Totalmobile

INTRO

Mobile Working in Healthcare

An introduction into Mobile Workforce Management in the Health & Social Care Industry

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>
> "The Totalmobile team have been great to collaborate with and have met the challenges our organisation have presented with creative solutions. It has been a very positive experience."
>
> Annie London, Head of Occupational Therapy and Rehabilitation at Broadmoor Hospital,
>
> West London Mental Health **NHS**
> NHS Trust

Mobile Workforce Management

Give clinicians the time to do more of the work that matters

Workforce Management is an approach, underpinned by technology, that helps health and social care organisations build a better, more effective working day for healthcare professional teams or staff that deliver services in the community. Mobile working in health & social care enables community nurses and social care workers to complete his or her working responsibilities, collaborate with colleagues and stay in contact all via one mobile device from any location, at any time.

Totalmobile is at the forefront of transforming the healthcare market. Our solutions help a range of health industries including community health, mental health and social care.

Care professionals play a critical role in the lives of the people they care for. Today, the healthcare market faces many challenges such as budget cuts, an increasing demand on service, rising agency staff costs, and the challenges in technology advancements. Each of these subsequently impact on time spent delivering patient centric care. So, how can health and social care organisations overcome these challenges?

Business Benefits

of our Mobile Workforce Management solution in the Health & Social Care industry

Reduces time spent on paperwork – our solutions support and empower clinical staff by eliminating cumbersome paperwork, improving access to patient information at the point of care and aiding the recording of information with clinical forms. Clinicians no longer have to spend time trawling through paper-based patient records and can make informed decisions in a timely manner. This allows more time spent with patients, improves costs associated with paper-based processes and ensures information is recorded in a consistent format.

Enhanced security – health and social care staff no longer need to carry paper patient records reducing the risk of lost files. Our mobile app reduces the risk of duplication and manual data entry mistakes. It is designed to help standardise care processes and remove systems that prevent the recording and sharing of patient information. Having medical notes and information available in digital format and reducing the risk of duplication ensures compliance is met.

Simplified patient information retrieval – Easy access to real time information including patient contact information and medical history notes, all retrieved at the touch of a button.

Increased productivity – By giving your community nurses and social care workers the freedom to work at the point of care or on the move, you are increasing productivity and capacity within your healthcare organisation. Care professionals no longer need to spend time on admin such as retyping notes into paper record systems which saves significant time every day.

Improved employee satisfaction – Our solutions allow control of health and social care professionals' workload. With more time spent on care delivery and less on paperwork and administration duties, care professionals can benefit from better working processes and less frustration, resulting in improved staff morale and enabling an enhanced work life balance.

Offline connectivity – healthcare staff will always have access to their mobile app and patient information. This is helpful to those in care in the community assisting patients in rural areas.

Key features

Totalmobile's Mobile Workforce Management Solution provides a range of intuitive and innovative features for the health and social care industry.
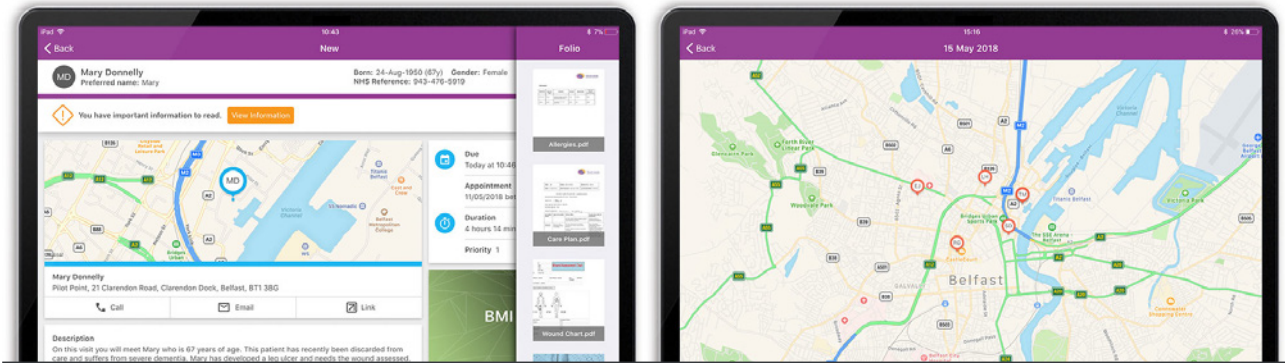
Patient visit screen – our tailored patient visit screen ensures that access to patient information is available quickly and easily. The visit screen includes patient contact information as well as access to important medical history notes all in one place. Contextual information helps to prompt and remind community care professionals to complete all required documentation and activities during the visit, ensuring best practice. This is essential in improving the quality of care patients receive and in making the best decisions with up-to-date information.

