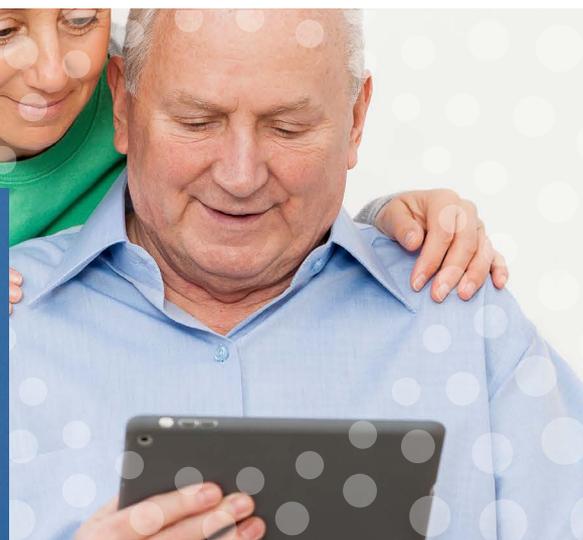


Enhancing care quality and productivity through Procura Client Management System

Home Nursing Group realises huge growth, productivity and care quality improvements by implementing a centralised and fully-integrated software solution across four locations.



Home Nursing Group is a locally-owned and operated Commonwealth Approved Provider of community aged care services with offices in Armidale, Coffs Harbour, Port Macquarie and Tamworth.

Founded in 1985 to assist families wishing to care for loved ones at home, rather than institutional aged care, Home Nursing Group currently serves more than 1,000 clients. Our Registered Nurses, Enrolled Nurses and Assistants-in-Nursing are all highly experienced, fully trained and receive on-going education to maintain their skills.

The HNG team are passionate about supporting older people to live safe, healthy and happy lives in their homes and believe that home care is a sustainable, affordable alternative to institutional care.

Following recent growth in the business Home Nursing Group has been looking at innovative ways to approach the future of aged care, business efficiency and improved customer service experiences across all areas of the business.

Home Nursing Group sought to replace their current client management system with a new integrated system that will improve co-ordination and care services. The current system had limited capabilities and could not hold all the relevant client information and most was filed on paper. This situation proved to be a major hurdle in running the organisation efficiently as staff could only access a limited set of client information, it also increased the burden of administrative work.

CUSTOMER DETAILS

HEADQUARTERS Armidale NSW	OFFICES 4
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FOUNDED 1985	STAFF ~130
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CLIENTS BEING SERVED 1,000+	VISITS PER WEEK ~1,100+
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INDUSTRY
• Community Care

PROCURA SOLUTION
• Procura Community Care solution
• Procura Workforce Mobility

Integrated client management.
Improved care provision.
Better outcomes.

Case Study

Home Nursing Group

Challenges

- Disparate management systems, some information is still stored on paper.
- Lack of data relevance
- Labour intensive processes due to the client management system limitations

Benefits

For Home Nursing Group

- Future-proofed system capacity – with higher level of capacity for the ever increasing number of clients requiring care in their homes.
- Improved reporting capabilities
- Development of consistent processes and policies in all areas.
- Increased communication between teams

For Staff

- Complete information in one central location
- Clear view of future scheduling and transparencies in any changes.
- Greater efficiencies allowing for increased focus on client care

For Clients

- With all the information in one central location, clients receive a more seamless interaction with Home Nursing Group.

Challenges faced

With the growth of the business, Home Nursing Group initially responded through the reallocation of human resources to better manage every day processes of delivering services. It was quickly apparent that changes in the aged sector and the increase in services delivered could not be managed through increased staffing alone and required a system that would meet both the unique requirements of the business and the upcoming changes in consumer directed care.

Recognising the need for increased efficiency in the administration of the business, HNG sought advice from industry leaders about suitable software and IT to enhance their service growth and a centralised business model and to support both management and improved client interaction with the business.

Following recent growth in the business Home Nursing Group has been looking at innovative ways to approach the future of aged care, business efficiency and improved customer service experiences across all areas of the business.

The need for a new system

Home Nursing Group sought to replace their current client management system with a new integrated system that will improve co-ordination and care services. The current system had limited capabilities and could not hold all the relevant client information and most was filed on paper. This situation proved to be a major hurdle in running the organisation efficiently as staff could only access a limited set of client information, it also increased the burden of administrative work.

Disparate management systems

Home Nursing Group's client management system had limited capabilities to hold all

their client information and most was held in a paper file, with different filing system and processes being used in different departments. This system resulted in staff not seeing the whole picture of the entire care services for their clients; it also increased the burden of administrative work to process siloed information.

Lack of data relevance

Due to the client management system's limited capabilities, information regarding relevant client-employee preferences for services was not stored into the system. This information was held in different locations and formats, making it difficult to have a clear picture of client needs at any given time.

Labour intensive processes

Exacting data for payroll processing, reporting and billing was very labour intensive and time consuming as a number of different system were being used and required a number of additional communications processes to be undertaken.

