




Totalmobile



A COMPLETE CARE MANAGEMENT SOLUTION

For Private Health Providers

A complete care management solution that fully digitises paper processes and automatically optimises daily workforce schedules, while ensuring full visibility over service capacity and delivery as well as efficiently evidencing the delivery of care.



Continuity Of Care

Date of First Visit
16/07/2021 20/03/2024

Optimise World
All

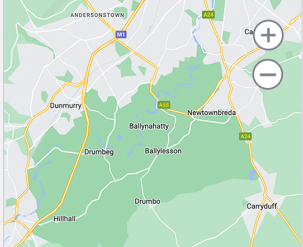
External ID
All

Service User Name
Sophie Ryan

NHS Number
All

Priority
All

Address	Post Code	Carers	Visits	Optimise World	Carelink Team
129 Conn Street, Belfast	BT4 29X	1	15	Care	South
129 Conn Street, Belfast	BT4 29X	3	42	Care	South



Last Refreshed on 11/02/2024 11:24:03

Visits

Service User Metrics

Referrals By Status

Visit Metrics

Continuity Of Care

Care Delivery

Service User Breaks

Care Worker Schedule

Care Worker Availability

Introduction



Private health providers support people of all ages and conditions through rehabilitation; From short-term reablement and step-down care through to long term supported living with 24 hour support.

Across all these settings their aim is to deliver good quality and safe care at an affordable price, freeing hospital capacity, improving patient flow and provide the best possible outcomes for patients.

Currently, a common challenge is that carers have difficulty accessing support plans whether that be within their current back-office systems or at the point of care. This disconnect leads to a lack of visibility of patient's information and an inability to share knowledge and use this to deliver quality support and care.

Digital developments offer opportunities to improve this. By providing staff with technology including care management, mobile working, scheduling and lone worker capabilities, they can action this information and allow visits to be delivered more effectively. This gives staff the ability to access records and have full visibility of the care plans via one system, empowering the delivering quality care & support services.

This alone can create efficiencies that will directly translate into operational cost savings, improvements in productivity, and importantly, improves the quality of care and execution of care plans to meet patient goals.





Challenges

In addition to the front line service challenges, providers are also facing many other challenges:

- > Price sensitive market with services commissioned at very low rates
- > Increasing costs associated to inflationary labour costs, overheads & inefficient paper processes
- > Lack of auditable engagement with patients which in turn means in adequate evidence for the CQC
- > Service quality amplified by lack of capacity and the need to respond to a changing workforce
- > Increased demand on service leading to schedulers working long hours
- > Lack of communication for patients and their family/carers
- > Variable demand driving the need to have a more flexible workforce that can meet demand
- > Recruitment & retention of staff driven by low pay cost, variable shift requirements, working environment including outdated processes

By deploying the correct technology, your private health organisation can generate greater capacity within your existing workforce whilst delivering a higher quality and improved patient experience.

Key Capabilities



Totalmobile provides an end-to-end solution with intuitive and responsive real-time support monitoring and planning capabilities. It allows you to maintain patients, set up schedules for their careplan, regularly assess goals and check capacity for onboarding new patients.

In addition, automated dynamic scheduling of daily visits optimises care workers time, track progress of their working day while providing the necessary tools to manage and assess the entire service through our real-time dashboards.

The key features of our reablement solution are:

Dynamic Scheduling

Ensuring the efficient automated allocation of resources enabling organisations to achieve complex scheduling goals based on demand whilst considering skill, continuity of care, timeliness, location, availability and priority.

Mobile Working

Providing the right information to the right people at the right time and facilitating contemporaneous record keeping.

Efficient management of patient requirements

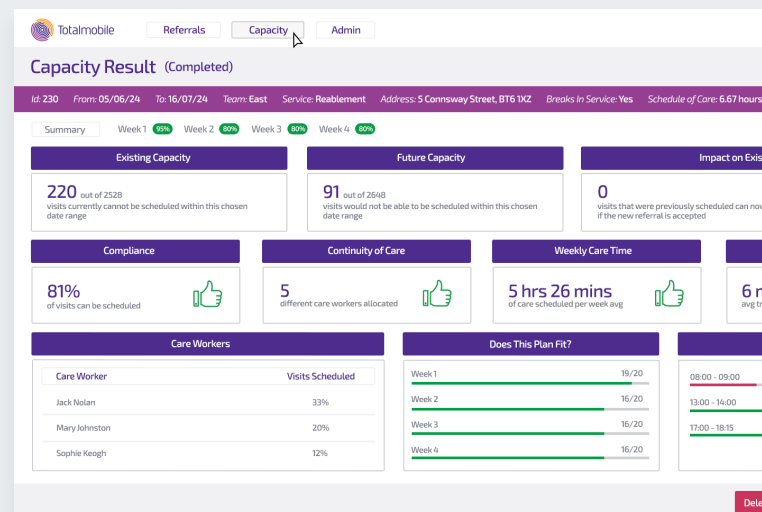
Providing granular details on the patients requirements to ensure the right care is provided at the right time by the right person.

Capacity Checker

A powerful tool to assess the impact new referrals would have on capacity and service provision enabling customers to make informed decisions before taking on new patients.

The screenshot shows the 'Referrals' section of the Totalmobile interface. It includes a search bar with 'jane' entered, a 'Filters' button, and a table of referrals. The table has columns for STATUS, SERVICE USER, EXTERNAL ID, D.O.B, ADDRESS, POST, REFERRAL DATE, TEAM, and P. Two rows are visible: one for 'Jane Nolan' with status 'Live' and another for 'Jane Nolan' with status 'Terminate'.

