Totalmobile

Tackle the Challenges Presented by COVID-19...

A range of solutions to assist your organisation during this unique time.

The current COVID-19 pandemic has forced us to make changes across all aspects of our daily lives... One of the most prevalent changes has come in the way in which we work; with all staff, who possibly can, now working from home.

This drastic change in working environment is already causing significant disruption and challenges. These challenges are not only being faced by the organisations that now have an entirely remote workforce, but also for many staff, for whom homeworking is not the norm.

After speaking to many of our customers who are currently experiencing these difficulties, Totalmobile have developed a range of rapidly deployable solutions that can assist organisations during this unique and demanding time.

To discuss how Totalmobile can assist you, email COVIDhelp@totalmobile.co.uk or call 028 9033 0111.

Our Solutions

1. Employee Wellbeing Solution
   Check on the health and status of your remote workforce

2. Employee Bulletin Solution
   Provide efficient updates to large volumes of staff

3. Crisis Workforce Scheduling Solution
   Create schedules for large teams

4. Rapid Deployment – Case Notes
   Improve the efficiency of accessing case notes

5. Rapid Deployment – Mobilise
   Mobile working solution to streamline processes and improve safety

6. Crisis Staff Assignment Solution
   Schedule staff to the location they are required and track status

1. Employee Wellbeing Solution

The Challenge:

With entire workforces operating remotely during the time of this pandemic, there are a range of pressures placed on the mental health and general wellbeing of individuals, many of whom will experience the virus itself.
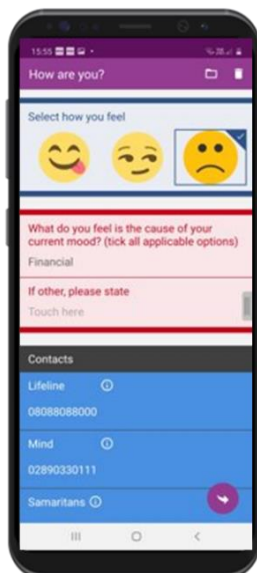
In addition, many organisations are finding it difficult to gain visibility of the status, health and emotional wellbeing of their staff.

The Solution:

Our Employee Wellbeing solution provides all staff with an app via which:

- They can record how they feel
- They are provided with approved guidance on potential actions
- They can access contacts and support networks
- The mood of employees is tracked over time

This information is then relayed to the organisation, enabling them to track the status and health of their workforce.

The Benefits:

- Fulfil your duty of care as an employer
- Experience the outputs of a better supported workforce
- Act, if required, to protect your workforce and maintain levels of service delivery

2. Employee Bulletins Solution

The Challenge:

With the vast majority of an organisation's workforce operating remotely, communication is more important than ever; especially as organisations react ot the COVID-19 situation, introducing new procedures and providing information and updates to staff.

Communicating with a remote workforce presents a challenge, especially as many staff within larger organisations may not have email addresses through which they can be contacted.

The Solution:

Our Employee Bulletin solution provides all staff with a secure app:

- Staff download the app from the appropriate app store
- Authentication and activation processes ensure security
- Your organisation can push updates and notifications out to large volumes of staff

This solution can be branded and deployed within a matter of days.

The Benefits:

- Improve the communication process with remote employees
- Stay in touch with employees who have limited access to other communication channels
- Provide updates to employees quickly and at scale

3. Crisis Workforce Scheduling

The Challenge:

There is a high likelihood that staffing levels within the majority of organisations will be affected during the COVID-19 pandemic. With service demand continuing, and even increasing in some sectors, such as health and social care, there is an added impetus on efficient workforce scheduling. Manual scheduling processes are often not agile enough to deal with volatile staffing levels.

Many organisations need to find a way to schedule their staff, even in departments where scheduling was not traditionally viewed as a priority.

The Solution:

Our Workforce Scheduling solution enables organisations to:

- Deploy a stand-alone scheduling solution
- Efficiently schedule all available resources against required work
- Schedule can be automated based on scheduling objectives or created manually within the solution
- Issue jobs to staff via a range of channels e.g. email, SMS, web link etc.

