

gist



ORGANISATION PROFILE



BACKGROUND

Gist Communication Services Ltd is the brainchild of Tricia Dawson and Fraser Scott, who are two of the most well known figures in assistive technology in New Zealand. Gist (Guidance. Innovation. Systems. Tools.) has been established to lead and facilitate the effective implementation of high quality assistive technology and augmentative communication services in New Zealand and internationally.

Tricia Dawson, Clinical Director



Tricia has a Diploma in Teaching endorsed in Speech Language Therapy and 20 years experience working as a Speech Language Therapist; the last 10 of which have been focused solely in the area of assistive technology. Tricia's primary area of interest has been in the area of face to face communication using assistive technology and she has been extensively involved in this area as a service provider, trainer and professional leader in the health and education sectors.

Fraser Scott, Systems Director



Fraser has degrees in law and commerce, and has six years experience in the disabilities sector, working primarily in development and management of assistive technology services. Fraser is also a founding trustee of the Assistive Technology Alliance of New Zealand (ATANZ). In addition to his role within Gist, Fraser is the Managing Director of True North Consulting, a management consulting and training firm based in Christchurch.

OUR VISION

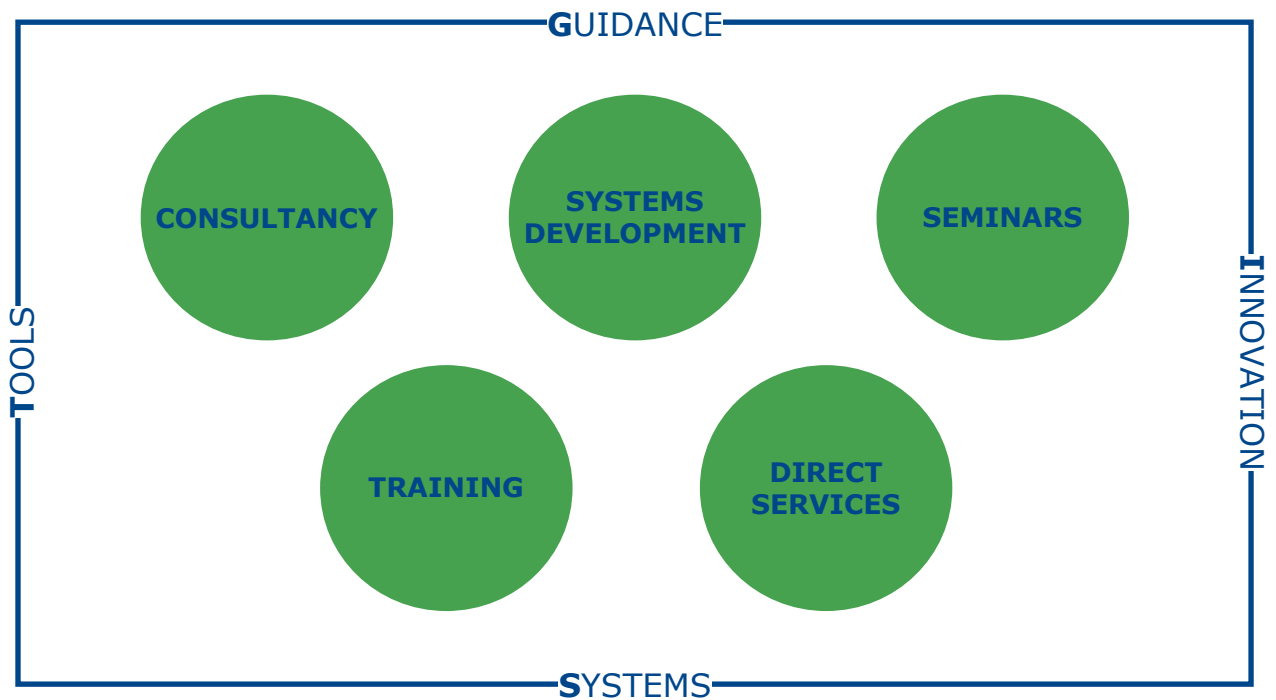
"To be recognised leaders and facilitators in the effective implementation of high quality assistive technology and augmentative communication services"

OUR MISSION

"The provision of world-class services, training and processes to maximise the potential of assistive technology and augmentative communication by building capacity in service providers."



SERVICES



GUIDANCE

- Assistive technology assessments
- Support team professional development
- Therapist supervision and development
- Service delivery plans and strategy

INNOVATION

- Commercialisation of service ideas
- Service troubleshooting/problem-solving
- Service direction and international trends

SYSTEMS

- Professional support services
- Service automation, support systems and databases
- Processes and service models
- Process efficiency reviews

TOOLS

- Development of quality and outcome measurement tools
- Advice and training in therapist productivity tools
- Individualised computer-based resources and templates
- Low-tech communication resources



Assistive technology assessments

"I have a client that I think might benefit from a communication device – where can I source assistance in identifying the best one?"

Gist has extensive experience in using off-the-shelf and specialised technology to assist people with disabilities in the areas of face-to-face and written communication. A Gist assistive technology assessment assists the client and their support to identify possible solutions that can meet communication needs.

Support team professional development

"We have a client that might benefit from specialist technology, but once the experts leave, what do we do?"

Gist works in the community to develop and enhance the skill of disability support teams in the areas of assistive technology and augmentative communication. We offer a range of programmes and individualised support to equip support staff to identify and address the needs of people with communication disabilities.

Therapist supervision and development

"I want to help my clients communicate through assistive technology but it's not my area of expertise. What can I do?"

One of Gist's key strategies for assisting people with disabilities is the development of localised expertise in assistive technology and augmentative communication. This enables them to become integral members of the assessment and ongoing support teams and leads to reduced abandonment and inappropriate use of assistive technology solutions.

