



AutoInsights **For Health & Aged Care**

*Enhancing Patient Experience,
Compliance, and Care Coordination with
AI-Powered Voice Analytics*

The Challenge in Health & Aged Care Contact Centres



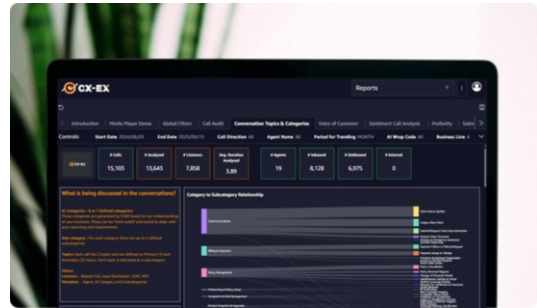
- **Growing Service Demands:** Rising call volumes for appointments, medication queries, and aged-care coordination create bottlenecks in contact centre operations.
- **Regulatory & Privacy Compliance:** Stringent standards such as Aged Care Quality Standards, NDIS, and the Privacy Act necessitate rigorous oversight and process adherence.
- **Emotional & Complex Interactions:** Conversations often involve distress or sensitive scenarios, requiring agents to navigate empathy, accuracy, and escalation protocols.
- **Manual QA Limitations:** Traditional quality assurance methods review only a small subset of calls, missing crucial indicators of dissatisfaction or non-compliance.
- **Digital Transition Challenges:** The shift to telehealth and online portals demands continuous adaptation and user-centric design informed by real interaction data.

Healthcare and aged-care contact centres are under pressure like never before. As service demand escalates, so do the expectations for speed, empathy, and regulatory compliance. Contact centres face a dual burden: high call volumes driven by diverse queries and stringent oversight from multiple governing bodies.

Agents must manage emotionally complex calls while adhering to regulatory frameworks like the My Aged Care standards and the NDIS. Yet, existing manual quality assurance methods are reactive and narrow in scope, often reviewing less than 5% of interactions. This opens the door to missed service failures or regulatory non-compliance.

In parallel, the digital transformation of patient engagement—through portals and telehealth—requires constant feedback loops to ensure effectiveness. AutoInsights is built to meet all these challenges head-on by turning every recorded call into a resource for improvement.

- **Comprehensive Call Analytics:** Transforms 100% of recorded calls into structured insights across compliance, patient experience, and workforce performance.
- **Seamless Ecosystem Integration:** Easily connects with systems like Genesys, Salesforce Health Cloud, and 3CX, requiring minimal IT overhead.
- **Low-Risk Deployment Model:** Starts with existing call recordings to generate ROI insights without affecting ongoing services.
- **Role-Specific Dashboards:** Presents data tailored to Contact Centre Managers, Clinical Governance Officers, and Operational Leads.
- **Automated Intelligence Reports:** Delivers actionable findings on agent performance, PX trends, and digital friction through regular reporting.



AutoInsights for Health & Aged Care

AutoInsights is a purpose-built solution for the health and aged-care sectors, offering AI-powered voice analytics that move beyond traditional QA to deliver enterprise-grade insight at scale. It automatically analyzes 100% of recorded interactions to reveal trends and outliers across compliance, workforce effectiveness, and patient experience.

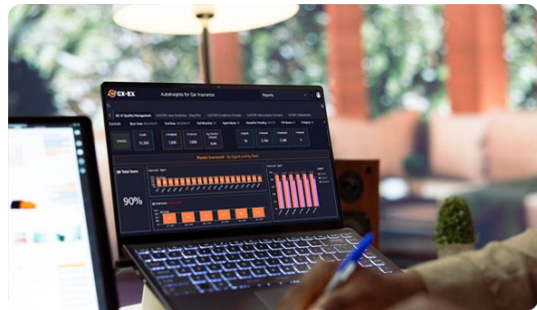
This isn't just about automation—it's about integration. AutoInsights works with your existing telephony and CRM stack, meaning no rip-and-replace effort or high IT overhead. The platform can demonstrate ROI from day one by using existing recordings.

