

## CASE STUDY

# HOME HEALTHCARE PROVIDER INCREASES SCHEDULING EFFICIENCY AND IMPROVES PATIENT OUTCOMES USING BLACKBERRY SOLUTION

## Industry

- Healthcare

## Region

- North America

## Solution

- BlackBerry® 10 smartphones, BES12, CellTrak VisitManager™

CarePartners is a leading provider of home healthcare services in communities across Ontario. With a dedicated mobile team of nurses, therapists and personal support workers (PSWs), CarePartners delivers a broad range of expert and cost-effective services ranging from chronic illness management, nutrition, physiotherapy, to personal hygiene and support. These services are all aimed at helping to ensure their clients enjoy the freedom and independence that comes with staying in their own homes.

### The Challenge

CarePartners provides personal support, nursing and therapy services to 14 Community Care Access Centres (CCAC) across Ontario. CarePartners currently has 4,000 mobile workers who provide services for seniors, people with disabilities, post-operative patients and people who need healthcare services to help them live independently in the community. The workforce at CarePartners is almost completely mobile. As a result, nurses, therapists and PSWs are usually out in the community engaging with patients in their homes.

CarePartners needed to standardize processes to make workflows more efficient, increase visibility into patient care plans in real time, and increase the safety of their mobile staff. "In the past, we would inform our staff of their schedule and provide patient information on their voicemail at the beginning of each week," said Kelly Baechler, Manager of Organizational Change at CarePartners. "If there were cancellations or missed visits, we wouldn't know about it until the following week. It was also difficult to track exactly where any staff member was at a given time, which could pose safety issues."

The lack of standardized processes meant a heavy lift for back office support workers. Everything had to be completed manually, including scheduling, mileage tracking and reporting, as well as phone calls for scheduling changes. This was inefficient, could be prone to errors and wasn't secure.

### The Solution

A long-time BlackBerry user, CarePartners decided to deploy BlackBerry 10 smartphones equipped with CellTrak VisitManager to their mobile workforce. Using the VisitManager application, staff are able to log in to see their schedule directly on their BlackBerry smartphones. They can also see pertinent patient information in order to better manage their care plans. The application tracks the start and end time of each appointment, which is automatically sent to the head office. GPS tracking available on the BlackBerry smartphones allows the office to have an accurate location of where the staff are at any given time which not only helps to keep staff safe, but helps to reduce the time spent on back-end administrative tasks, like mileage reporting.

CarePartners also deployed BES12 to manage their fleet of BlackBerry smartphones. "We chose BlackBerry and BES12 because of the end-to-end security benefits and high level of management and control it affords us," Baechler explained. "We need to ensure that the GPS is always on, for example, and need the ability to block certain apps from being installed on the device. We can manage all of this through IT policies on BES. We also need to be assured that our patient information is protected, and with BES12 we know the data is secure and that we are complying with PIPEDA and HIPAA regulations. This is crucial for us."



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### Kelly Baechler

Manager of Organization Change  
at CarePartners



## Instant Access to Schedules and Decrease in Missed Visits

"In home healthcare, the patient's information and care plan must be available 100 percent of the time," said Barry Billings, Vice President, CellTrak. "By deploying the CellTrak VisitManager application for BlackBerry 10, CarePartners and their staff are now able to have real-time access to patient information and care documentation tools, regardless of cellular data coverage. The app was built with a store and forward architecture so that data syncs automatically when staff are back in coverage. And because BlackBerry has end-to-end security built in, CarePartners can be confident that the patient data is protected on the device."

## Real-time Availability of Patient Information Leads to Better Patient Outcomes

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"The peace-of-mind that the BlackBerry and CellTrak solution has given us is probably the most notable benefit," Baechler said, sharing the following story. Recently, CarePartners received an urgent call from a CCAC Care Coordinator regarding a patient receiving PSW services for medication reminder. The paramedics had contacted CCAC after receiving a 911 call. Upon responding to the 911 call, paramedics found that the patient had had a stroke. The paramedics needed to administer stroke medication within three hours of a stroke, but couldn't know for sure if the stroke had occurred within the three hour window. The CarePartners coordinator logged in to the CellTrak application to confirm the timing of the last visit and could confirm the exact time that the PSW left the patient's home. The PSW had left the patient's home an hour and 50 minute previously so the Paramedics could safely administer the meds without hesitation. "It's cases like this that make technology so important to patient care and safety," Baechler said. "Access to real-time information using our BlackBerry solution helps us to know exactly what's happening with our patients and provide continuity of care."

## Key Benefits

- Reduction in missed patient visits to less than 0.1 percent
- Anticipated 20 percent reduction in administrative tasks
- Real-time access to patient information and scheduling
- Highly secure platform for protection of patient data and regulatory compliance



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