The Solution

Home Nursing Group began looking for a solution to address these challenges, they wanted a solution that offered a fully integrated, scalable, end-to-end client management solution and a team that was enabled to support the implementation from day one.

The solution that satisfied all the requirements was Procura Community Care Client Management System.

Home Nursing Group implemented Procura Community Care, an integrated, end-to-end client management solution.

HNG choose Procura Community Care Client Management System due to its capabilities that will replace and consolidate all disparate information systems, and store information in one central location.

Procura Community Care can store all relevant client and staff information that can be accessed anytime and anywhere through the use of Procura Mobility. HNG will be implementing Procura Mobility following the smooth rollout of Procura Community Care solution across the organisation. Procura Mobility is a mobile health solution designed to improve employee accountability, accuracy and safety.

Streamlined workforce planning

The ability to pattern services and a function within Procura that locks in scheduling and billing once timekeeping is open has allowed Home Nursing Group to view current and future schedules, enabling greater workforce planning and management. This has in turn improved both staff and customer satisfaction.

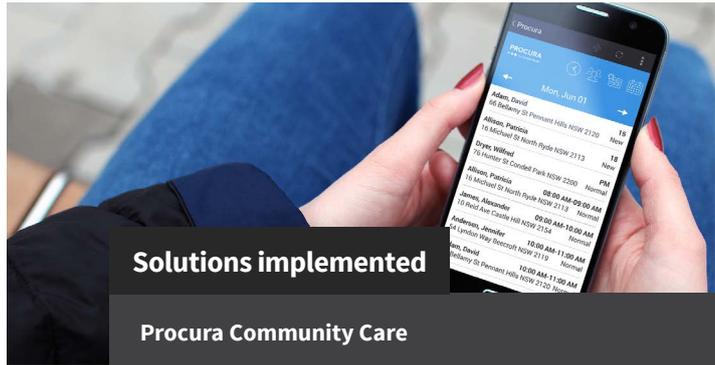
Accessible information

With the Procura Community Care's ability to store all relevant client and staff information in one central location that can be accessed at any time, Home Nursing Group were able to see a much clearer picture of clients' needs and preferences, allowing HNG to manage and match staff rostering and scheduling based on client's needs.

With all the information stored in one place, Procura Community Care streamlines our workflows and processes. The Procura solution greatly reduced the time spent on manual paper works and record keeping, therefore allowing more time to focus on their clients' needs.

“ Appropriate staff now have access to a single client information assisting in the management of client queries and helping Home Nursing Group to be more responsive to changes in care as needed.

Jo Dell,
Home Nursing Group



Solutions implemented

Procura Community Care

The Community Care Software Solution builds on the functionality delivered by the Clinical Care Suite (assessments, care plans and activity management) and covers the contracts and programmes, people and skills, scheduling, recording and billing, e-business and claiming, and care planning for recording and the delivery of services.

Procura Workforce Mobility

Keeping field staff connected with real-time access to information, ensuring care staff arrive at home visits on time, and stay for the planned length of time. Procura Workforce Mobility provides efficient access, entry and distribution of critical client information to field staff wherever they are. Improves care with access to client's information / health record 24/7 through a secure, online portal.

Centralised administration functions

Procura Community Care solution allowed for more simplified and automated billing through built-in reporting functions for invoices and statements for clients as well as managing the home care package budgets. This allowed Home Nursing Group to centralise a number of functions within the business, resulting in improved communication within the teams.

Appropriate staff now have access to a single client information assisting in the management of client queries and helping Home Nursing Group to be more responsive to changes in care as needed.

The software is designed to support processes that underpin the major changes in the aged care sector. By introducing Procura to our business we have been able to support our passionate staff to continue focusing on client needs while streamlining much of the administration around billing and reporting behind the scenes. The readiness of Procura for the changes to home care service delivery has allowed our business to be ready for reporting changes, fluctuations in service delivery and changes to guidelines without losing focus on the client.

Case Study

Home Nursing Group

Lessons learned from the implementation

Implementing Procura has highlighted a number of issues with how the organisation had been operating with inconsistencies in policies and processes. This has identified the need for new policies and procedures or a complete review and updating of existing policies within the organisation.

The implementation also highlighted the need for better communication across teams and offices and most importantly, a need for a high level of change management required with the implementation of a new software program.

What's next for Home Nursing Group?

Home Nursing Group will continue to bed down the use of Procura to ensure that we allow it to drive the workflows within the business for increased capacity. Implementation of Mobility and ensuring the company is setup ready for the upcoming change post February 2017

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Jo Dell,
Home Nursing Group

Implementation rollout



Users

~75 back office, mobile workforce users



Method

Single rollout to numerous sites and business units



Duration

Nine (9) months rollout

Call **1300 684 479** or email **procura-anz@compliahealth.com** today to know more about Procura software solutions for aged, community and disability care.