Service delivery plans and strategy

"We want to provide a quality service, but funding is very limited. How can we make sure we are working in a streamlined, but client-focused way?"

Gist assists existing providers and organisations wishing to develop assistive technology and augmentative communication services to formulate and improve service delivery strategies. This comprises a step by step evaluation of service goals, best practise methods, efficiency and quality standards and outcomes measures. Gist also assists providers to identify market opportunities and plan and develop 'funder-attractive' and profitable service strategies.



Commercialisation of service ideas

"I have an idea for a new service, but I'm not sure how to go about getting funding and developing it into a successful service?"

Gist has dual expertise in business and marketing, and clinical service development. Gist can assist you in taking ideas for new services or projects and matching them with funders and markets. By developing a sound vision, robust service plans and a solid implementation process, Gist can ensure good ideas become rewarding services.

Service troubleshooting/problem-solving

"We provide a good service but problems and complaints often arise in particular steps in the process. We can't figure out exactly what's going wrong and what to do about it, especially given our heavy workloads?"

All services have inherent problems and weaknesses. These are often difficult to identify, particularly by those providing the services, and even more difficult to solve. Gist can offer an experienced eye that can diagnose existing and potential problems and bottlenecks and offer innovative ways to address these issues.

Service direction and international trends

"How do I know that the service I'm providing is technically and commercially sound? How do I find out if anyone has come up with a better way to do it?"

Gist has developed an extensive body of business and clinical experience, matched with an international network of providers working in assistive technology and augmentative communication. Gist can assist you to build a knowledge profile and ensure you have access to the latest and best information, resources, tools and people to enhance your service.



Professional support services

"I want to just focus on providing services to my clients: I don't have time to worry about contracts and service processes"

Gist offers a comprehensive range of professional support services to therapists working in the disabilities sector. For an independent therapist Gist can assist in setting up a company, negotiating contracts, managing referrals, streamlining administration and service delivery/reporting tasks and obtaining professional development support. Gist can also offer a service 'umbrella', whereby therapists can hand responsibility for all or some of these tasks to Gist.

Service automation, support systems and databases

"I seem to spend a lot of time shuffling paper and trying to manage information, but don't have the skills or time to develop a good computer-based system for doing these tasks."

Gist has extensive experience in developing databases and other computer based tools and systems to make service delivery more efficient and streamlined. These systems are developed specifically for the needs of disability service providers. Aspects covered in these systems include:

- Client information and contact/timesheet management
- Pre-referral screening
- Equipment/asset management and loan
- Equipment quoting and ordering systems
- Report writing automation
- Professional development planning
- Financial management
- Communication with funders and referrers

Processes and service models

"Where do I start in working through a systematic process for providing a quality service to my clients, while meeting all the needs of funding agencies?"

A good process takes the best of what is being done and matches it with the best of what can be done. Rather than starting from scratch, Gist can provide a head start by offering process templates, advice in designing service processes and assistance in implementing and monitoring processes. For those planning to provide new assistive technology or augmentative communication services Gist is able to draw on a wide range of tried and tested, world-standard service processes.

Process efficiency reviews

"What can I do to make the services I provide more efficient and cost-effective while ensuring quality is not compromised?"

Gist is able to apply both a commercial/systems perspective and a clinical perspective to reviewing existing services. From broad recommendations to detailed service audits, Gist can provide advice and insight to help you improve timeframes, efficiency, productivity and cost. Gist provides valuable assistance in tweaking services to make the best use of limited time and funding.



TOOLS

Development of quality and outcome measurement tools

"I think I'm providing a good service to my clients, but how can I ensure this is the case and prove it to funders?"

Most providers are committed to providing quality services and ensuring positive outcomes to their clients, however most providers have no tools in place to measure these. Gist can work alongside providers with a range of templates and models to develop measurement tools that are directly matched to a specific client population and/or funder requirements.

Advice and training in therapist productivity tools

"I don't seem to have enough hours in the day, how can I get better organised and manage my time?"

There are many pre-existing, off the shelf technologies and tools that can assist a provider to manage their time and increase their productivity, and thus reduce stress and help more people. Gist can provide tailored advice on appropriate tools, and training in the effective use of these tools.

Individualised computer-based resources and templates

"How can I access assistance to develop computer-based resources that are meaningful for my clients and meet their individual needs?"

Gist can provide a range of computer-based resources and templates for the development and implementation of face to face and written communication skills.

Low-tech communication resources

"What if my client is not yet ready for a high-tech assistive technology solution?"

Gist can assist in identifying and developing appropriate and individualised low-tech (non-computerised) and cost-effective tools and processes that are matched to clients current and future communication needs. Gist will also assist in developing an appropriate implementation programme which will ensure communication skill development.



WHY CHOOSE GIST?

Gist has a unique and groundbreaking approach to assistive technology and augmentative communication service provision: we combine extensive clinical experience with proven business acumen to produce a body of services which not only raise service quality, but also save time and money.

Whether you just need a new perspective to help sort out a service bottleneck, some information systems to organise service delivery or assistance with a hands-on assessment, Gist has a wealth of knowledge and experience that can help you 'lift your game'.

The focus of Gist is not to breed dependency on outside assistance, but to develop capacity within your organisation, through partnership, to ensure you have increased success in providing services, to enhance the quality of services your clients receive, and to increase the satisfaction you experience in providing services.

Gist's broad experience and skills ensure that you are able to source the particular assistance specific to your and your clients' needs. We will help you to take a step back from day to day service provision to look at how you can do what you do better. Working with Gist will increase your potential to both improve your bottom line and better satisfy your clients' expectations. It's win win.

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