CSC Scandihealth

COMMUNICATION KNOWLEDGE SHARING DOCUMENTATION

CASE STUDY
VITAE CARE PDA

Easier and better communication, knowledge sharing, and documentation within Haderslev Municipality's home care service thanks to handheld care solution

Haderslev

The municipality of Haderslev is a mixture of town and rural areas. Nearly half the municipality's 56,600 inhabitants live in the country.

The home care service in Haderslev Municipality is responsible for assessment of the clients' eligibility for services, housing and nursing home as well as providing personal care, ADL services, rehabilitation and nursing care. About 1,600 employees within home care and adult health service provide services for around 10,000 clients.

The home care service employs visiting nurses, social and health care assistants, home helpers, administrative staff as well as occupational therapists and physiotherapists.

"Fast and accurate information about clients

"Strengthening employees' skills

"A personal boost and professional satisfaction

Since 1998, Haderslev Municipality's home care service has been using the VITAE Suite care solution for management, planning, and follow-up within home care. The Municipality has steadily expanded the use of VITAE Suite.

The home care service has participated in a successful pilot project, testing the facilities in VITAE Care PDA. This is a handheld, PDA-based care solution which is part of the VITAE Suite.

Today Haderslev Municipality boasts 280 VITAE Care PDA users. The system comprises, among other things, visit lists and on-line functions with access to information in the care record.

NEED FOR EASIER COMMUNICATION AND UPDATE FACILITIES

The home care service wanted to improve communication facilities to ensure that all care workers have relevant and updated information at their fingertips at all times, and to enable them to document services as soon as they are delivered.

The home care service also wanted to enhance the care workers' skills levels so they became familiar with working with a PDA solution in their daily work.

TIME-CONSUMING TASK

Before the introduction of VITAE Care PDA, providing care workers with the necessary information from the care record and ensuring that all client data was updated was an arduous and time-consuming task.

– I used to spend a lot of time telling the staff about the different clients in the record. In general, we spent a lot of time updating our knowledge about the individual client, says Susan Lindquist, district manager.

– Among other things we had problems with retrospective registration of emergency visits, medication lists, and visits lists, adds Birthe Mølgaard, who is a registered nurse. The retrospective registration was time-consuming, and the risk of registration errors was always lurking. The downside of it was that we did not always get the right picture of what services that had actually been delivered.

DIRECT ACCESS TO RELEVANT INFORMATION

Today care workers have direct access to client information before and during a visit to the client's home.

Furthermore, care workers can register the time and the services delivered to the client on the spot. Care workers can also send a notification to other co-operating partners in the municipality.

The visit lists, which constitute the care workers' daily work schedule, are prepared in the planning module, VITAE Care Planning, and transferred to VITAE Care PDA. In that way care workers have access to own as well as their colleagues' visit lists via the PDA.

Once the day's work is done, the services delivered will automatically be transferred to and subsequently registered in VITAE Care Planning.

ENHANCED SERVICE AND SKILLS UPGRADE

VITAE Care PDA benefits the care workers as well as the clients.

The clients get better service and feel more secure, and care workers have experienced a personal and professional boost.

– When we are visiting a client, the client takes active part in writing the notes, says Anne Seeberg Christiansen, RN. The client gets more information and feels more secure because we are always updated and able to see the information right there and then. The clients often say that they are impressed with how much we know about their situation. That gives us a personal boost and professional satisfaction.

– Thanks to the PDA, the professionalism of our care workers has been boosted, and they feel more in control of their work, continues Anne Seeberg Christiansen. The care workers take responsibility because now they can register on the PDA themselves, which was something the team leader used to do.

– Care workers have enhanced their skills, agrees Susan Lindquist. Now more of them dare to use IT for more than the PDA – which they would never have dreamt of doing before!

GREAT NEED FOR KNOWLEDGE SHARING

Care workers have a considerable need to exchange information about the clients in their daily work.

Thanks to VITAE Care PDA this exchange of knowledge has become easier and more accurate. Care workers have access to updated information when visiting the clients, and they can see each others' visit lists and are therefore able to step in at short notice and take over each others' visits when necessary.

– Even in terms of catering, we have fast knowledge sharing, tells Susan Lindquist. We send a notification where we inform about a change in meal deliveries. That's knowledge sharing across teams for you!

Lena Starman, deputy head of assessment, tells that everyday work has become more seamless for the assessment officers.

– Information in the care record is always updated thanks to the direct communication. Now the assessment officers needn't call the teams to get more information about the client when for example filling out an application for a nursing home.

MULTIPLE FACILITIES WITH VITAE CARE PDA

The home care service is working with CSC Scandihealth on direct linkage from the visit list to GPS.

– This would really be a relief for temps and care workers on the night and evening shifts that have to travel great distances and with limited local knowledge, emphasises Birthe Mølgaard and adds that it would also be nice if you could just dictate your text to the PDA so it would write it automatically!!

Other plans for the future include an interface to physicians and pharmacies via external communication enabling you to order medication directly via the PDA.

VITAE Care PDA accompanies home care workers when visiting clients in Haderslev Municipality. (Photos: Haderslev Municipality)

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Vers. 12.11.2009

CSC Scandihealth A/S

CSC Scandihealth develops and supplies electronic health records and solutions for hospital information, clinical quality, care, health insurance, and student administration. We put our health professional knowledge and competence to work in support of the development of an integrated healthcare community.
We have supplied healthcare IT to Danish hospitals since 1972. We have created an unrivalled product range, a unique pool of know-how about the healthcare sector, and in-depth knowledge of the world of our customers.
Our employees are primarily working with the development and supply of healthcare IT. The knowledge and expertise of our employees encompass technology as well as healthcare, a combination that provides us with a sound basis for further development and delivery of healthcare IT solutions that allow our customers more time to concentrate on their own core services.
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