

SHARED DOCUMENTATION PROVIDES BETTER OVERVIEW

CASE STUDY
VITAE SUITE



HILLERØD MUNICIPALITY'S HOME CARE SERVICE

Hillerød Municipality has approx. 46,000 inhabitants.

The home care service caters for approx. 4,000 clients; around 1,500 of these receive help in the home for, among other things, cleaning and personal care.

Hillerød Municipality's home care service employs about 100 FTEs

” **Better overview**

” **All information about the client in one place**

” **More Workflows that are more homogenous and described better**

” **The individual employee has had a skills upgrade**

All professional groups within the home care service of Hillerød Municipality are using VITAE Suite for documentation purposes. As a result, employees and clients benefit from easy knowledgesharing.

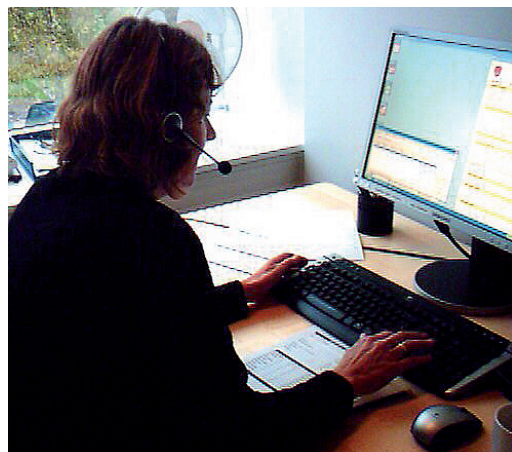
In the spring of 2001, Hillerød Municipality introduced VITAE Suite with a view to obtaining quality assurance, homogeneous assessment practices and uniform workflows. In addition, the municipality wanted to be able to document compliance with the statutory framework as well as application of the Danish management model that separates service ordering from service delivery.

The municipality also wanted to promote interdisciplinary work within home care and later extend this to private providers.

Brita Mogensen, assessment officer and registered nurse, remembers the challenges to be faced before the introduction of VITAE Suite:

- We lacked common documentation, and it was difficult to form a general impression of the client. I didn't know what the care workers had written until I was there in the client's home. Today I'm able to see what has happened in relation to the client at any time.

Since the introduction of the solution, its use has spread to all professional groups within home care, care facilities, training units, rehabilitation and prevention.



ALL PROFESSIONAL GROUPS USE VITAE SUITE FOR DOCUMENTATION

Brita Mogensen confirms that now they are documenting around the clock, and documentation is distributed over all professional groups: Occupational therapists and physiotherapists, social education workers, assessment officers, nurses, social and health care assistants and helpers, trainees, unskilled workers, students as well as employees at private providers approved for personal care services by Hillerød Municipality.

- In Hillerød Municipality we document all the way, from VITAE Care Record to VITAE Care Planning, supplements Gitte Femerling, who is a medical secretary, IT co-ordinator and administrator. In addition, we are starting to document by means of the handheld PDA solution.



VITAE Suite in Hillerød Municipality's Home Care Service. Assessment officer and registered nurse, Brita Mogensen (left), and medical secretary, IT co-ordinator and administrator Gitte Femerling (above). (Photos: Hillerød Municipality)

ASSESSMENT AND RE-ASSESSMENT

Brita Mogensen explains how VITAE Care Record and VITAE Care Mobile Record are incorporated in the needs assessment and re-assessment process.

- The assessment officer brings along a portable computer with VITAE Care Mobile Record when visiting the client. On the computer there is a copy of the client's care record. While at the client, she updates the relevant worksheets, and when she returns to the office, she uploads the updated copy to VITAE Care Record. The ability to use VITAE Care Mobile Record directly in the client's home is a huge advantage. Furthermore, the client can see right away what is written in the client record.

- When I have to make a re-assessment of a client's needs, I look in the VITAE Care Record to get the latest entries regarding the client, continues Brita Mogensen. I look at the services delivered and what the provider (home care service/training unit/rehabilitation) has entered in the service worksheets. Then I make my documentation in the case worksheet and create the relevant services. Finally, I update the general description and assessment.

STANDARD LETTERS AND CUSTOMISED WORKSHEETS

VITAE Suite contains facilities for creating standard letters, and in Hillerød they have created a wide range of standard letters. In addition, the municipality is able to create any special worksheets they may need.

- We are using loads of standard letters. For example, we have letters with decisions and a wide range of standards that we can just add to the record, says Gitte Femerling.

Also, thanks to VITAE Suite we can customise our special worksheets to fit our documentation needs, for example the Condition Worksheet. We can generate reports on the basis of the customised worksheets, thus facilitating quality assurance and follow-up. We have also customised worksheets for employees working with prevention. That allows us to extract reports and see if the client is making any progress.

- For us the trick is to limit the number of customised worksheets we make, Gitte Femerling points out. Now that we can create customised worksheets, we have to distinguish between "nice to know" and "need to know" in relation to documentation!

EASY INFORMATION RETRIEVAL AND KNOWLEDGE SHARING

Brita Mogensen states that the use of VITAE Suite enables fast retrieval of desired information to clients and colleagues.

- When a client calls and wants to know something, for example, the name of the next care worker who will visit them, well, then I can find the answer in no time. I really use the care solution a lot for finding different information for colleagues and clients. Then all information is right at my fingertips.

- It has also become easy for care workers to share information and knowledge with each other, continues Brita Mogensen. Now we can always see what other parties have been doing in relation to the treatment of the client. For example, I can see what is going on in connection with training and assessment of dementia, and we can also see the day care

centres' information. We now have the possibility of knowledge sharing which we did not have before.

BETTER OVERVIEW

Brita Mogensen and Gitte Femerling summarise the benefits they have gained from VITAE Suite.

- Now that all information about the client is gathered in one place, we have a better overview. For example, we can always see what our co-operating partners have entered about the client. We have prepared guidelines on the use of VITAE Suite, and that has resulted in more homogenous and better described workflows. In addition, the individual employee has experienced a skills upgrade. And the management information capabilities in VITAE Suite are just great!

CONTACT CSC SCANDIHEALTH

Please call us at tel (45) 3614 4000 and e-mail scandihealth@csc.com for more information.

CSC Scandihealth A/S

Main office
P.O. Pedersens Vej 2
8200 Århus N
Denmark
Tel (45) 3614 4000
Fax (45) 3614 7324

Retortvej 8
2500 Valby
Denmark
Tel (45) 3614 4000
Fax (45) 3614 7370

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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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