders to ensure they align with our strategic goals and deliver maximum value.

Creating AI proof of concepts and pilots, promoting an innovative, start-up culture for fast AI solution development.

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Collaboration (Research & Innovation × Data & Analytics × Digital Services)

Collaborative Approach to Enable AI at Silverchain
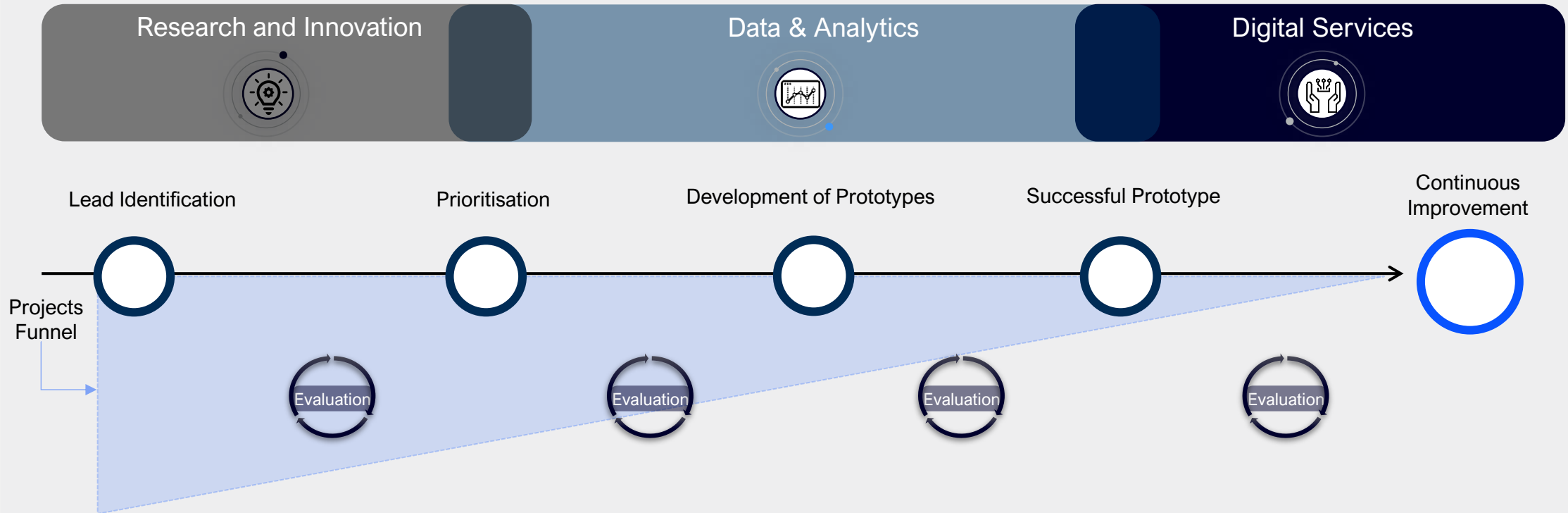
Use Cases in flight

