

# Data Collection at the Point-of-Care; Mobile Technology Improves the Support of Client Outcomes

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Improving Outcomes at the point of care is a critical challenge for healthcare. Combining post acute processes and technology to provide a foundation for care provider collaboration via a common approach to secured electronic healthcare records is critical to the future success of the healthcare systems.

The following whitepaper has been developed to highlight innovative solutions and mobile technology that brings additional resources to the fingertips of nurses and homecare professionals at the frontline to support their clinical decision-making and contribute to improved client outcomes. With day to day changing patient needs, there is increasing evidence that mobile technology and applications will transform the industry and facilitate faster and better communications, as well as rapidly providing integrated outcome data to the front line field staff.

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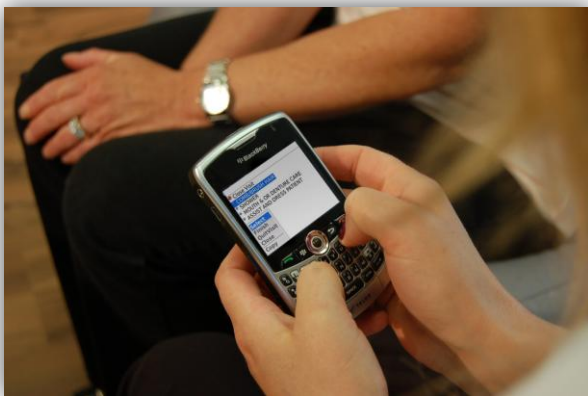
## Introduction

Mobile Technologies are changing how healthcare staff delivers care. With new powerful integrated solutions available for the healthcare staff, workers can now provide care to more patients with more complex conditions in a secured fashion that empowers the workers to have anytime, anywhere and any device tools with schedules and patient specific care plan data at their fingertips. With the introduction of mobile GPS enabled devices, documentation previously completed at the end of the day, can now be tracked and completed immediately at the actual point of care.

Saint Elizabeth has been a trusted name in Canadian health care for more than a century and is a leader in responding to client, family and system needs. As an award-winning not-for-profit and charitable organization, Saint Elizabeth is known for its track record of social innovation and breakthrough clinical practices. Their team of 6,500 nurses, rehab therapists, personal support workers and crisis intervention staff deliver more than five million health care visits annually.

## Mobile Solution Enables Data Collection at the Point of Care

Saint Elizabeth is known for going above and beyond the practice of health care. The organization is also a clinical technology leader. In 2012, Saint Elizabeth set out to develop and deliver a structured clinical quality framework. To start this process, it turned to CellTrak, an existing supplier. CellTrak is the leading



provider of mobile clinical solutions. The integrated mobile solution is a starting point for initiating, supporting and enabling better client outcomes.

**Measure, Monitor and Evaluate** Care delivery starts with the assessment of the client and the creation of a care plan. Depending on the client's needs, measurements are added to the plan. These required measures are then sent to the mobile device as part of the client care activities. For example, for clients receiving wound care, information on wound volume and condition is

collected. The measurements are documented during the client visit becoming part of the service record and later used for analyzing clinical outcomes.

## Better Client Outcomes and Learning from the Evaluation Process

Saint Elizabeth has set clinical performance measures and targets for specific client populations. These measures are reported and the results discussed collaboratively at care team meetings. Knowledge sharing among the care team has led to creative solutions for more challenging situations. Having the ability to collect and report on clinical outcomes in relation to care supports evidence based decision making. The insight gained from the clinical quality framework is leading to better patient outcomes. At a higher level, this information is used for advancing clinical practice through program development.

## Outcome Based Performance Reimbursement (OBPR)

Management and reimbursement of an episode of care will soon require outcome reporting for the Initial, Interval and Discharge payment milestones. Mobile solutions can deliver significant outcome based performance reimbursement functionality for Wound Care. Saint Elizabeth was a technological leader by already implementing these types of data collecting. “Collecting the data elements at the point of care has eliminated the need to implement a paper process to collect this information. The mobile device simplified the collection of outcome based reimbursement required measurement providing our staff with a seamless solution,” states Mary Lou Ackerman, Vice President Business Capabilities, Saint Elizabeth Healthcare

Improving Outcomes at the point of care is a critical challenge for healthcare. Combining post acute processes and technology to provide a foundation for care provider collaboration via a common approach to secured electronic healthcare records is critical to the future success of the healthcare systems. Innovative solutions and mobile technology that brings additional resources to the fingertips of nurses and homecare professionals at the frontline to support their clinical decision-making have proven to contribute to improved client outcomes. With day to day changing patient needs, there is increasing evidence that mobile technology and applications will transform the industry and facilitate faster and better communications, as well as rapidly providing integrated outcome data to the front line field staff.

## Conclusion

For home health care nursing, Point of Care electronic clinical documentation with mobile devices can increase the timeliness and accuracy of clinical documentation. Most documentation systems provide a central repository to share information with the care team enabling collaboration, continuity of care and improved decision support.

Yet, in the end, the most important return is in the quality of care for our patients. Electronic clinical documentation enables evidence-based informed care that focuses on improving patient outcomes. Our clinical goals in home healthcare remain improving health outcomes and reducing re-hospitalization. You can ask your funder how much that will save by avoiding unnecessary care.

CellTrak enables the collection of clinical data to support the analysis of client health outcomes. The solution already allows our organization to automate visit verification, travel expenses and enhances communication amongst staff members. With the use of a mobile device solution we are able to gather client information at the point of care. These data elements are then reported through our business intelligence system, providing feedback on client health outcomes back to the field staff. The ability to capture and monitor data on the mobile devices streamlines and automates the process of clinical analysis, providing staff with greater insight into the care they provide.

*Mary Lou Ackerman –  
Vice President Business  
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Elizabeth Healthcare*

**Additional Information:**

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CellTrak Technologies, Inc. is the leading provider of integrated mobile solutions for the home and community care market. Our patented software-as-a-service solutions run on GPS-enabled mobile devices via a homecare technology platform which automates workflow and reduces cost. Data is transmitted wirelessly via our secure cloud based services making the data available real time where instantaneous integration is provided to the back-end clinical systems and the payer networks. Healthcare Workers across Canada, the United States and the United Kingdom deliver millions of successful visits every month via CellTrak. For more information please visit [www.celltrak.com](http://www.celltrak.com)

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