The Benefits:

- Maximise the efficiency of the workforce available to you
- Better prioritise work and maintain service levels
- Streamline working processes and reduce the demand on your scheduling team

4. Rapid Deployment – Case Notes

The Challenge:

With social care teams facing an increasing demand for services, there are rising pressures on what was already a stretched service. Combine this with the restrictions and challenges presented by the COVID-19 situation, and it's clear that it will become increasingly difficult to deliver quality care to service users.

Key to quality service is the ability to efficiently access the relevant case notes either prior to visiting, or when with the service user. With an entirely remote workforce, this creates challenges for existing IT infrastructures, limiting access to vital information.

The Solution:

Our Case Notes solution can be rapidly deployed to enable staff to:

- Make live requests for service user records via a mobile device either before or during a visit
- Receive the relevant care notes, held on Mosaic, on their mobile device, providing staff with all required information
- Clear all case notes from the device once they are no longer needed

The Benefits:

- Ensure staff have all the information they need to deliver great care
- Provide staff with the ability to respond as necessary should a new situation present itself when with a service user
- Requesr and access care notes via a mobile device reduces the need for staff to return to the office during the COVID-19 situation
- Enhance the security of care notes as staff no longer need to carry around large volumes of paper records.

5. Rapid Deployment – Mobilise

The Challenge:

For a number of organisations, the demands on service have significantly increased. However, a range of new challenges now present themselves, such as; new working procedures, high levels of staff sickness and paper processes slowing service delivery and presenting an infection risk.

This has forced organisations to look at new ways in which they can not only manage their remote workforce, but also maximise staff capacity while reducing risk to staff and customers.

The Solution:

Our rapidly deployed Mobilise solution enables organisations to:

- Issue jobs remotely to staff via a mobile device
- Enable staff to complete all required forms on their mobile device
- Access case records from Rio as required
- Update the status of work as they progress through a job
- Automatically update Rio with the information captured

The Benefits:

- Staff no longer need to travel to and from the office to collect their assigned work or required paper forms, reducing contact with other individuals
- Increase staff capacity by freeing up staff time through the removal of unnecessary admin
- Remove paper processes, reducing infection risk and streamlining service delivery

6. Crisis Staff Assignment Solution

The Challenge:

An increase in service demand, especially in the care sector, means that organisations need to rapidly deploy staff to a specific location, such as a hospital, in order to ensure that they are effectively prepared to cope with demand.

The scheduling of staff to a location becomes increasingly complex when you are required to achieve the correct mix of skills or are faced with the challenge of handling temporary staff and volunteers. There is also the difficulty in tracking whether the correct member of staff arrived at the right location to begin work.

The Solution:

Our stand-alone location-based scheduling solution enables organisations to:

- Assign staff to the location that they will be required for the day, or set period of time
- Provide staff with a mobile app through which they receive their assigned location for the day
- Allow staff to update their status when they arrive to begin their shift
- Take into consideration the scheduling requirements of volunteers or temporary staff
- Enable cross agency, or organisational scheduling to provide a holistic schedule that meets all requirements

The Benefits:

- All locations, such as hospitals, health centres and "pop up" clinics are appropriately staffed with the right number of people and required skills
- Notifying staff of where they are based, prior to beginning their shift, streamlining the communication process and enabling them to maximise the time spent delivering services
- Efficiently handle multiple different staff types, ensuring you maximise the value they deliver
- Gain clear visibility of staff who have arrived to start work and whether any issues have arisen

These are challenging times for all organisations. Totalmobile are here to assist you as you implement new innovations and processes to help you deal with the COVID-19 pandemic

If any of the solutions in this document are of interest to you, or if you have any other requirements, please contact us.

To discuss how Totalmobile can assist you, email COVIDhelp@totalmobile.co.uk or call 028 9033 0111.

Belfast Office

Pilot Point

21 Clarendon Road

Belfast

BT1 3BG

+44 28 9033 0111

Belper Office

Ironstone House

Kedleston Close

Belper

Derbyshire DE56 1TZ

Bury St Edmunds Office

22 Park Farm

Fornham St,

Genevieve

Bury St Edmunds IP28 6TS

www.totalmobile.co.uk