With dashboards customized by role and built-in reporting for digital engagement, coaching, and regulatory adherence, AutoInsights gives every stakeholder the clarity and tools to make better decisions and continuously improve patient care outcomes.

Use Case 1: Quality Assurance & Care Experience



- **Full-Coverage QA:** Analyzes 100% of patient and carer calls, detecting tone, clarity, and emotional resonance—not just procedural adherence.
- **Multi-Dimensional Analysis:** Assesses interactions across compliance, patient experience, and service operations—enabling holistic QA coverage.
- **Personalized Agent Coaching:** Delivers actionable coaching tips based on real conversation data, improving empathy and service consistency.
- **Operational Efficiency:** Reduces QA workload by 80–90% while improving detection of empathy gaps, script deviations, and service failures.



AI Quality Management on AutoInsights

Manual quality assurance in healthcare often captures a limited view—typically auditing just 1 to 5% of calls. This misses critical cues of dissatisfaction, confusion, or failure to follow service protocols. AutoInsights overcomes this with AI that evaluates 100% of conversations.

It doesn't just detect script adherence but analyzes emotional tone, clarity, and service empathy. These insights are then funneled into tailored coaching reports that enhance agent capabilities and standardize high-quality interactions.

The result is transformative: contact centres achieve more consistent, patient-centered care, while cutting down QA time by up to 90%. This use case sets the foundation for elevating care quality and building lasting trust with patients and families.

Use Case 2: Compliance & Clinical Governance



- **Automated Compliance Monitoring:** Continuously audits calls for adherence to aged-care, NDIS, and privacy regulations including consent, data sharing, and disclosures.
- **Audit-Ready Documentation:** Maintains detailed logs and full audit trails to support external reviews, accreditations, and internal governance processes.
- **Breach Detection & Escalation:** Identifies script non-compliance, privacy violations, and inappropriate disclosures in real time, enabling timely interventions.
- **Improved Accreditation Readiness:** Helps organisations prepare for regulator scrutiny with data-driven transparency into frontline practices.



Tracking Compliance word by word in AutoInsights

Compliance in aged care and health services is not optional—it's a legal and ethical imperative. AutoInsights provides peace of mind by monitoring every call for adherence to My Aged Care, NDIS, and privacy frameworks.

This goes far beyond flagging obvious breaches. The AI detects subtleties like omitted consent disclosures or inappropriate advice that may slip past manual QA. These risks are flagged for supervisor attention with supporting evidence for context.

By generating audit-ready records and supporting regulator engagement, AutoInsights reinforces governance frameworks and ensures organisations are always accreditation-ready. It's an indispensable safeguard for quality, trust, and legal compliance.

Use Case 3: Vulnerability & Duty of Care



- **Emotional Cue Recognition:**
Detects signs of fear, confusion, and distress during calls using tonal and linguistic analysis.
- **Vulnerability Language Detection:** Identifies indicators of neglect, hardship, or crisis, enabling rapid alerts to supervisors.
- **Automated Escalation Pathways:**
Routes flagged calls to case managers or welfare officers through custom escalation workflows.
- **Strengthened Duty of Care:**
Ensures no signs of vulnerability go unnoticed, reinforcing ethical care and proactive support.



Detecting Vulnerability & Hardships

In health and aged care, missing subtle signs of vulnerability can lead to devastating consequences. AutoInsights addresses this critical need by analyzing calls for emotional distress and indicators of neglect, fear, or confusion.

Using advanced tonal and contextual AI, it flags interactions where patients or carers express signs of vulnerability—whether overtly or through nuanced language. Supervisors are alerted automatically, and escalation pathways ensure timely intervention.

This elevates duty-of-care practices from reactive to proactive, helping organisations fulfill their ethical responsibilities while ensuring at-risk individuals are supported without delay.

Use Case 4: Digitalisation & Self-Service Enablement



- **Friction Point Detection:** Analyzes call reasons to identify where users struggle with portals—e.g., form submissions, appointment changes, care plan updates.
- **Support for Bot Training:** Supplies real conversation data to improve chatbot/voicebot responses for patient-facing digital tools.
- **Self-Service Design Insights:** Feeds insights into UX teams to enhance usability, accessibility, and speed across digital touchpoints.
- **Reduced Call Volume:** Improved digital enablement reduces reliance on live agents, enabling cost savings and faster response times.



