Care on the move

At a glance

Community
- Post-Acute

Organization
- Hospice of Michigan

Location
- Ada, Michigan

Challenges
- Inefficient paper-based processes
- Documenting after hours
- Time-consuming workflows
- Inability to get real-time updates
- Incomplete data

Solutions
- Netsmart Homecare Mobile

Results
- Able to do 100% of charting at time of visit
- Quicker and more accurate documentation
- Faster training (from two full days to half a day)
- Greater staff satisfaction
- Real-time access to data with auto sync

Netsmart

Hospice of Michigan goes mobile

About Hospice of Michigan

Founded in the 1970s, Hospice of Michigan is the largest hospice organization in the state and among the largest recognized 501c3 non-profit advanced illness management organizations in the nation. Given their size and tenure in the post-acute field, Hospice of Michigan is constantly searching for data-gathering and innovation strategies.

Challenges with documentation

With approximately 4,700 clients across 46 counties, consistent access to accurate, real-time data is vital for Hospice of Michigan's workflow and efficiency.

Despite this need, Hospice of Michigan faced numerous struggles with documentation, as clinicians used multiple systems and cumbersome laptops for charting and data gathering. As a result, clinicians were unable to complete bedside charting, which severely inhibited workflow.

In addition, nurses were unable to view complete charts due to delays in updates, which blocked access to real-time during patient visits. These issues with data impacted all facets of care, forcing Hospice of Michigan to seek alternative methods for data capture.

From laptops to tablets delights staff

In February of 2018, a group of clinicians participated in a pilot laptop-to-iPad program. The initiative greatly improved efficacy of processes, resulting in Hospice of Michigan's adoption of a fully mobile workflow and transition of all staff to iPads.

"The iPads have been so huge for us," said Senior Director of Business Integration Krista Newman. "We're only scratching the surface with what we're going to be able to do with this kind of mobility."

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> Director of Business Integration

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To support Hospice of Michigan's newly mobile workforce, Netsmart aided in transitioning the organization from laptop to mobile support via Homecare Mobile, a solution that provides a documentation experience that models the clinical workflow.

This interface allows clinicians to focus on the patient and provide superior care through instant access to open charts, care plans and assessments, all viewable on one screen and driven by the clinician's preference.

"We travel all over the state of Michigan," said Newman. "Being able to be mobile and have access to real-time data is critical for our staff. Immediate, on-the-go data is huge for us, and we could not be more pleased with the rollout."

Documentation efficiency boosted by more than 60%

Time saved has been a major benefit of Hospice of Michigan's decision to go mobile.

Since the near-400 iPad rollout, the time it takes to complete an admission visit has reduced from four hours to 90 minutes.

"One of our clinicians has been with us for 15 years. For the first time ever, she was able to end her day by 4 p.m. and still have all of her charting complete from six or seven visits," Newman said. "Having the ability to be mobile has expedited everything, which could not have been done without the tablets."

Thanks to the mobility of the iPads, clinicians can easily complete bedside documentation, have better access to real-time data to facilitate better-informed clinical decisions.

In addition to a reduction of time in admission completion, training clinicians to use iPads was seamless and concise. Over the course of six weeks, Hospice of Michigan held training sessions that included clinician practice scenarios, as well as the opportunity to fully demonstrate the iPad functionality to understand workflow.

"We limited our training sessions to about 10 clinicians per class," Newman said. "We wanted to make sure every nurse got the proper training and had enough time to learn and practice before leaving with the iPad." Once clinicians successfully completed the one-day training, laptops were exchanged for the tablet.

Advice for others

When asked what advice to give others who are considering switching to tablets, Newman said:

- Understand the difference between a vendor and a partner, especially when gearing up to undergo a large workflow change, like an iPad rollout.
- Organizations should have an open dialogue about transitioning to mobile with other groups that have undergone similar processes.
- Small training sessions are vital when introducing new technology.

Why go mobile?

- Time saving
- Faster charting
- Real-time data
- Quick training

Learn more about Netsmart mobile solutions at: www.ntst.com/Solutions-and-Services/Solutions/Mobility

About Netsmart

With our mobile EHR solutions, clinicians, managers and care providers gain quick, yet secure access to accurate, up-to-date information when they provide care and services in the field.

Mobile health records and technology give you a complete view of an individual's health history, as the application will automatically re-sync with the mobile EHR once connected to the internet.

This automated process saves time, allowing the technology to do the heavy lifting, so your staff can focus on providing care. Whether the user is connected to the internet or not, our mobile EHR technology allows for documentation of care anywhere, anytime.