

Digital Health Transformation

Using technology to enhance employee wellbeing

Comcare Conference June 2022

Presented by Michelle Barratt (Group Head of Innovation)

June 2022

rehab
MANAGEMENT
putting people first

aimbig
bigger than employment

livebig
beyond allied health

— FINANCIAL REVIEW BOSS —
**MOST INNOVATIVE
COMPANIES**
#1 MOST INNOVATIVE HEALTH COMPANY 2020

Agenda

Digital Transformation - Overview

- Arriba Team CheckIn
- CheckInToday
- Suicide Risk Safety
- What's next?



Customer-focused

We deliver exceptional customer service for all those we deal with.



People-passionate

Putting people first. People are the core of everything we do.



Quality-orientated

Our solutions measure and deliver proven outcomes.



Innovation-driven

We challenge and disrupt to drive purpose-driven innovation.



Dynamic and agile

Forward-thinking keeps us ahead of the pack; we build fast, learn fast, adapt fast.

Arriba Group Team CheckIn

Health and wellbeing checks

Design: How do we address health and wellbeing proactively?

Build: Can we 'set and forget'?



From: Arriba Group
Sent: Wednesday, 25 May 2022 9:00 AM
To: Michelle Barratt
Subject: Health & Wellbeing Check-In

The health and welfare of our staff is of utmost importance. We ask that you please answer the following questions so we can best support you. It will take less than one minute: [Please Click Here](#)

Arriba Group Team CheckIn

Health and wellbeing checks

Implementation: Uptake and trends



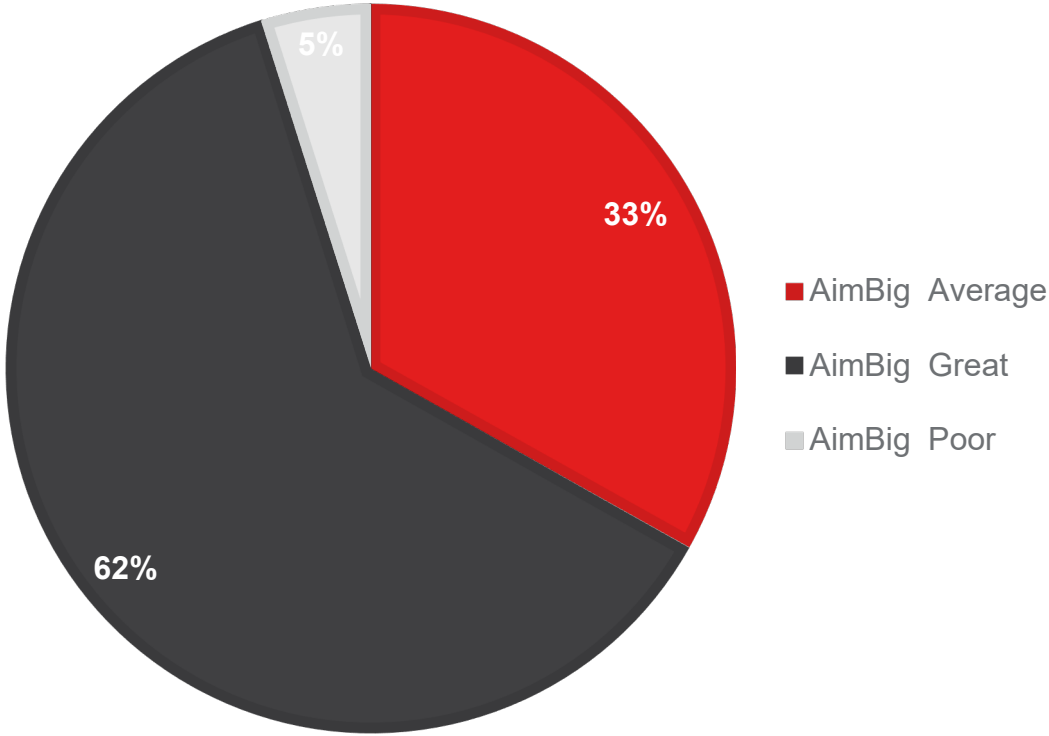
Health & Wellbeing Check In

Employee wellbeing is so important to us here at Arriba Group and we pride ourselves on putting people first. Please complete the Health and Wellbeing survey so we know how we can best support you.