Digitalisation in AutoInsights

Healthcare providers are increasingly turning to digital portals, chatbots, and mobile apps to enhance self-service—but without understanding real user pain points, these tools fall short. AutoInsights bridges this gap by analyzing why patients or carers still call.

By detecting specific friction points, such as difficulty navigating a form or confusion with appointment booking, it provides structured feedback to UX and digital teams. These insights also power AI training for chatbots and voicebots.

The end result is a more intuitive, user-friendly digital experience that improves portal adoption, eases frontline pressure, and enables faster, more autonomous support.

Use Case 5: Patient & Family Experience



- **Experience Metrics Tracking:** Measures First Call Resolution, sentiment, and repeat interactions to quantify satisfaction across service lines.
- **Sentiment & Root-Cause Analysis:** Surfaces dissatisfaction drivers such as long wait times, communication failures, or unclear discharge instructions.
- **Cross-Service Insights:** Tracks patient experience trends across care settings—clinical, residential, and community-based services.
- **Complaint Reduction:** Improves responsiveness and clarity in interactions, driving down complaints and improving service trust.



NPS and CSAT are two of the most reliable indicators of customer loyalty

Understanding the patient and family experience has always been a challenge, especially when issues are scattered across different service lines. AutoInsights centralizes these perspectives by analyzing every call for sentiment and resolution outcomes.

It provides a window into what's really driving dissatisfaction—whether that's long waitlists, miscommunication, or confusion during discharge. With its ability to track trends across departments and care types, organisations can take targeted action to improve satisfaction and brand perception.

This leads to measurable reductions in complaints, higher First Call Resolution rates, and a more consistent, positive experience for patients and families alike.

Use Case 6: Workforce Development & Efficiency



- **Performance Reporting:** Auto-generates agent reports measuring empathy, compliance, tone, and communication clarity.
- **Training Impact Tracking:** Links training interventions with post-training outcomes to assess effectiveness and identify learning gaps.
- **Scenario-Based Coaching:** Highlights common patient queries and scenarios to support focused coaching and micro-learning.
- **Staff Morale & Retention:** Boosts agent confidence and consistency, reducing fatigue and increasing retention through positive reinforcement.



Workforce Development using AutoInsights

Workforce turnover and inconsistency are major pain points in aged care contact centres. AutoInsights addresses these challenges by equipping staff with clear, personalized feedback on their performance across emotional and procedural dimensions.

It tracks key indicators such as empathy, professionalism, and script adherence, automatically compiling them into performance reports. These insights then guide coaching efforts, allowing supervisors to tailor micro-learning and scenario-based training.

The outcome is a better-prepared, more confident frontline workforce. This not only improves care quality but enhances employee morale, reduces fatigue, and fosters long-term retention of skilled agents.

Benefits Summary for Utilities



- **Productivity Gains:** Automates QA and reporting tasks, cutting manual effort by 80–90% and allowing teams to focus on complex care.
- **Regulatory Confidence:** Enables full-trace compliance monitoring and prepares organisations for audits or external reviews.
- **Enhanced Care Experience:** Reveals empathy and communication patterns that directly influence patient satisfaction and trust.
- **Improved Duty of Care:** Flags at-risk callers and ensures escalation pathways protect vulnerable patients.
- **Workforce Empowerment:** Supports skill development, morale, and coaching with detailed, data-backed performance insights.

AutoInsights offers wide-ranging benefits for aged and healthcare providers—touching on every key dimension of service quality and operational efficiency. By automating quality assurance, sentiment analysis, and compliance auditing, it slashes manual overhead by as much as 90%.

The platform improves patient experience through precise measurement of communication tone and empathy, while simultaneously empowering agents with individualized coaching. For leaders focused on duty of care and workforce wellbeing, AutoInsights becomes a central pillar of proactive, data-informed care.

