

ABSTRACT:

STREAM: **EVIDENCE-BASED PRACTICE – MEASURING THE VALUE**

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ParaMed Home Health Care

Value of Using Technology to Improve Staff and Client Safety and Efficiencies in Home Health Care

With increasing client complexity and growing health human resource shortage, organizations are challenged to create structures that can enhance client and staff safety and create efficiencies in work processes. In home health care staff work autonomously and often in environments that can be less than ideal. Meeting these challenges is an operational necessity in providing safe, quality, ethical care.

One organization is meeting that challenge with introduction of a hand held device that can provide an integration between business operations and care provision by improving communication, increase safety for staff traveling and working on their own, streamline payroll process, and decreasing missed client visits. In addition, this integrated system facilitates proactive management, as we are able to receive care information in as close to real time as possible.

A cross functional team was used to guide the implementation that extended over 14 months with a total of 4000 devices implemented in the field. A combination of cellular phones and blackberries were selected and structural changes including education, support staff and device management methods were created. Partnerships between the organization and hardware, wireless and the software vendors have made this initiative possible.

Preliminary evaluation results include improved client safety and work efficiencies and staff satisfaction. Evaluation of the impact on client outcomes, teamwork and costs will also be shared.

This presentation was particularly relevant to individual working in a decentralized work environment such as home health care.

BIO:

Cheryl Reid-Haughian, RN, BHScN, MHScN, CCHN (C)

Cheryl is currently the Director, Professional Practice for ParaMed Home Health Care. Her accountabilities include clinical practice, education, research and nursing leadership

With many years of diverse nursing experience her work energies focus on identifying innovative and transformational approaches to delivery of quality care for clients, maximizing quality of work life for staff, enhancing organizational strategic planning to respond to health system impacts and developing the clinical knowledge and capacity of knowledge workers in home health care.

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Deb Mulholland, Senior Operations Consultant

Deb has held management positions, at the senior level, since joining ParaMed in 1987. She is an integral member of ParaMed's senior management team and as a Senior Operations Consultant she has been responsible for leading the implementation of two major company wide initiatives in the area of human resources and technology. She is also responsible for direction ParaMed's quality management system.

With over 28 years of varied management experience including government, non-profit and private organization, Deb makes a significant contribution to ParaMed's ability to respond to complex health human resource, service delivery challenges and the organizations strategic planning.

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