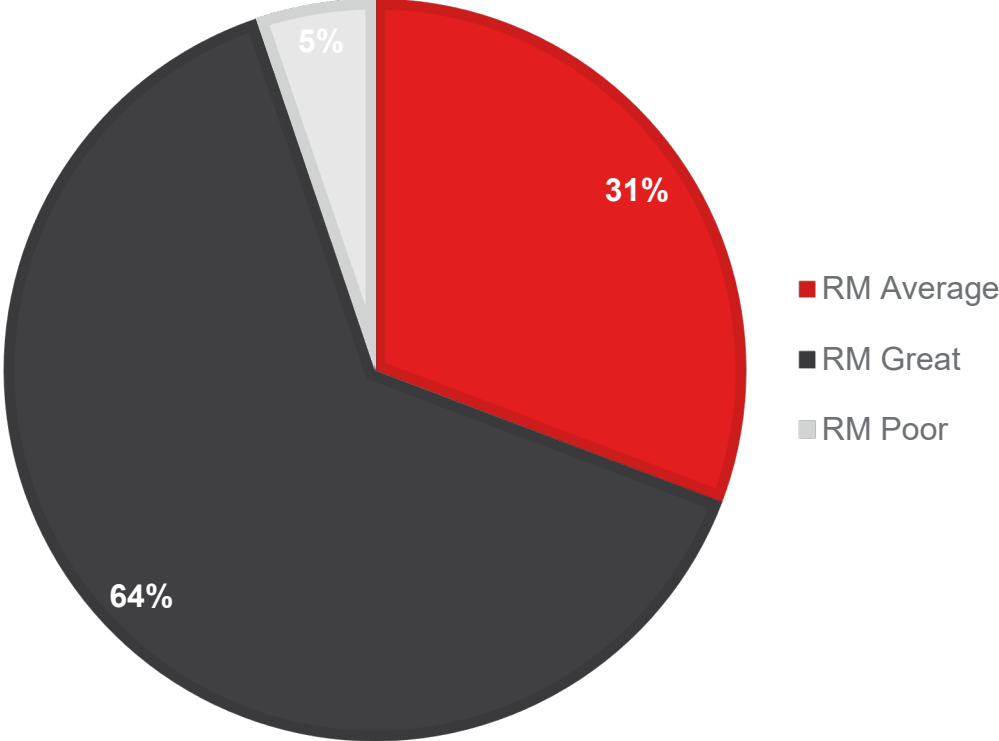
How are you feeling today? *

Great Average Poor

Team CheckIn Results

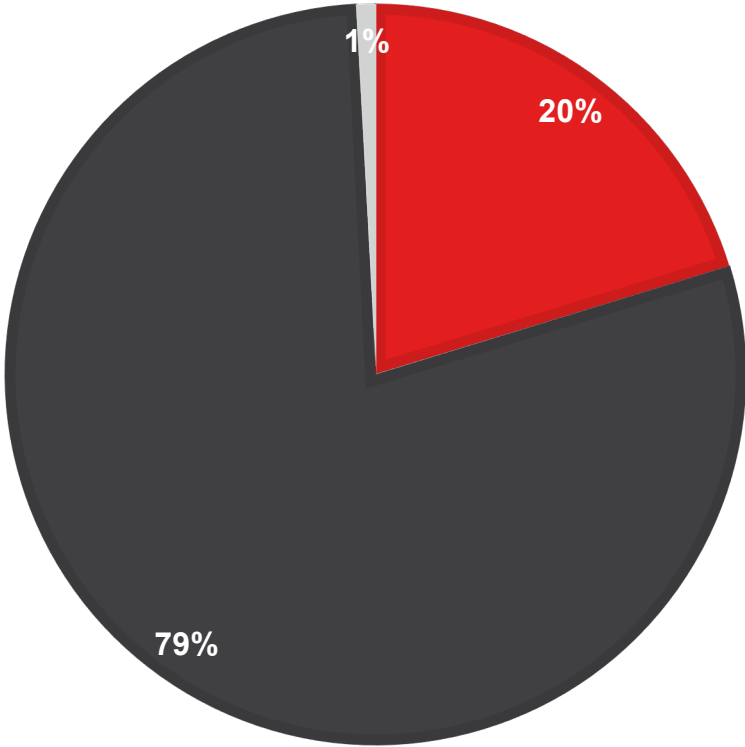


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Team CheckIn Results



- Arriba Corporate Average
- Arriba Corporate Great
- Arriba Corporate Poor



Staff CheckIn

Lessons Learnt & Continuous Improvement

- Business needs were varied
- Short and sharp is key
- Relevant and fresh questions
- Right time, right frequency
- Word of mouth is powerful
- Understand the non-participant trends

CheckInToday

Expanding idea

How can we apply our learnings for wider application?

