



Less Calls. More Care.

Timely. Clear. Efficient.
Time-Stamped. Auditable.



THE brenna DIFFERENCE

GP Reviews 16 Residents. Families expect to be informed.

Without brenna

No answer. Repeated calls.

Delays. Details lost.

Families waiting.

27 phone calls | 9 families reached

13 voicemails | 6 ring out

4 after-hours call backs

3 misunderstandings

2 escalations to the DON

Time spent on communication:

76 mins

With brenna

✓ **16 GP Updates sent**

✓ **Clear, timely updates - every time**

✓ **All authorised family informed**

✓ **Instant Progress Notes added to clinical system**

Time spent on communication:

22 mins

The Operational Shift

Consequences of Inaction

- ✗ Escalations to managers and increased complaints
- ✗ No defensible record in audits or investigations
- ⚠ Compliance exposure under the Strengthened Standards
- ⚠ Ongoing staff stress and burnout risk

THE brenna DIFFERENCE

- ✓ **Reduce admin burden and redirect time to care**
- ✓ **No Commission Complaints**
- ✓ **Auditable, time-stamped records in clinical system**
- ✓ **Clear evidence for audits and accreditation**

One Update. All authorised family informed. A complete audit trail in clinical system.

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THE brenna DIFFERENCE

Behaviour Incident: Mark yells and lashes out at a nurse

Without brenna

3 calls to reach the daughter
Daughter upset
"my dad would never do that"
Emotional call - Nurse shaken
DON escalation - another call
Brother calls in confused
Progress Note "NOK Informed"

Time spent on communication:
47 mins

With brenna

- ✓ Behaviour update with prompts for key details
- ✓ Tick Referral to Dementia Support Aust in checklist
- ✓ Reassurance Mark's now resting watching a movie
- ✓ All authorised family members receive update
- ✓ Clear update no escalation

Time spent on communication:
2 mins

The Operational Shift

Consequences of Inaction

- ✗ Escalation to managers after distressed family calls
- ✗ No defensible record when incidents are reviewed, audited or escalated
- ⚠ High compliance risk with delayed and inconsistent communication
- ⚠ Second-hand information creates confusion and repeated calls
- ⚠ Time lost on unnecessary tasks instead of focusing on dementia care

THE brenna DIFFERENCE

- ✓ Reduce staff stress in high-pressure incidents
- ✓ Provide clear, structured communication when it matters
- ✓ All authorised family receive same update at the same time
- ✓ Create a clear, auditable record of incident communication
- ✓ Time saved redirected to proactive dementia care

One Update. All authorised family informed. A complete audit trail in clinical system.