



Totalmobile

Digital Workforce Management

Case Study



virgin
care 

“I have no doubt that this will change the way community services are delivered.”

Marie Cummings, Programme Manager, Virgin Care

www.totalmobile.co.uk



As with many healthcare providers, the major challenges within community nursing were around the historic ways in which the services were operating. This included a heavy reliance on paper records and old IT systems. This meant that community nurses input data on multiple occasions which took up valuable time that could have been spent delivering care to patients. The paper based process also meant that there was a higher possibility of error or loss of records, affecting patient safety.

Virgin Care carried out a detailed review of their community services and found:

- Only 1/3 of a nurse's average day was spent with patients
- Approximately 1/3 of a nurse's time was spent undertaking administration and the final 1/3 of time was spent on travel and carrying out tasks outside of delivering care
- The existing RiO system was difficult and time-consuming to use
- Paper referral forms were sometimes incomplete meaning nurses didn't have all the information on their patients that they required
- Some appointments were missed due to misplaced paper notes and lack of a formal staff handover
- Staff morale was affected by burdensome administration



Transforming The Delivery of Service

In November 2013, Virgin Care made a significant investment in a new clinical management system to tackle these issues. The key element of this was Totalmobile.

Totalmobile provided Virgin Care with a complete solution that eliminated paperwork, supporting clinicians' normal way of working and providing real time information at the point of patient care. All clinicians were provided with Totalmobile on mobile tablets, which enabled them to improve the management of their entire role.

With Totalmobile, it is possible to triage, track and monitor all referrals and nurses are able to complete all clinical documentation at the patient's home, which automatically uploads into the existing RiO system. The clinical staff are also able to view all relevant patient information on their device, ensuring that they have all the information they require and removing the risk of incomplete notes.

Saving Time to Make a Difference

Totalmobile made an immediate impact on service delivery, and within 6 weeks of the project going live, Virgin Care had already achieved their initial goals and given clinicians the freedom to focus on delivering care.

On average, clinicians experienced a 30% increase in the amount of time that they spend with patients each day. This has provided them with enough time to undertake 2 additional

patient visits, per nurse, per day. Clinicians have also seen a 60% reduction in time spent on administration and a 30% decrease in travel time as they no longer have to make regular, unnecessary trips to base.

Virgin Care are also experiencing enhancements being made to their clinical records and referral handling, with a 60% improvement in clinical record time and a 42% improvement in referral handling and scheduling. There has also been an increase in the safety of care as all patient data is accurately and securely captured and stored as one up to date electronic record, which is then available to other clinicians.

“I am incredibly proud of what we have achieved.”

“I have no doubt that this will change the way community services are delivered, more importantly providing a better patient experience.

I believe the opportunities are endless.”

Marie Cummings, Virgin Care

Marie remarked, *“Not only has this enabled nurses to spend more time with patients, it has significantly improved the efficiency of the service and reduced clinical risk.”*

What's next?

Virgin Care plan to continue to review the progress of the solution as they aim to maximise and demonstrate the benefits in terms of health outcomes for patients, cost savings for the public and staff satisfaction. They also plan to explore further possible functionalities within Totalmobile, with a long term goal of rolling out the solution to other community services nationwide.



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Company Overview

TotalMobile is a fast growing mobile software company that transforms complex service delivery within healthcare, government and industry, throughout the UK and Internationally.

Established in 1985, TotalMobile create innovative technologies that disrupt conventional ways of working. This is driven by the desire to make work not just more productive, but more enjoyable. This is achieved by providing products that people love to use.

Belfast headquartered and with staff throughout the UK, TotalMobile have a track record of delivering effective software solutions to the public sector. The latest of these is TotalMobile, a solution that enables service transformation by empowering staff with effective mobile working technology.

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