- Improve mental wellbeing identification/prevention
- More questions, standardised tool
- Enhance and tailor the triage
- Offer a structured evidence-based health service



Workforce application

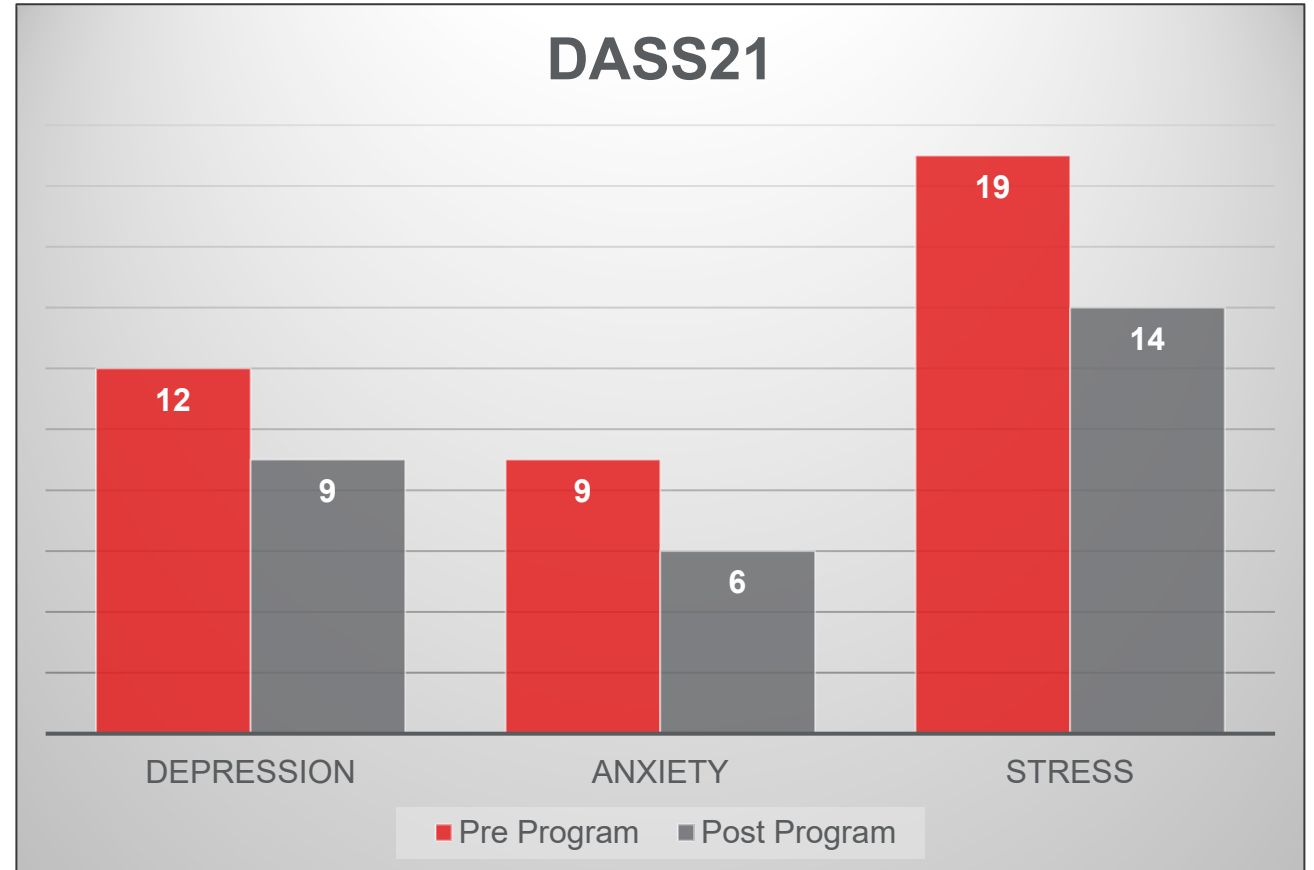
3 to 8 coaching sessions triage

Delivered over 3-6 weeks

CheckInToday

Supporting Workers

- Concerning initial presentation overall
- Positive outcomes on clinical tools
- 'Very Low Wellbeing' to 'Average Wellbeing'
- 'Severe' to 'Moderate' on DASS21
- NPS 69.7+
- Positive feedback from participants



N = 137

Automation for Suicide Risk Safety

Problem: Suicide and self-harm risks increasing

Solution:

- Understand the key steps to suicide risk safety
- Design digital smart forms that support suicide risk and self harm assessment – promote safety for the client
- Automation to support effective assessment – promote safety for the team member



Improving efficiencies in suicide risk safety

Instructions
To rate the current level of risk, read each statement and click the appropriate response.