STATUS	SERVICE USER	EXTERNAL ID	D.O.B	ADDRESS	POST	REFERRAL DATE	TEAM	P
Live	Jane Nolan	CAHE8937	07/02/50	129 Conn Street, Bel...	BT8	02/24	East	L
Terminate	Jane Nolan	CAHE8937	07/02/50	129 Conn Street, Bel...	BT8	09/23	--	L



Providers Portal

A cloud-based application streamlining care request interactions between councils and external care providers, the Providers Portal simplifies the management and delivery of care services while enhancing transparency and reducing administrative burdens.

Continuity of Care

Utilising the dynamic scheduling tool you can ensure that continuity of care is prioritised by reducing the number of different carers visiting a service user during their care period.

Rostering

A highly configurable rostering solution developed to support private health providers with complex rostering needs and help them maximise the value of their available workforce.

Lone Worker Protection

Protect your staff and give them the ability to send alerts when they have any safety concerns or are operating in a high-risk environment.

MyTime

A mobile app for staff so they can see their rota, elect to do additional shifts, shift swaps, manage annual leave and sickness, integrated into the scheduling thus automating many of the time-consuming safe staffing and shift allocation management tasks with such a variable workforce and variable demand.

The screenshot shows the 'Providers Portal' interface. At the top, there are tabs for 'Visits', 'Pending Packages', and 'Packages'. The 'Visits' tab is active, displaying a table with columns: Reference, Planned Start, and Actual Time. The table lists four visits (DW12024-08-12 to DW42024-08-12) with their respective start and end times. A date range filter '12/08/2024 - 11/09/2024' and an 'Upload' button are visible. A 'Pending Package' modal is open on the right, showing details for a package with Postcode 'BT18 OPT', Reference '24225148765', Reason 'Alternative to Ho', Priority 'High', Start Date '12/08/2024', End Date '-', Requested At '12/08/2024, 14:5', Visits '3', and a schedule '08:00 - 10:00, every 1 week' with days M, T, W, T, F.

The screenshot shows the 'Continuity Of Care' interface. It features a header with a back arrow and the title 'Continuity Of Care'. Below the header, there are several input fields: 'Date of First Visit' (16/07/2021 to 20/03/2024), 'Optimise World' (All), 'External ID' (All), 'Service User Name' (Sophie Ryan), 'NHS Number' (All), and 'Prior'. A table below these fields lists visits with columns: Address, Post Code, Carers, Visits, Optimise World, and Carelink Team. The table shows two visits to '129 Conn Street, Belfast' with post code 'BT4 29X', involving 1 and 3 carers respectively, with 15 and 42 visits each. A map on the right shows the location of the visits. At the bottom, there are navigation tabs: Visits, Service User Metrics, Referrals By Status, Visit Metrics, Continuity Of Care (selected), Care Delivery, Service User Breaks, Care Worker Schedule, and Care Worker Metrics.

The screenshot shows the 'MyTime' mobile app interface. The top bar has the 'Totalmobile' logo and a user profile icon. The main content area displays a weekly rota for 'Michael Paramedic' in February. It shows shifts for 'WEEK 1' and 'WEEK 2'. For 'WEEK 1', it lists shifts for 'FRI 01 FEB', 'SAT 02 FEB', and 'SUN 03 FEB', each with a time slot '19:00 - 05:00 Night'. To the right, there are circular indicators showing '2 days' remaining for various tasks. The bottom of the screen shows a list of 'Open shifts' and 'TOMORROW' shifts, including 'Suffolk Ipswich Station A' with a 'Morning shift' from 06:00 - 12:00 and 'Absence Cover' for 'Suffolk Ipswich Station A' by 'Brian Johnson Paramedic' with an 'Afternoon shift' from 12:00 - 18:00.

Benefits

Totalmobile's proposition provides a diverse range of benefits that enables private health providers to tackle some of their biggest challenges, enhance service quality while realising a fantastic ROI.



Improved in-day performance, visibility and evidence of the effectiveness of delivered care, maintaining the reputation of the organisation.



Providing staff with improved ways of working, removing many frustrations and enabling them to focus on their core job of care and finish promptly.



Improving the quality of care delivered by having greater visibility of the care requirements and outcomes - enabling better more timely sharing of information about service users amongst the team.



Better use of existing capacity by empowering staff to undertake more visits per day.



Ability to free up the scheduling staff's time allowing them to do other tasks.



Improved patient experience by carers arriving on time and with all the right information to enable them to focus on the care being given.



Enhanced communications for the patients eco system.

Our Private Health Care customers are experiencing outstanding benefits including:



50%

reduction of missed visits



23%

increase of staff capacity



41%

reduction in mileage costs



35%

reduction in printing costs



15%

reduction in staff visits to base



Increased

staff satisfaction



Contact Us

Totalmobile is a Field Service Management (FSM) provider passionate about making work and the lives of mobile workers better.

An established market leader with 375 staff across the UK & Ireland, Totalmobile supports over 1,000 organisations and 500,000 workers to transform the delivery of field services everyday, ensuring an exceptional experience and return on investment.

See How The Totalmobile Platform Helps Your Organisation Increase Productivity, Reduce Cost & Deliver Exceptional Service

FOLLOW THE QR CODE



TO BEGIN THE EXPERIENCE

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