Workforce Reinvention Blueprint

Aged Care Industry

How AI and Automation will Transform the Workforce Based on Reejig's Proprietary Work Ontology™ Intelligence

How AI is Reinventing the Aged Care Industry

The Aged Care sector is a significant force in the global economy, valued at USD 1.1 trillion in 2023 and projected to grow to USD 1.45 trillion by 2028.

Top 3 Concerns Facing Aged Care Industry CEOs in 2025

1. Workforce Shortages
2. Technology Integration
3. Regulatory and Funding Challenges

Focus Area 1: Workforce Shifts

Projected Workforce Shifts in 2025 and Beyond

Where AI and Automation Will Drive Operational Effectiveness

1

Integration of AI-Powered Tools in Patient Care

The use of AI-powered tools such as robotic assistants and Remote Patient Monitoring (RPM) systems will enable care providers to serve 20–30% more patients.

This shift enhances operational efficiency, enabling higher patient throughput without proportional staff increases, while addressing the rising demand from an aging population.

2

Automation of Administrative Processes

Robotic Process Automation (RPA) will streamline tasks such as billing, scheduling, and record-keeping, automating 30–50% of these processes.

Automation improves workflow throughput, reduces operational costs, and enhances overall efficiency. Workforce upskilling in RPA tools can be achieved within 3–6 months.

3

AI-Driven Diagnostics and Predictive Monitoring

AI-enhanced diagnostic and monitoring systems increase patient throughput by 30–40% while improving accuracy and reducing hospital readmission rates.

Faster and more accurate diagnostics reduce operational delays and costs, while improving patient care quality. The demand for skilled professionals in this area is expected to grow significantly.

Focus Area 2: Roles Impacted by AI

Key Roles Impacted and Reskilling Pathways for 2025

How Impacted Roles Can Transition to In-Demand Roles

Job Family	Impacted Roles	In-Demand Transition Roles	Reskilling Pathways
Administrative and Back-Office Roles	Scheduling Specialists, Billing Specialists, Administrative Assistants	Health Data Analyst, RPA Supervisor, Data Entry Automation Specialist	**UiPath Academy for RPA tools** (4-6 weeks) **Data Analytics for Beginners** (3 months)
Personal Care and Direct Support Roles	Personal Care Workers (PCWs), Home Health Aides, Caregiving Assistants	Telehealth Coordinator, AI-Assisted Care Specialist, Remote Patient Monitoring Technician	**Telehealth Certification** (2-3 months) AI in Healthcare (3 months)
Diagnostic and Monitoring Professionals	Pathologists, Radiology Technicians, Clinical Lab Technicians	AI Model Auditor, Data Scientist, Predictive Analytics Specialist	**IBM AI Model Auditing Program** (4-6 weeks) **Healthcare Analytics** (6 months)

Focus Area 3: Driving Operational Effectiveness

2025 AI Strategies to Boost Operational Effectiveness

Prioritized Roles for AI Transformation based on AI Potential Index, Operational Efficiency Index & Time to Benefit Realization

1

Diagnostic and Monitoring Professionals

This role involves data analysis and monitoring, enabling faster diagnostics and optimized resource utilization.

With an AIPI of 2.5 and an OEI of 84%, this role represents a high-impact opportunity to improve efficiency and deliver transformative patient outcomes.

AI Potential Index (AIPI) Score: 2.5
Breakdown: Potential Automation Proportion: 50%, AI Maturity/Risk Adjustment: 0.75, Current Automation Proportion: 15%

Operational Efficiency Index (OEI) Score: 84%
Breakdown: Time Savings: 40%, Cost Savings: 20%, Process Improvement Factor: 1.4

Time to Benefit Realization: Medium term (6–18 months)
Scaling AI tools and integrating them with staff training programs.

2

Administrative and Back-Office Staff

This role manages essential administrative functions such as billing, scheduling, and record-keeping, which are highly automatable. By automating these processes, aged care providers can save labor costs, reduce processing times, and improve service delivery efficiency.

With an AIPI of 2.7 and an OEI of 78%, this role is a top priority for investment because the high maturity of RPA tools ensures swift deployment and measurable returns in less than six months.

AI Potential Index (AIPI) Score: 2.7
Breakdown: Potential Automation Proportion: 60%, AI Maturity/Risk Adjustment: 0.9, Current Automation Proportion: 20%

Operational Efficiency Index (OEI) Score: 78%
Breakdown: Time Savings: 35%, Cost Savings: 25%, Process Improvement Factor: 1.3

TBR Score: Short Term (3–6 months)
The maturity of RPA tools enables rapid deployment and immediate improvements in workflow efficiency and cost savings.

Reejig

The Workforce Reinvention Blueprint is powered by Reejig's Work Ontology™.
Visit www.resources.reejig.com/workforce-reinvention-blueprint for more information.

AI Potential Index (AIPI): Measures the potential for AI to improve efficiency, reduce costs, and enhance performance.
Operational Efficiency Index (OEI): Quantifies the expected impact of proposed changes on overall operational efficiency.
Time to Benefit Realization (TBR): Expected time to value.