Private Duty All-Stars Technology Update

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Workshop Overview

- Discuss State of IT Technology
- Discuss Major Trends
- Discuss IT for Operations
  - In-Office
  - Work-Anywhere
  - On-the-Go
  - In-Home
- Let's be interactive, discuss as an industry

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Technology Adoption, Better Start Soon!

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Technology Watch

- Cloud Computing
- VoIP Phone Systems
- Tablets and Smartphones
- Telehealth, Telecare
- Paperless EHI
- Collaboration and Social Media
- Big Data
- Point of Care

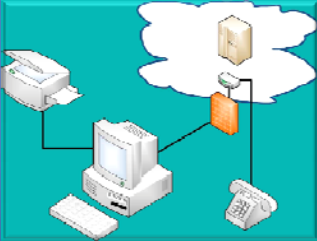## Focus on PD Business Activity

In-office Technology

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Single User Agency

- Apps:
  - Quickbooks
  - Spreadsheet
  - Word Processing
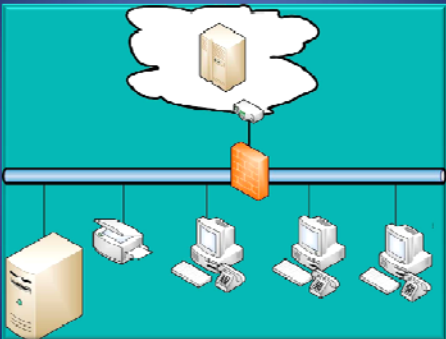 - Email
  - Internet Browser
  - Scheduling Pkg

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Multi-User Agency

On-premise and Cloud Computing

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On-Premise Client Server

"The Cloud"

- **Another name for the Internet**

"Cloud Computing"

- **Apps and data are in the Cloud**
- **Computing as a Service**
- **Broadband Access**
- **Virtualization**

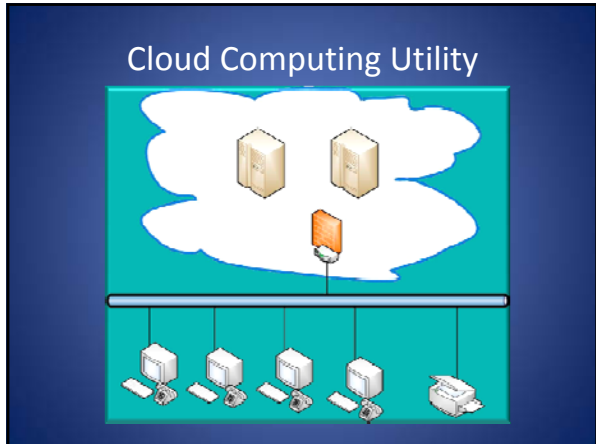3/21/2013   Martha's Hands Copyright 2012   10

Cloud Computing

- Software as a Service (SaaS)
- Infrastructure as a Service (IaaS)
- Platform as a Service (PaaS)
- Features as a Service (FaaS)
- Private vs Public Cloud

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How safe is the cloud?

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Cloud Computing Utility

In-Office Operation

Marketing/Sales
Client Relations
Staff Collaboration
Employee Relations
Staffing /Scheduling
Service Plan Management
Billing & Paying
Back-office Functions
Document Management

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MS Sharepoint

- Company Intranet
- Collaboration
  – Resource sign up
- Data Sharing
  – Documents,
- Workflows

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Scheduling Package

- Do-it-Yourself Spreadsheet
- Software specific to Home Health

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Client Records

Employee Records

"Finding a Caregiver"

- Client Schedule Unassigned?
- Search for a Caregiver
  – Who is available to work and not working?
  – Go into Overtime?
  – Excellent with Client …. Do Not Use?
  – Right Skills for Client Needs?
  – No Restrictions (Pets, Smoking, etc.)?
  – Is Willing?

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Search, Filter, Match

- Help Find "Best-Fit"
  – Client Records
  – Caregiver Records
  – Search
  – Schedule

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Check Client-Caregiver Compatibility

- Never been at this client
- Been there
- Orientated
- Compatibility Status

Name
Assigned
Do Not Use
Excellent
Good
Mismatch
Poor

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Check Client – Caregiver Attributes

Class	Name
Transfers/Lifting	Minimal Lift
	Moderate Lift
	Client Transfers
	Hoyer Lift
	Gait Belt
	Slide Board
Personal Care	Bathing
	Incontinence Care
	Colostomy Care
	Foley Catheter Care
	Hair Care
	Shaving
	Hearing Aid Care/Hearing Loss
	Denture/Oral Care
	Ted Hose

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Check Client - CG Restrictions

Name
Cat Restriction
Couples Care Restiction
Dog Restriction
Facility Care Restriction
Female Caregiver Restriction
Female Client Personal Care
Hospice Care Experience
LPN Level Care Restriction
Male Caregiver Restriction
Male Client Personal Care
Maximum Client Lift Restriction
Memory Impairment Experience
RN Level Care Restriction
Smoking Restriction
Transport Client (Client Auto)

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Slide 25 — Scheduling form with Main tab. Caregiver Search highlighted.

