



# Technology in the Home Care Setting:

## *Triumphs, Trials and Tribulations*

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VON Canada



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*2<sup>nd</sup> National Conference for Community  
Health Nurses: Shaping the Future*



# Presentation Objective

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- **To share the lessons learned in the implementation of technology in home care**



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# VON Canada

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- **51 Branches across Canada**
- **6,000 staff**
- **12,000 volunteers**
- **Services:**
  - **Visiting Nursing (clinics, shift)**
  - **Home Support**
  - **Community Support**



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Thinking. Doing. Caring.  
En passant, le soin et le service.

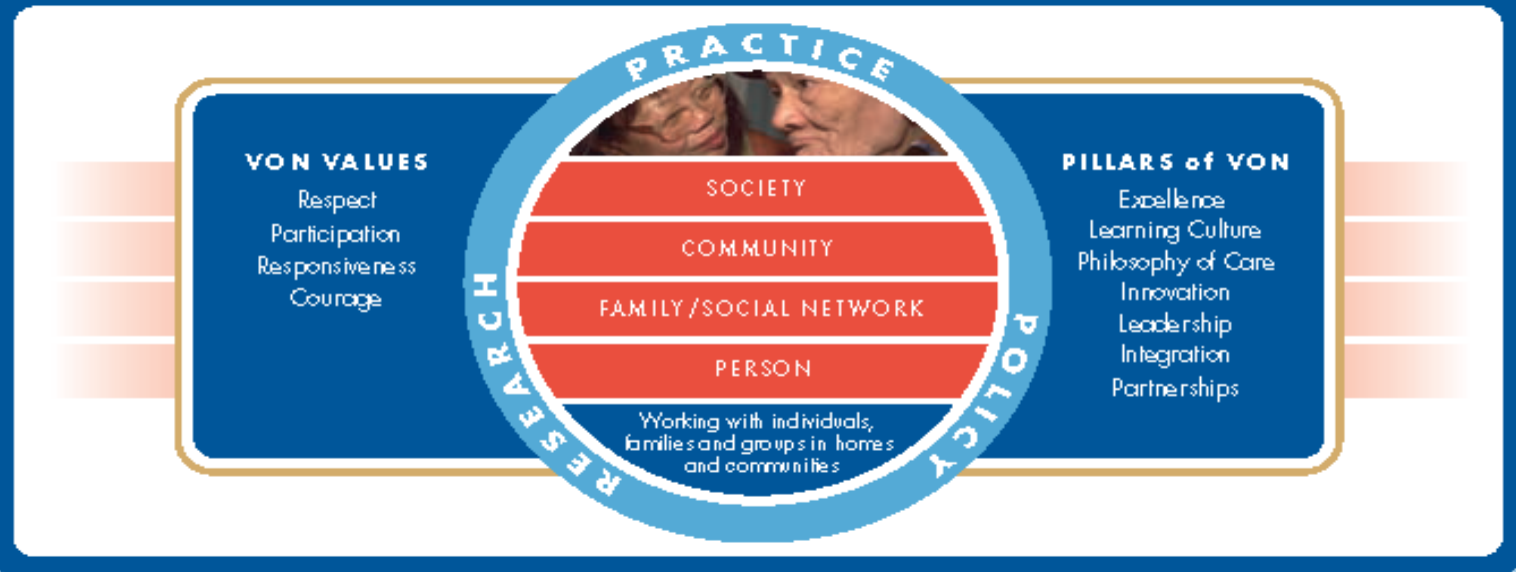
# VON Care and Service Model

## HEALTH AND SERVICE IMPERATIVES

VON will be Canada's leading charitable organization addressing community health and social needs.

**POPULATION HEALTH, COMMUNITY HEALTH, DETERMINANTS OF HEALTH**

### VON CARE AND SERVICE



### OUTCOMES

Healthy public policy through research, voice, influence and impact.



Positive health and social outcomes for individuals, families, communities and society.



Effective partnerships with clients, caregivers, families, the care and service team, communities, funders and governments.





