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OUTCOMES

The Benefits of Mobile Working in Health



The health sector has been tasked with reducing costs, improving patient waiting times and the overall level of care within the NHS and wider sector.

Investing in technology can seem like a big leap in comparison to the paper driven processes and outdated technology that many are still hampered with. However, the benefits of mobile technology speak for itself. Here we outline the key areas where greater outcomes and benefits can be achieved in the health sector and the technology required to achieve it.

Why is it important to achieve greater outcomes?

The health sector faces a growing list of challenges as our population ages and patients have more complex and on-going health issues, coupled with difficulties in recruitment, reducing budgets and long waiting lists, it is now more important than ever for a solution to be embraced by the industry. With the right technology, greater outcomes and benefits can be achieved, directly impacting on the delivery of care to patients and how clinicians provide that care.

How do we achieve that?

With mobile working technology, clinicians can use a mobile application to reduce the time spent on administration, compliance forms and notes. Instead they can spend quality time with the patient, instantly accessing information that enables them to have a complete view of the patient's health from multiple sources. Forms are easy to navigate, contain relevant information and are securely stored on the patient record and synced to the back-office system.

For those providing care in the community, they are able to benefit from full visibility of their day ahead and can prepare accordingly. With dynamic scheduling, those schedules are flexible, as changing priorities occur throughout the day, they can be added, rearranged or rescheduled. The new schedules are automatically synced to the mobile workers device, without disrupting his or her day. Further travel is reduced as care staff no longer have to return to the office to type up their notes of the day, these are automatically synced to the back office throughout the day, effortlessly updating patient records.



The Benefits

Capacity

Mobile working technology provides clinicians and care staff with an application that unlocks additional capacity throughout their day. It gives them the ability to access and record patient information straight to and from their mobile device, rather than manual handwritten notes. Clinical time is spent assessing the needs of the patient rather than completing repetitive forms. There is no delay in accessing patient history, resulting in a more efficient appointment and creating additional capacity in the day.

By enabling clinicians and care staff to complete forms and visit details to their mobile device at the point of care, valuable time is saved, time that can be spent with patients or completing additional visits. They can enjoy the added benefit of no longer having to return to the office after a long day to type up the notes they've made throughout the day. All this information has been automatically synced to their back-office system, allowing them to spend less time on admin and more time delivering care.

With the additional capacity created, they can take on more cases, provide a consistent, high standard of care and enjoy a better work life balance.

For those providing care in the community, they can access their full schedule and be confident that all relevant information is available to them, they can travel straight to the visit without the need to go back and forth for additional notes or records. This full visibility means that they are also able to prepare ahead with all the right information.

Within the working day, many things can happen, absences, new priorities or delays can result in a health professional feeling frustrated and falling behind in their daily workload. Communicating these updates can be difficult due to remote locations and no signal issues, resulting in time wasted travelling to the wrong home or in having to return to the office for an updated schedule. With dynamic scheduling, these absences are handled automatically, moving appointments efficiently and taking into consideration the needs of the patient, priority, distance and skills. Any updates to a health professional's day is synced straight to their device, keeping them informed and on track. Without wasted time travelling to the wrong place or back and forth from the office, the worker gains additional capacity that can be used to do additional work or spend more time with patients.



The Benefits

Cost

We've established the capacity benefits mobile working has when it comes to removing administration and instead giving time back to the clinician to spend with patients. But there is another benefit in the reduction of administration, and physical forms – it reduces office storage costs and the associated paperwork overheads. Administration costs can easily mount through excessive paperwork, the costs of processing and managing it, as well as the storage costs of needing a larger space and the utility costs associated.

Instead with mobile working technology, clinicians and care professionals can access all relevant patient information when they need it; with just a few taps location, contact information and specialised forms are accessible. They are able to spend more time in the community rather than in the office. Not only does this remove the need to carry or fill out more paperwork, but it also reduces the need for space for the processing and storage of paper records. Resulting in the need for less office space and gives the opportunity for office space rationalisation, further reducing the overheads associated.