Clinical forms – our clinical forms and workflows can be tailored to fit around the patient and the care professional. Our forms reduce time spent on manual data entry, saving clinicians on average up to 60% less time. This time can therefore be spent delivering quality care for patients.

Access to patient forms – Our "clinical folio" provides quick context-based access to supporting patient records taken from various systems as required. It ensures that care professionals can make informed decisions throughout the patient's experience, as well as at the point of care. The patient can enjoy the benefits of seeing up-to-date, visual information on their care, giving them a complete view of their health.

Analytics and business insights – our analytics and business insights tool provide your healthcare organisation with analytical insights to monitor trends and make informed decisions relating to your health and social care workforce.

Dynamic scheduling – Dynamic scheduling provides a rich visual means for your health and social care organisation to allocate, reallocate and recall work in the diaries of those providing care. Our dynamic scheduling solution gives you full visibility of the status of visits and whereabouts of staff with live colour-coded feedback from user devices, as well as keeping the patient informed of any delays or issues with appointments. The solution gives you the ability to change the schedule as changes occur during the day to ensure the most effective schedule is in place.

Map – The software provides GPS location making it easy for clinical staff, community nurses and social workers to access patient appointments from the most efficient routes, whilst locations of healthcare staff are easily identifiable and represented on the map view as pins. In-depth details are highlighted when a resource is selected, providing a view of the planned work and travel route for the resource. GPS location records staff arrival time, duration and finish times and these details can provide organisations with insights into how much time is actually spent at the point of care. Healthcare professionals can plan their journey ahead of their visits via the 'Map my day,' functionality.

Mobile working use case:

A day in the life of a community nurse:

08.30am

At the start of a working day, a community nurse assesses her workload for the day ahead via her Totalmobile Mobile Workforce Management app on her device. It provides all the details she needs including the patient contact information and medical history notes. The nurse is able to identify which patients are priority and may need assistance immediately. She selects the patient visit agenda view, pulls up the patient contact information and clicks the address, using the Google Maps integration to find the most direct route.

The benefit of this is it allows greater accessibility for healthcare professionals, they have instant access to the patient and visit information available from the beginning of their day right through to the point of care. There is no need for them to travel back to the office as data is automatically updated in real time. With easy access to clinical information all at hand, the patient can benefit from improved clinical care. Patient's with urgent requirements are seen to as priority ensuring the relevant medication or treatment is provided on time. The dynamic scheduling solution ensures the most efficient route is chosen directing the nurse to the patient efficiently. By implementing mobile working, health organisations can benefit from improved estate rationalisation with the collaborative use of mobile technology, reducing costs, increasing capacity and improving overall service delivery.

09.00am

With navigation provided by Google maps integration, the community nurse quickly sets off to the patient's home. The Nursing Manager has already been notified the community nurse is on her way as she receives an update to the schedule once the nurse has updated her visit status on her device.

GPS location ensures easy access for healthcare staff to retrieve appointments, discover the most efficient routes, whilst locations of workers are easily identifiable and represented on the map view as pins, recording location, start and finish times and showing any delays via a live colour-coded system. The scheduling solution automatically updates schedulers based back in the office ensuring confidence in the delivery of service.

09.15am

The community nurse has arrived 15 minutes early for the appointment. This gives her enough time to check over the patient visit details, ensuring she reads the medical history notes and any details on what medication is required. She updates her visit to 'arrived' within the Totalmobile app.