# VON Technology Strategy



- **18 month process to develop 5-10 yr VON IM/IT plan**
- **Implement clinical systems & mobile technologies**
- **Provide tools to clinicians to:**
  - **Enhance client safety**
  - **Deliver quality client care & service**
- **Based on partnerships**



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# Focused Demonstration Pilot



- **Objective:**
  - **Prove mobile technology concept**
  - **Improve access to wound expertise**
  - **Implement evidence-based practice tools**
  - **Collect quantitative data on woundcare services**
- **Pilot funded by VON Canada Foundation**
- **Project Advisory Committee**



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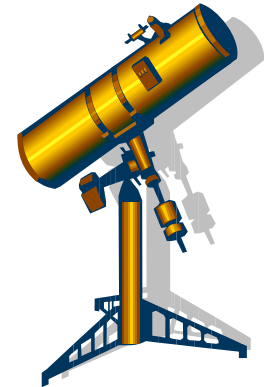
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# Pilot Project Scope

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- **8 Weeks**
- **Distinct Geography**
- **Set # of Nurses**
- **Goal 35 woundcare records**
- **Point of care documentation using technology**
  - Laptops to enter assessment data & digital pictures
  - Virtual consults with ET & MD
  - Download/upload information to secure server



- **Technology skills assessment**
  - **Small group & individual sessions**
  - **First time – coaching (*onsite*)**
  - **Ongoing coaching & technical support**







# Training in Action



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**Wound Assessment/Management Flow Chart - Microsoft Internet Explorer**

**pixalere**  
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Wound Location:

Assessment	02:05pm 07/22/2003	1730h 07/17/2003	1702h 07/17/2003	1332h 07/19/2003
Pain	0	1	5	3
Length (cm)	0.0	0.1	0.0	0.1
Width (cm)	1.0	0.1	0.0	0.2
Depth (cm)	1.0	0.1	0.0	0.3
Sinus Tract Depth (cm)	0.0	0.1	0.0	0.5
Sinus Tract Location		1 to 11		
Wound Base				
Oranulation	0%	10%	0%	0%
Epithelialization	0%	10%	0%	0%
Exudate Amount				
Exudate Type				
Exudate Colour				
Exudate Odour				
Undermining (cm)	0	0	0	0
Undermining Location		1 to 11		
Wound Edge				
Periwound Skin			Itchy	
Maceration		1 to 11		
Dressing Frequency Change		1x weekly		
Products	1 : 4 inch foam	1 : Tielle 0.25 : Regranex 1 : Transpore	1 : Regranex	
Priority		High		
Status		Active		

**Recommendation:**

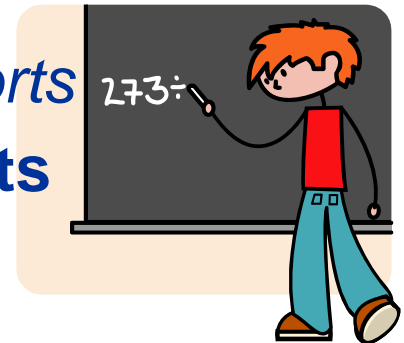


- **Critical Success Factors**
  - **Ability to collect and analyze quantitative data on client care and service: tracking of wound types, heal times, turn around time for consultations/referrals**
  - **35 electronic records**
  - **Technology used at the point of care**
  - **Staff survey (pre/post implementation)**
  - **Client survey**



# Triumphs, trials, tribulations.....

- **8 week pilot (??)** – *what were we thinking? and ...when does the clock start ticking?*
- **Devices** - *laptops - bulky & heavy; some cameras better than others*
- **Multi-pronged project support essential:** *on-site, on-call, backup plans*
- **Capture quantitative data** – *wound types, heal times, turn around time for ET consults*
- **Staff** – *learning curves and practice supports*
- **Survey says - satisfied & engaged clients**



# What Did We Learn?

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- **Engage stakeholders early**
- **Conduct process mapping & redesign**
- **Conduct audit to capture strong “before” picture**
- **Device choice--critical for mobile worker**
- **Virtual visit re-imburement and/or skepticism in technology**



- **Phased implementation**
  - **Larger geography (rural & urban)**
  - **More users & linking with acute care**
  - **Collecting/using data to measure visit costs/savings**
  - **Using tablets - more mobile**
  - **Early results - promising**



# Take Away

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- **We have an opportunity to shape technology projects and the impacts on our nursing practice using technology**
  - **Front line nurses are essential to project success**
  - **Project champions can be ID at any time of the project – ID them early & work with them to overcome challenges**
  - **Work with IT to make it relevant for nurses**
  - **Use technology to engage clients in their care (*not just a tool to document*)**





# Contact Info

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**Thank you!**



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