Using Technology to Improve Communication, Staff and Client Safety and Efficiencies in Home Health Care

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Calgary

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Overview (cont'd)

With increasing client complexity and growing human resource shortages, organizations are challenged to create structures that can enhance client and employee safety and create efficiencies in work processes.

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Overview

In home health care, staff work autonomously and often in decentralized environments that are unknown factors Responding to these challenges is an operational necessity in providing safe, quality and ethical care.

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Project Requirements

- Increase health & safety for clients and employees
- Improve communication and support to/from employees
- Reduce paper driven processes used to collect information regarding home visits
- Stream line operational processes and create efficiencies
- Provide time and duty confirmation in real time
- Ensure timely and accurate travel expenses
- Demonstrate cost containment certainty

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Project Requirements, cont.

- Select a proven and referenceable home health care solution, implemented and in use by existing clients
- Partner with a proven wireless carrier
- Ensure ease of application and device use
- Function in urban and rural areas, including ‘out of coverage areas’
- Enhance quality of client care
- Meet all privacy and confidentiality legislation

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People Integration

We ensured that

- Time commitment for employee training was reasonable
- Ease of use and acceptance
- Device reliability
- Safety features – GPS, 911 and PTT (push to talk - Mike)
- User Support 24/7, 365 days

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System Integration

We ensured that

- Our clinical documentation system could work within new application and device
- Interfaces with existing ParaMed scheduling system to send and receive data
- We developed a program to interface GPS data with travel expense payments

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System Integration (cont'd)

- Monitored capability to ensure transaction and process stability
- Able to easily upgrade software versions on the devices
- Interface with MS Outlook - communication

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The Solution

Automated Service Confirmation (ASC) system using GPS technology that will allow ParaMed to send client service information to an employee device, confirm care has been delivered and improve employee communication, safety and support.

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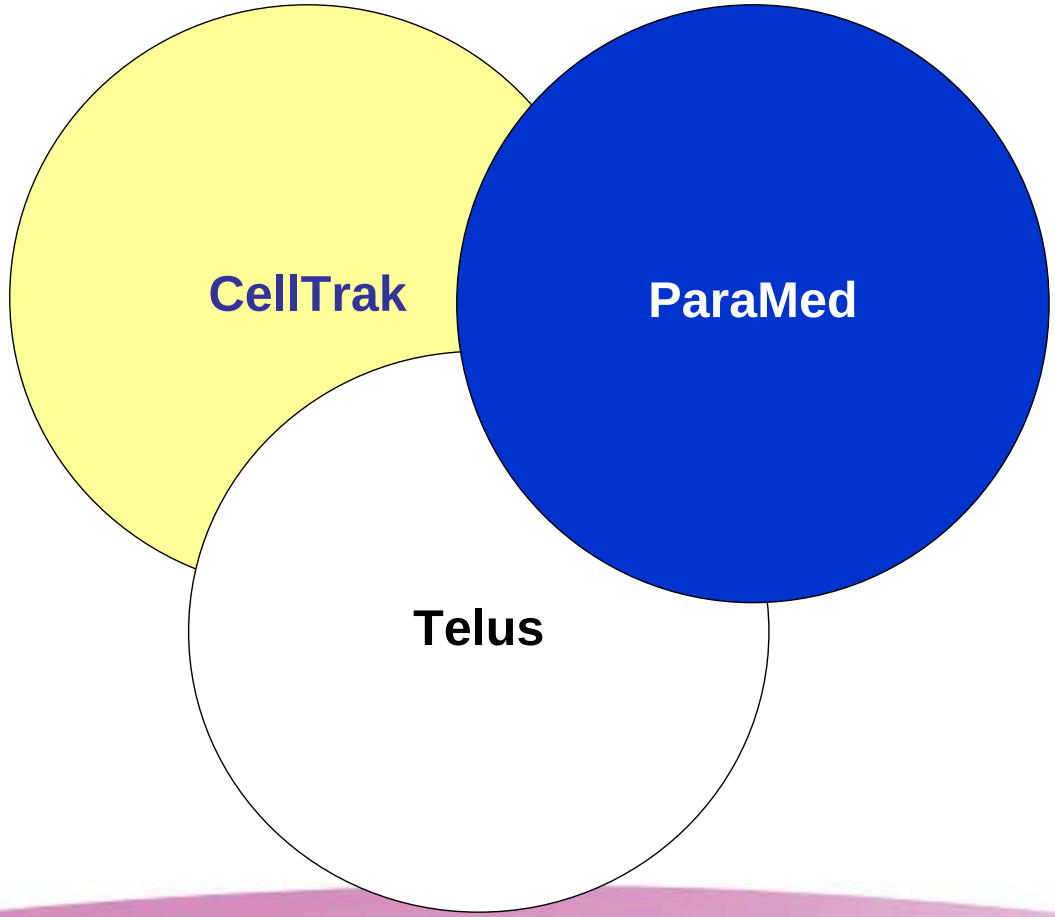
Contractual Partnership