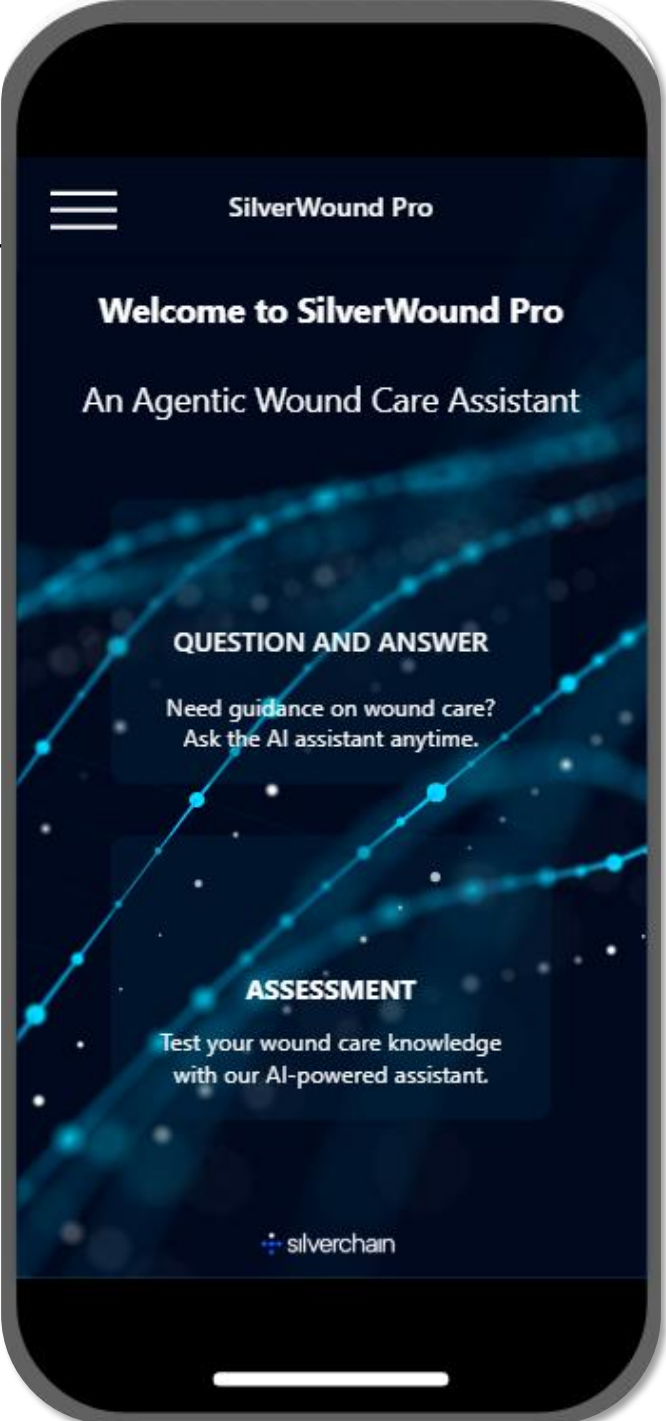silverchain

SilverWound Pro

SilverWound Pro offers an intelligent, reliable, and engaging wound care training that delivers quality learning, builds confidence, and promotes continued professional growth.
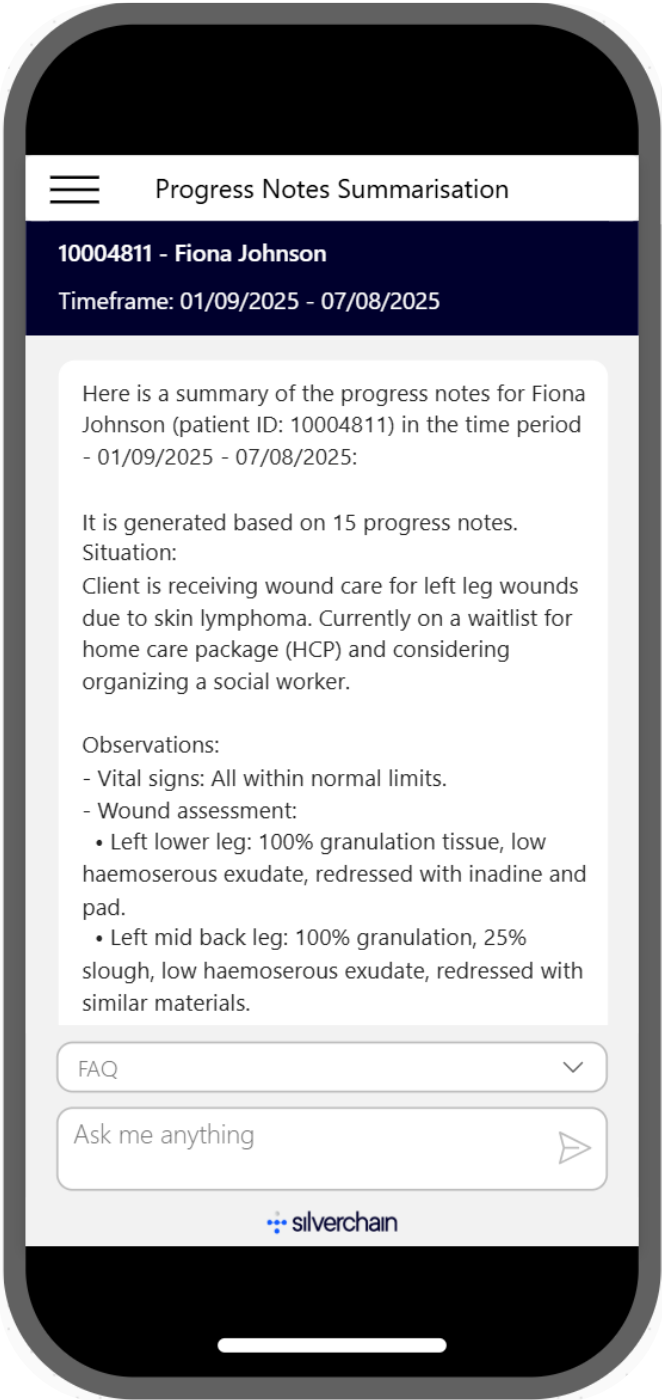
Before AI	With AI
Mandatory training · "Phone a friend" · Mobile SCG App · Team Meetings · Email notifications · Buddy shifts · Compliance reports · PDMS search • Training at set-times • Rigid training approaches • Additional work-load for senior clinicians	• **Interactive Q&A:** Instant Q&A for wound care management. • **Training on your schedule:** Available anytime for flexible training. • **Improving training outcomes:** Identifies training gaps using reliable data. **"Smarter, consistent, and interactive wound care training solution"**

SilverWound Pro

Welcome to SilverWound Pro

An Agentic Wound Care Assistant

QUESTION AND ANSWER

Need guidance on wound care?
Ask the AI assistant anytime.

ASSESSMENT

Test your wound care knowledge with our AI-powered assistant.

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Progress Notes Summarisation

The Progress Note Summarisation helps clinicians quickly understand client progress by generating **clear, on-demand summaries of** progress notes. It **saves time**, improves **safety** by highlighting key risks, and supports **continuity** across teams.

