

MiHomecare

increase compliance of visits by 35%

Fully integrated Mobile Point of Care solution improves care outcomes



MiHomecare was the first user of Coldharbour Mobile Point of Care, a solution that accurately and securely tracks time, visits and mileage via GPS technology.

Since we launched our Mobile Point of Care solution, in conjunction with CellTrak Technologies in 2011, the number of customers signed up to the service has continued to grow at a very rapid rate.

Although fixed-line solutions, where a carer uses the client's home telephone to confirm arrival and departure via the entry of a PIN, are still prevalent in the call monitoring market; the situation is rapidly changing. Many organisations now want to complete far more via mobile technology.

Fully automated real-time data capture

The era of the smartphone means that carers are becoming comfortable doing much more with technology than ever before. Our Mobile Point of Care solution uses any of the major smart phones including Android, iPhone and Blackberry. **Carers can start their visit from the moment they knock on the door.**

Mobile solution deployed to over 6,000 MiHomecare carers

James Hockley, System Development Manager at MiHomecare explains the reasons for wishing to buck the trend and implement the Civica mobile solution over the more traditional fixed line solutions: **"The first time we saw the Coldharbour mobile system in operation we were very impressed with the technology and the fact that it seamlessly integrated into the existing Community Care product. It meant that we could see in real-time live calls coming in against the care plans. Also with being a GPS based solution, we knew immediately where our care workers where, which proved to be a great safety feature for loan workers."**

In recent months we have seen an increase in local authorities issuing tenders for call monitoring solutions for both their own internal service as well as providing for contracted providers. Civica's own local authority customers have shown enormous interest in the mobile solution with many of them signed up to the mobile offering from the driver to improve compliance.

"In our first branch before the mobile solution was activated we were hitting around 60% compliance for all visits. We had a feeling that the Coldharbour system would improve the situation thanks to the GPS location and live updates of the schedules. After only 4 weeks our compliance had hit 95% we knew that this system was the way forward."

James Hockley, Systems
Development Manager,
MiHomecare

The benefits

- ▶ Seamless integration into Coldharbour Community Care Staff Roster system
- ▶ Increase flexibility and mobility of staff through a simple and intuitive solution
- ▶ Cost effective solution providing return on investment
- ▶ Improve compliance and increase productivity of care staff
- ▶ Real time, live calls against care plans
- ▶ Partnership approach creates innovative solutions

e-Care

As the industry as a whole moves towards the provision of more complex care in the home, the Mobile Point of Care solution has sophisticated functionality in an additional application called e-Care.

Coldharbour Mobile Point of Care solution enables care teams to improve outcomes at the point of care with the leading integrated clinical mobile application designed for visiting nurses, therapists, physicians and other registered professionals.

The solution provides access to client health information, care documentation and decision support tools. Nurses need tools to easily and instantly review and manage their daily workload, quickly and accurately capture treatment data, progress notes and all other aspects of clinical charting information, without the inefficient paper processes.

Complete client information records and documentation will be found at their fingertips so they are equipped to make decision, increase productivity, better quality of work and most importantly, client care.

“We have been impressed with the Coldharbour solution implemented across MiHomecare. **Going forward the system will be an integral part of our growth strategy.**”

Wayne Felton, Strategic Director Healthcare, MiHomecare



24,000
users on Mobile Point of Care each day



Accurately and securely track time, visits and mileage via GPS technology



Deliver effective care and improve outcomes across your organisation