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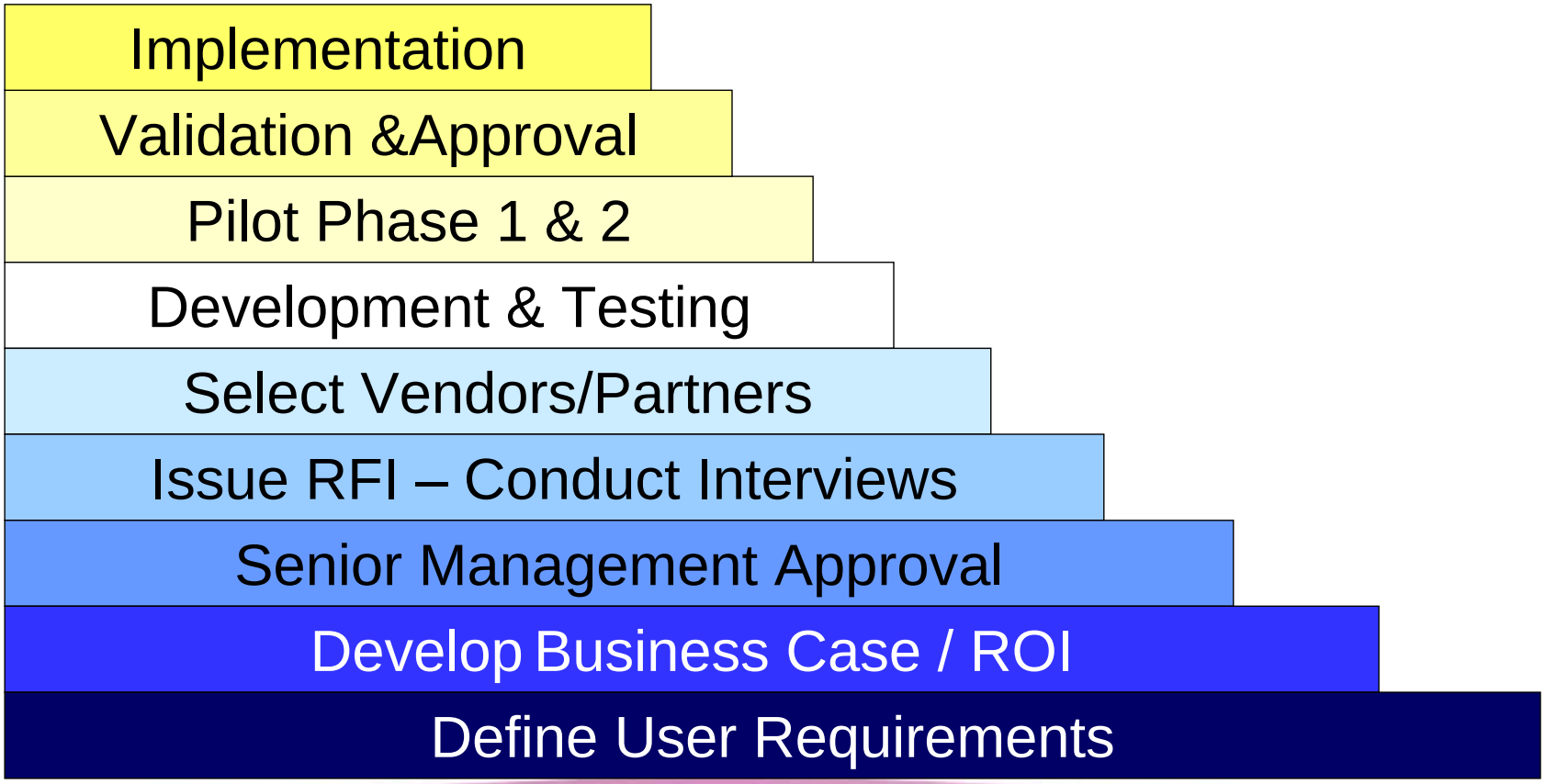
Project Steps