As mobile working begins to transform how clinicians provide care, greater capacity is created throughout the day. Clinicians enjoy the benefits of more time to care and more time to develop a better work-life balance. As their capacity is increased, they are able to deal with visit demands and reduce a costly reliance on agency staff.

Another important aspect in the journey to mobilising the health sector is the implementation of dynamic scheduling. It creates rotas for care teams in the community that reduce travel distances and introduce scheduling rules that enable easier working practices, such as, skill based scheduling, preferences and availability. As changes occur throughout the day these are communicated immediately, eliminating wasted travel and reducing missed visits.

Without mobile working software on their devices, clinicians and care professionals have to spend a large amount of time writing reports and taking notes, which not only results in costly overheads but takes up valuable clinician time. If this time was spent completing more visits it would reduce costs.

With the provision of the right mobile working solution, care staff can reduce travel time as their schedules and job details are all available on their mobile devices, allowing them to get straight to work rather than visit the office throughout the day. With a more intuitive mobile solution, manual activities are simplified, information is accessible at the point of care, notes can be taken on the device, images captured and signatures obtained.

The Benefits

Consistency

Consistency of care is a major deliverable for the NHS and wider health sector. Providing patients with connected care and clear visibility of a patient's health from multiple sources is difficult without the right mobile working solution. Patient information comes from multiple departments or third party support services, which can cause delays and result in the patient feeling frustrated at the lack of transparency. For clinicians, this lack of interoperability results in a back log of information and delays in treatment times, effecting the consistency of care.

With health professionals under increasing pressure, they spend more time on administration, updating notes, locating patient history, rather than actually spending productive time with the patient doing the job they were hired to do, consistency of care suffers. It also results in the health professional's work life balance being out of sync; they spend personal time updating their notes into the back-office system, ensuring that forms are complete and safely stored.

However, with a new way of working through mobile technology, not only does it benefit the organisation as a whole, but it results in happier clinicians and care staff; they are more informed and able to make the right decisions and provide the best quality of care. With instant access to patient records from multiple sources, they can provide a level of care that is consistent and informative. The patient has a clearer view of their own health. Clinicians no longer have to spend time typing up notes made throughout the day, instead they do the job they were hired to do, this improves job satisfaction and helping them to maintain those high, consistent levels of care and begin to positively impact on patient waiting times.





The Benefits

Compliance

With increasing pressure to reduce waiting times and improve the standards of care, compliance is a major concern for health organisations. With paper-based processes this can become difficult to monitor and manage; as clinicians and care professionals spend the day taking notes, completing multiple forms and then travelling from site to site, there is a risk that vital information can be misplaced.

There is also the simple risk of human error, it is easy to forget a form, particularly when faced with growing workloads and less time to complete the tasks in. With mobile working, not only can the health professional access relevant patient information, but each visit contains tailored forms that must be completed before the visit can be marked finished. The forms have pre-filled information and mandatory fields, saving time and ensuring the right information is entered. Signatures and images can be captured, providing evidence of a patient's care, not only providing evidence of work completed but providing the patient with a visual history of the treatment. All information is securely stored and synced to back-office systems ensuring that patient information is up-to-date and compliant at all stages of the patient journey.



References

Learn more about the great outcomes and benefits some of our health customers have achieved with our suite of mobile working solutions.



Virgin 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.
- 60% improvement in clinical record time and a 42% improvement in referral handling and scheduling.



Fife Council - Homecare

- 30% increase in the internal capacity to take on new service users.
- Fife Council will deliver savings of approximately £2.35m per year in this area
- Productivity increase of at least 15%



Barnet, Enfield and Haringey NHS Mental Health Trust

- Completing what used to take 3 visits in only 1 visit.
- 15% efficiency gains.
- All patient visits are now successfully outcomed.



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.

You will see rapid user adoption, vastly improved staff engagement, and operational efficiencies measured in £millions. We will transform how your organisation works and help your people to do more of the work that really matters.

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