| Before AI	With AI
  • Time-consuming note review • Difficulty identifying key client history • Stress and cognitive overload • Risk of missing critical information	• **Morning Routine:** Nurse opens the AI app on their phone or tablet. • **Instant Summary:** Receives a concise, accurate overview of the client's recent progress notes based on timeframe chosen by clinician. • **Voice Support:** Text-to-speech reads summaries aloud while driving or preparing. • **Interactive Q&A:** Nurse asks specific questions and gets instant, relevant answers. • **Improving Client Experience:** More personalised and responsive care. **"Better informed care and staff wellbeing"**

Progress Notes Summarisation

10004811 - Fiona Johnson
Timeframe: 01/09/2025 - 07/08/2025

Here is a summary of the progress notes for Fiona Johnson (patient ID: 10004811) in the time period - 01/09/2025 - 07/08/2025:

It is generated based on 15 progress notes.
Situation:
Client is receiving wound care for left leg wounds due to skin lymphoma. Currently on a waitlist for home care package (HCP) and considering organizing a social worker.

Observations:
- Vital signs: All within normal limits.
- Wound assessment:
 • Left lower leg: 100% granulation tissue, low haemoserous exudate, redressed with inadine and pad.
 • Left mid back leg: 100% granulation, 25% slough, low haemoserous exudate, redressed with similar materials.