This information lets the Nursing Manager know their staff member has arrived ok and the patient will be treated on time. By having access to the right information at the right time, the clinician is notified of potential allergies or alerts and therefore improves the quality of care. This also helps improve lone working.

09.30am

The community nurse greets the patient who welcomes her in, carries out their treatment – in this case the patient has type 2 diabetes and has developed circulatory problems and an infection in her feet. The community nurse records the treatment provided in the relevant forms on her Totalmobile app.

This allows the nurse to record the information there and then, saving time on updating notes which would've previously needed to be recorded in paper-based format while back at the office. By reducing the amount of time spent completing administration work, the nurse has more capacity to attend more appointments.

10.00am

The community nurse finishes her current visit and makes her way back to the car. Whilst checking the details of her next appointment, she receives a high priority alert within her visit agenda to attend an emergency appointment a few streets away from where she currently is. She accepts the job and makes her way there immediately.

The dynamic scheduling solution was able to identify that the nurse was in the closest location to the patient and had the relevant skills required to treat them.

10.05am

The community nurse is greeted by the patient's daughter, in this case the patient has cancer and needs an injection administered immediately. The nurse gives the patient the injection and records his details in the clinical notes section.

The forms are designed to prompt the nurse to complete all relevant information in relation to the patient's medical notes, ensuring nothing is missed and there is no duplication. The nurse is able to offer personalised care, and improved continuity of care with access to the patient's medical history notes. The system is designed in collaboration with clinicians which ensures data capture is intuitive.

11.00am

The community nurse calls her colleague as they have a shared appointment at 12.00pm where they need to lift and change a patient. She stops for a quick coffee before making her way to the patient's house. The patient lives in quite a rural area, there is not much signal on the nurse's phone, but she can still access the address and map as the app provides offline connectivity.

The GPS integration with Google and the offline connectivity ensures signal will not be lost and the nurse will always have access to patient information while on the go. Through the use of the Totalmobile app, the community nurses have more capacity to attend more appointments, reduce admin tasks and benefit from an improved work/life balance.

12.00pm

Both nurses arrive and attend the next patient, carrying out their duties, once completed they stop for lunch before returning to the office for a meeting with the Nursing Manager.

61%
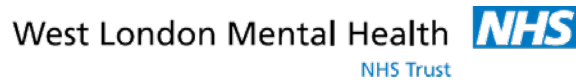reduction in time spent on clinical records input

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1.30pm

Once back at the health centre, the community nurse and her colleagues discuss the patients visited today before proceeding with further appointments for the remainder of the day.

All of the information recorded from each patient visit via the nurses' mobile device is automatically synced to the back-office systems in the health centre. This allows the nurses to access the data straight away. The solution ensures improved data quality and reporting as all information is captured at the point of care as well as improved safe guarding of data.

We work with a range of health and social care clients across the UK and Ireland including the following:

NHS Barnet, Enfield and Haringey Mental Health NHS Trust

NHS Walsall Healthcare NHS Trust

NHS Cornwall Partnership NHS Foundation Trust

NHS Buckinghamshire Healthcare

Humber NHS NHS Foundation Trust

NHS Birmingham Community Healthcare NHS Foundation Trust

HSC Belfast Health and Social Care Trust

West London Mental Health NHS NHS Trust

Fife COUNCIL

carewatch

FRESENIUS KABI

virgincare

NHS Walsall Healthcare NHS Trust

"Our ultimate goal is to facilitate more efficient contact time with patients which enables staff to complete more visits per day, and this is something that we are already seeing. We are still in early deployment of the new system, but there is a strong expectation that we will also see a reduction in acute admissions and re-admissions, resulting in reduced waiting times and considerable savings for the Trust."

Mark Taylor, Assistant Director of IT Services

30%
more face-to-face time with patients

virgincare

2.35
million
per year cost savings

Fife COUNCIL

Totalmobile

Totalmobile will help you release
the potential in your mobile
workforce. Our 'mobile worker first'
approach to innovation results in
solutions people love to use.

Our customers are seeing significant
increases in workforce capacity and cost
savings, while also ensuring compliance
and driving levels of service consistency.
We will transform how your organisations
works and help your people do more
of the work that really matters.

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