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Documenting Service Activities

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Service Activity Tracking

- Client, Caregiver Activities & Communications

10043	Compliment	Caregivers
10058	Discipline	Caregivers
10048	Filling Shifts	Caregivers
10042	Redirect	Caregivers
10049	Resignation	Caregivers
10056	Care Note	Client
10052	Discharge	Client
10057	Physician Contact	Client
10059	Schedule Note	Client

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Service Activity Tracking (cont'd)

- Client In-home Visit Reports
- Applicant Processing
- Client Billing Requests and Notes
- Caregiver Payroll Requests and Notes
- Incidents

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Paperless Office

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Office Document Management

- On-line Documents via the Cloud
- Scan In-home Paper Documents
  - Scan-to-File App
  - OCR or Bar Code Recognition
- Shred
- Archive

Big Data

- See all data affecting the business
  - client, caregivers, community, government, etc.
  - Avoid "data silos"
- Analyze for patterns and trends (Analytics)
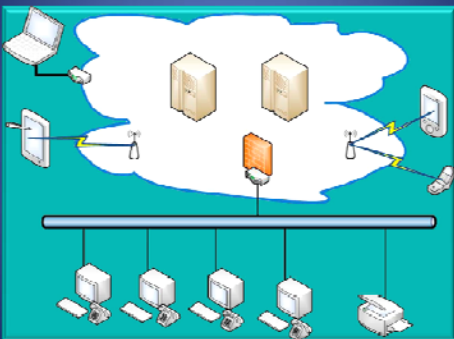
Work-Anywhere, On-the-Go

Work-Anywhere Technology

Work-Anywhere Technology

- Laptops, Tablets, Cell Phones
- Remote Connectivity (VPN, RD Gateway)
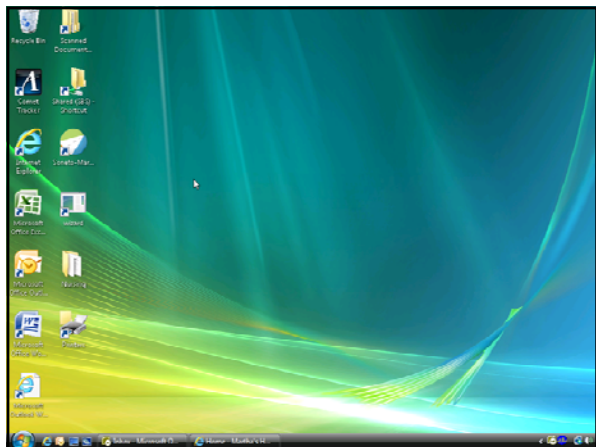- Cloud Computing
- When Disaster Strikes
- BYOD

On-the-Go Technology

Mobile Technology

Voice
- Cell Phone
- Smartphone

Data
- Smartphone
- Tablet
- Laptop

On-the-Go Apps

- Orders App
- Navigation App
- Visit Form Entry App

Dispatching

Slide 43

Dispatch Orders From Office

Field Supervisors Respond with iPad

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Slide 44

In-home Technology

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Slide 45

In-Home

- Time & Attendance
  - Verify Caregiver
  - Verify Location
  - Alert Staffing
  - Record Task Codes
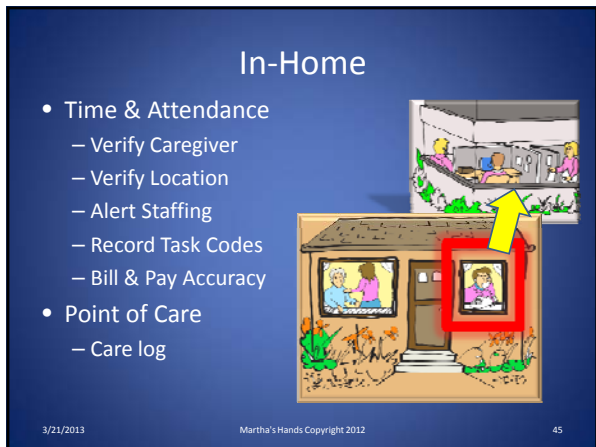 - Bill & Pay Accuracy
- Point of Care
  - Care log

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State of Telephony

- Based on Land Lines and Caller ID
- Impact of Wireless Cell Phones?
- GPS Position Tracking?

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Client Care Planning

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Service Plan Management

- Do-it-Yourself
  - Fill-in-Forms, Paper Files
- Integrated with Scheduling
  - Part of Client Record
  - Consistent Format for the CG
  - Provides version control and history

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Service Plan

Client Information

Tasks

Special Considerations

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Where are the users?

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Engines and Cabooses

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Technophobia – Strong Fear of Computers

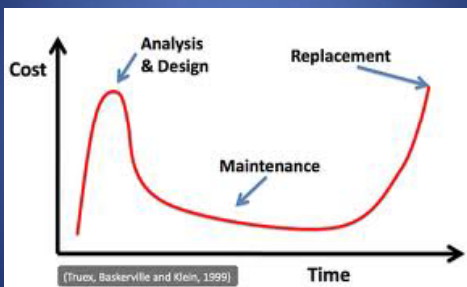## Technophilia – High enthusiasm for technology

Win over the Users

- Recognize Engines and Cabooses
- Overcome reluctance with persistence
- Provide Responsive Support
- Be Patient - Rule of Seven

Adoption Costs

Success Factors

- Recognize and Minimize Learning Curves
- Overcome User Resistance
- Emphasize Project Management
- Test and Train, Test and Train, Test and Train
- Carefully Plan to Deploy and Startup
- Keep a "Punchlist" of Issues to be Resolved
- Think out of the box

Benefits (what good is it?)

- Staff is more proficient
- Staff responds faster to urgent matters
- Improves health information protection
- Enables "Business Intelligence"
- Paperless Reduces Office Footprint

More Benefits (what good is it?)

- Adopting the "The Cloud" is easier on the pocketbook
  - Reduces Cost-to-manage, Cost-to-maintain, Cost-to-Replace
  - Improves disaster recovery
  - Reduces Office Footprint
- Enables "Work -Anywhere" Capability

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Final Thoughts

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How to keep up

- Recognize Technology Life Cycles
- Consult Resources Frequently
  - Web Sites
  - Good Books
  - Networking like this conference

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Discussion & Questions?