FAQ

Ask me anything

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What's next

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24/7 Virtual Health Assistance

24/7 Virtual Health Assistance empowers older adults to access **care anytime, from anywhere.** Clients use their iPad or mobile device **to connect instantly with nurses**, check symptoms, and receive tailored advice. This **technology delivers safety, convenience, and peace of min**d for clients and their families.
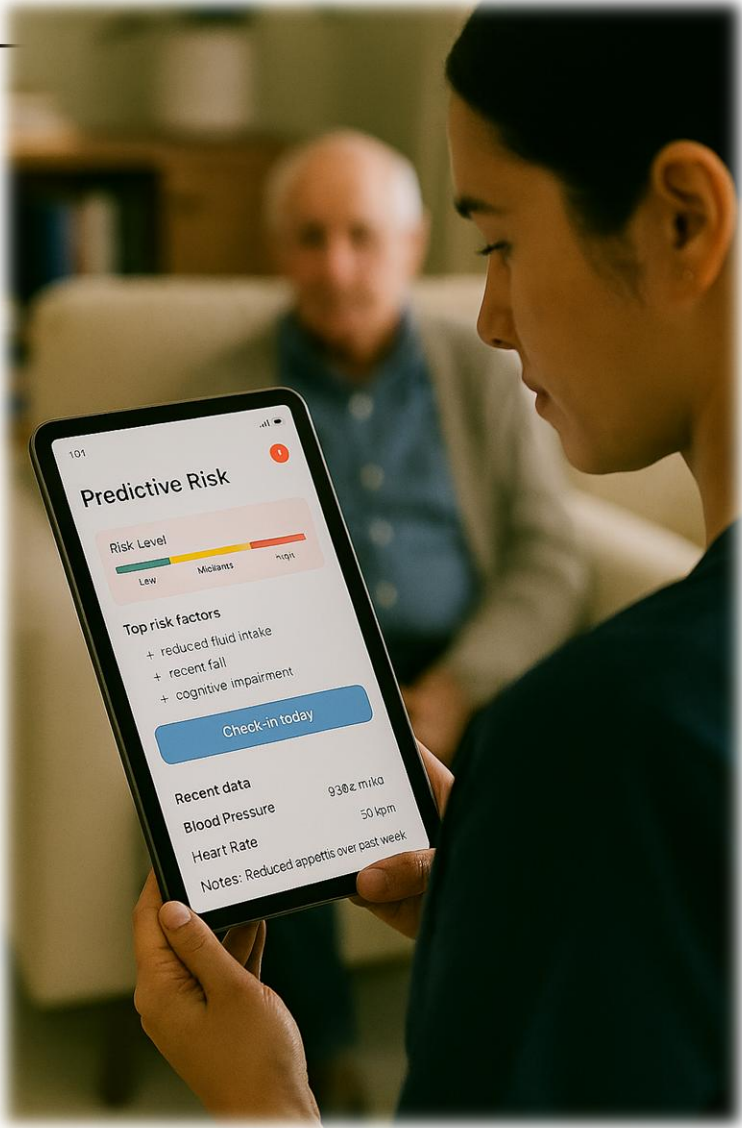
Before AI	With AI
- After-hours advice limited; long wait times and call-backs - Clients/carers repeat history; inconsistent triage - Clinician fatigue from non-urgent queries - Limited visibility of recent observations and care plan - High variance in advice quality; risk of missed red flags	- Always-on **chat/voice** assistant for triage, self-care and navigation **Safety-first pathways** (falls, pain, wound issues) with **warm handover** to on-call nurse **Reminders, check-ins and symptom tracking** feed into the care record - Secure identity flow pulls a concise client summary **Tiered response:** self-care → scheduled callback → urgent warm handover **Multilingual prompts** and accessibility (voice, large text)

