MEDICAL ALARM SUBSIDY SCHEME

skybridge
Creating better communities

Professionally monitored medical alarms are high-dependency devices requiring successful migration off the exchange-driven copper network as nbn rolls out across Australia.

The Medical Alarm Subsidy Scheme (MASS) was initiated to ensure that end users of medical alarms were not exposed to risk during the migration to nbn.

REQUIREMENTS

The scope of works included the following:

- Project Design

- On-boarding of Alarm Service Providers and nbn

- Management of installation services undertaken by Skybridge and ASPs

- Program Governance and stakeholder management

THE PROCESS

Program Design

Skybridge engaged Alarm Service Providers (ASPs), hardware manufacturers, existing installation Contractors and nbn to develop a suite of program management plans. The management plans incorporated a set of documented processes relating to job workflow, governance and non-conformance management. Also, the Skybridge Information Management Online Network (SIMON) was configured to meet the needs of each program stakeholder, including nbn, ASPs, Contractors and Skybridge, providing real-time visibility of every installation – a critical success factor for the program.

On-boarding

A total of 22 ASPs have been on-boarded into the program. ASPs had the choice of three delivery models depending on the level of involvement they wished to have in the customer installation process. On-boarding included (1) inducting the ASP into the program's HSE plan, (2) selection and configuration of equipment to install, (3) data interfacing between ASP's ERP system and SIMON, (4) training in non-conformance management and (5) aligning installation process with ASP's requirements.

Program Execution

Skybridge performed the following tasks to execute the program

1. Delivering the program in accordance with the agreed HSE plan developed as part of Program Design

2. Scheduling of installations according to nbn's priority list and specified monthly delivery volumes

3. Management of end users no longer requiring alarm services and other non-standard scenarios

4. Training of Contractors in accordance with multiple alarm unit instructions, ASP-specific commissioning processes and legislative standards

5. Installations including commissioning, testing and capturing critical installation data

6. Quality assurance program including desktop and field QA activities

7. Customised engagement process for multi-user scenarios (e.g. nursing homes)

THE RESULT

Since the program commenced in late 2015, over 90,000 alarm services have been transitioned under this program, with consistent customer satisfaction ratings of 97%-98%.

In 2016, the MASS program achieved a score of 4.6/5 for business process excellence, **the highest of any nbn program**.

CLIENT TESTIMONIAL

Available upon request.