Thoughts of suicide *

Infrequent thoughts Frequent thoughts Constant thoughts

Suicide plan - DETAIL *


No current plan Definite plan Threatening to act on plan

Suicide plan - METHOD *

No method selected Method(s) chosen Method chosen and lethal

Suicide plan - AVAILABILITY *

Not available currently Has access to means Threatening to use method

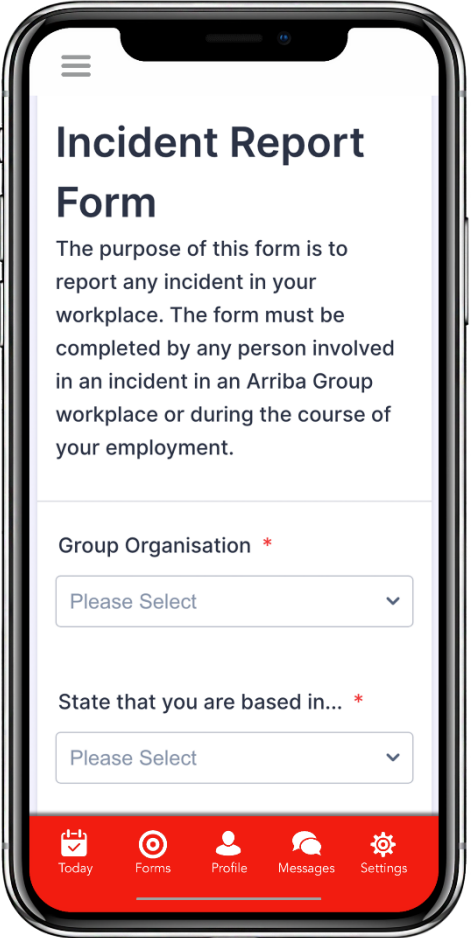
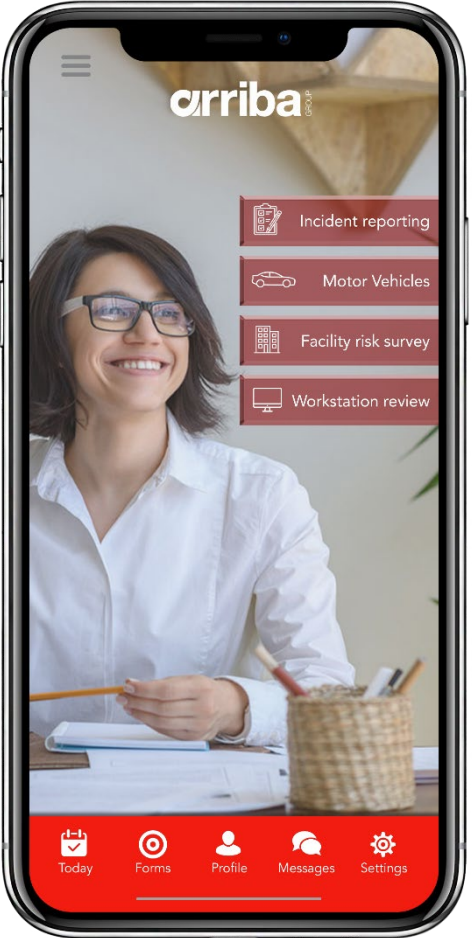


- Implement a safety plan and encourage the client to speak with treaters and a loved one.
- Encourage the person to get appropriate professional help as soon as possible.
- Find out information about the resources and services available for a person who is considering suicide such as hospitals, mental health clinics, mobile outreach crisis teams, suicide prevention helplines and local emergency services.
- Provide this information to the suicidal person and discuss help-seeking options with them.
- If they don't want to talk to someone face-to-face, encourage them to contact a suicide helpline.

Actions Required (click to confirm each action) *

- Ensure safety and suicide risk actions completed
- Internal: Within 1 hour - Provide update to Area Manager and relevant Account Manager
- External: Within 3 business hours - Update referrer and relevant treatment providers

What's next?





(Scan my digital
business card!)

Thank you

Contact Information

Michelle Barratt | www.arribagroup.com.au