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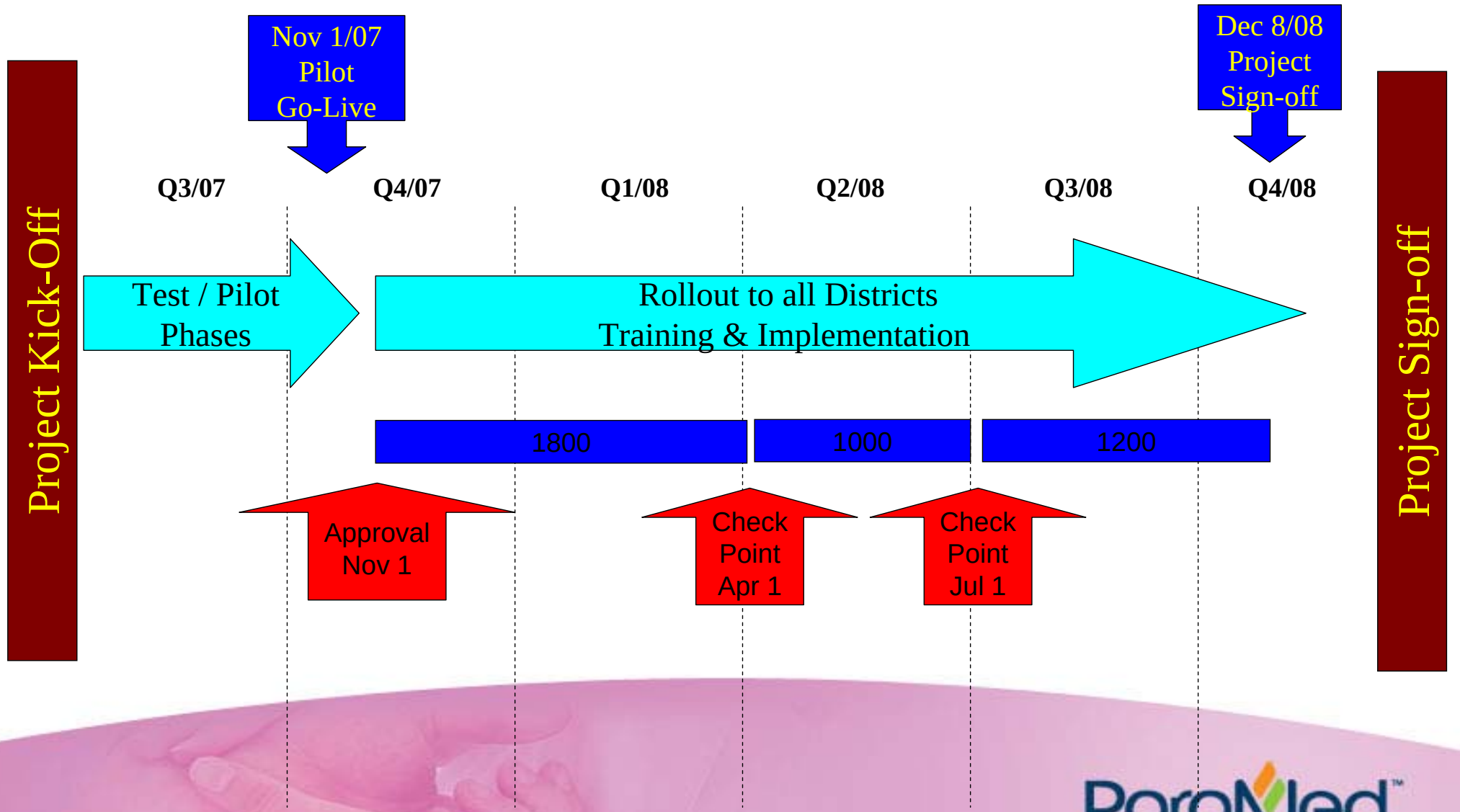
ASC Implementation Map



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Project Outcomes

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Benefits GPS –Blackberry & Cellular Solution

- Ability to control policy (security)
- Ease of upgrading software applications
- Expansion capabilities
- Automated accurate travel expenses
- Ability to locate staff in the event of an emergency
- Integration of email to corporate email - Blackberry

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Performance Efficiencies

- Communication
  - Communication with group broadcast, Mik feature and text messaging – 100,000 + text/email messages per month
    - H1N1
- Reduction in human factor issues
  - Service delivery discrepancy rate decreased by 15% to 25%
- Increased client safety
  - 62% decrease in Missed Visits
  - Care Planning

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Performance Efficiencies (cont'd)

- Responding to urgent client needs
  - Unscheduled Visits – able to assign the case to employee close the area, quicker response in filling the case
- Integration of practice changes
  - H1N1: FRI Screening and Handwashing notices

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Return on Investment

- Reduced Mileage Costs
- Reduced Travel Time Costs
- Decreased Administrative Human Resources
- Improved Processes for Scheduling and Communication

As a result of the above efficiencies the payback period for this project - 1.3 years

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Next Steps

- Investigating additional paper based forms for automation
  - Home safety assessments
  - Health screening forms (respiratory infections)
- Automating the collection of clinical information
  - Outcome measures (eg HOBIC)
  - Outcome Based Care provides framework

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In Summary

Automated Service Confirmation has increased quality, compliance and efficiency while promoting quality care and service with clients and employees.

This integrated system allows us to be proactive in the way we manage our dispersed workforce. We are getting information quicker, so we can make better business and care decisions.

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