"Safe, accessible and convenience support for our clients"
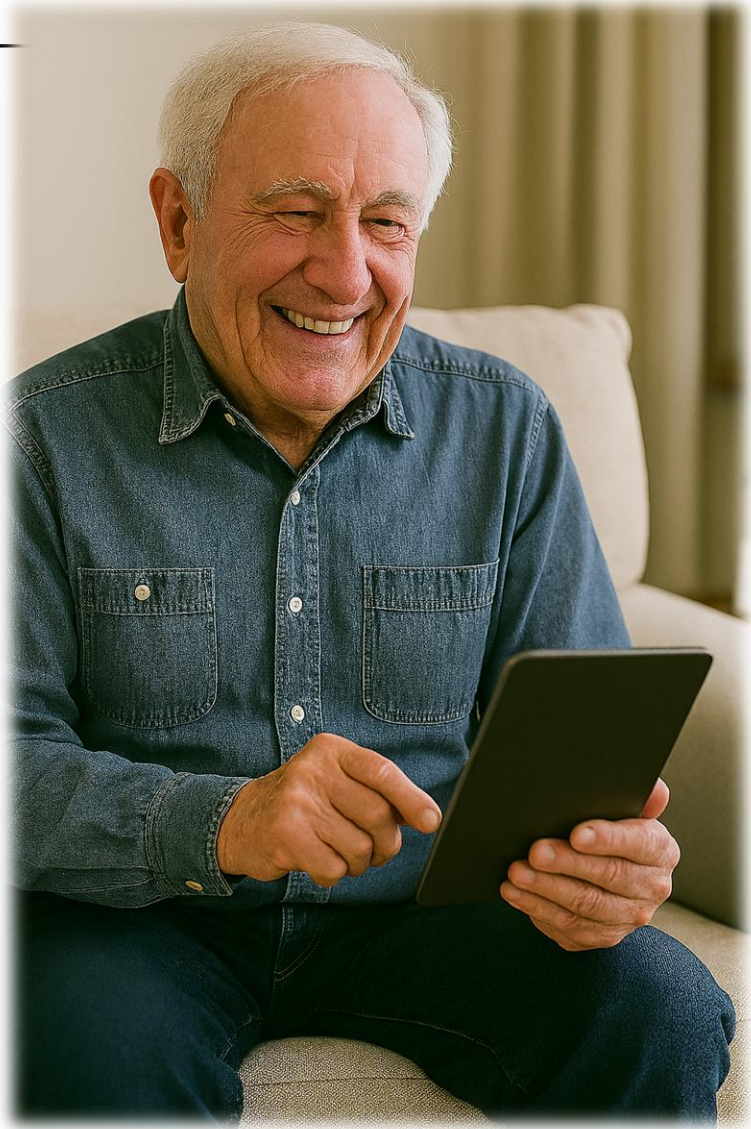
Predictive Risk & Deterioration

Predictive analytics continuously surfaces those most likely to deteriorate, turning scattered signals **into timely, actionable prompts.** Clinicians get **explainable risk scores** and **next-best actions** aligned to Silverchain's escalation procedures.

Before AI	With AI
• Risk signals are scattered across assessments, notes, observations and call logs, so emerging issues can be missed or recognised late. • Staff rely on manual track-and-trigger charts and traffic-light escalation guides, which vary by service and shift. • Escalation to the GP/on-call occurs after symptom recognition, not prediction, increasing avoidable ED transfers and stress for clients/carers.	• A unified risk engine continuously analyses **progress notes, vitals/observations, visit outcomes, and client/carer reports** to detect early patterns of deterioration (e.g., infection, falls, dehydration). • Generates **daily risk scores and explanations**, pushes **safety-first prompts** and **next-best actions** (check-in, priority visit, escalation), and documents the decision trail. • **Human-in-the-loop governance** aligns to Silverchain's procedures (vital-signs observation, escalation pathways) and maintains clinician control

"Safer care, fewer avoidable EDs, and better client experience"

We thank you for your time