Its real value lies in integration—bringing together experience, governance, workforce development, and digital optimization in a single intelligent system that transforms patient engagement.

Case Example (Anonymised Aged-Care Network)



QA Efficiency Gains

Reduced manual quality assurance effort by 85% through automated call analysis and performance reporting



Compliance Enhancement

Detected 300+ consent and privacy breaches within one month, driving regulatory improvements and policy updates



Reduced Repeat Calls

Refined scripts and coaching strategies cut down repeat calls by 25%, improving both patient outcomes and resource use



Experience Insights

Sentiment analysis identified key dissatisfaction drivers like wait times and unclear communication, guiding staff training

A large aged-care network recently implemented AutoInsights across their care-line operations and quickly saw a significant shift in their performance metrics. Within weeks, they cut manual QA overhead by 85% by automating call analysis and coaching reports.

More importantly, the AI uncovered over 300 instances of potential non-compliance—many of which would have been missed through traditional sampling. These findings enabled immediate adjustments to scripts and policies.

By addressing the root causes of repeat calls and dissatisfaction—particularly around wait times and communication gaps—the organisation saw a 25% drop in call-backs. This case illustrates how AutoInsights delivers real-world, actionable impact on care quality, compliance, and efficiency.

Next Steps



- **Pilot with Existing Recordings:** Start with historical call data (e.g., service coordination or complaints) to generate immediate insights and ROI.
- **Scale Across Care Lines:** Extend implementation across Aged Care, Disability, Community, and broader Health Services for cross-functional impact.
- **Dashboard Evaluation:** Review dashboards focused on QA, Patient Experience, and Vulnerability to prioritise areas for intervention.
- **Continuous Optimisation:** Use emerging trends to guide training, digital improvements, and policy updates on an ongoing basis.

AutoInsights offers a flexible and low-risk pathway to transformation. The recommended next step is a pilot phase using existing recorded calls—such as those from intake lines, service coordination, or complaints. This allows your teams to begin extracting value immediately without disruption.

From there, dashboards focused on QA, PX, and Duty of Care help prioritise improvements. As the platform proves its value, scaling it across service lines—from residential aged care to disability and health—ensures enterprise-wide uplift.

Continuous data analysis ensures that insights remain relevant and actionable. Whether it's enhancing digital services or adapting staff coaching strategies, AutoInsights creates a foundation for ongoing improvement in care delivery and compliance.

Appendix Slide

CXEX has worked on building various reports for the clients to ensure they're aware of each aspect of their business

- **Agent Performance Report** – Provides weekly and monthly insights into agent behavior, presenting performance trends, strengths, and improvement areas in a clear, actionable format.
- **Customer Experience Report** – Analyzes the customer journey across calls, highlighting satisfaction levels, friction points, and recurring themes over the month to drive service improvements.
- **Digitalisation Report** – A unique blueprint that identifies automation opportunities across the business, reducing reliance on live agents, unlocking efficiency, saving costs, and improving customer response times.

These three reports work together to provide a complete picture — from agent performance and customer sentiment to digitalisation opportunities. Together, they help leadership improve quality, efficiency, and long-term automation strategy.

Agent Performance Report



- Delivers clear weekly/monthly insights into individual agent performance, highlighting both achievements and improvement areas.
- Tracks key metrics such as talk time, QA compliance, customer experience scores, and variance against team averages.
- Provides managers with actionable data to guide coaching, boost efficiency, and ensure consistent quality across the team.

Customer Experience Report



- Tracks key CX metrics such as CSAT, issue resolution, and repeat call rates to measure customer satisfaction and service quality.
- Provides weekly trend analysis, highlighting positive and negative shifts in customer experience over time.
- Equips leaders with insights to address pain points, improve first-call resolution, and strengthen overall customer loyalty.

Digitalisation Report



- Identifies call categories with high automation potential, quantifying deflection rates, hours saved, and cost benefits.
- Provides a phased rollout strategy (short, medium, long-term) to help businesses prioritise automation investments.
- Unlocks operational efficiency by reducing live-agent dependency, enabling faster service and measurable cost savings.