The Continuum of Care, at the Point of Care

Common (Mis-)Understanding

"In sifting through information related to aging, we find ourselves struggling with too much information, rather than too little. This is certainly the case when it comes to senior housing. One of the terms that crops up is continuum of care. The continuum of care definition is confusing because it means different things in different contexts."


Common (Mis-)Understanding

Corrections Social Care Model
“Consistent [and meaningful] care provided from the earliest contact incorporating prevention, treatment and rehabilitation from a variety of health care providers, over a continuum of time, in a variety of settings, on a 24-hour a day, 7-day a week basis.”¹


“[The Community Care Continuum is] everything up to the hospital door.”²

² Warren Brown, Procura, 1996
THE CARE CONTINUUM: WHAT WE HAVE LEARNED

• We deliver care to clients in the community, or we bring clients from their homes to receive care in a structured setting.
• In some cases (Resi), both are the same.
• “Care” is multi-faceted:
  • As ‘basic’ as Domestic Assistance or “referral to” service.
  • Social, Environmental, Nutritional, Emotional, Psychosocial, Spiritual.
  • Physical, Clinical, Medical.
• We have recognised that our clients are not a “Disease” or ”Referral Reason”.

THE POINT OF CARE CONTINUUM

In Fact: our ‘clients’ are not just the Care Recipients
We are part of a Formal and Informal Support System
We are part of a Care Network

NOW DOWN TO...

The Continuum of Care may be organisational.

Today we will continue our discussion related to the Point of Care Continuum.

PROCURA’S POINT OF CARE HISTORY
mHealth Documentation: Timely, Adaptable, Tailorable

- mHealth: Portals make Health delivers the EHR to the discretion at the Point of Care, offering customizable care planning, care pathways, and standard charting solutions that reflect your organization's requirements.
- Clinical Interoperability: collection of electronic clinical documentation enables it to be supplied to paper and other external "templates" in a timely and effective manner.
- Timeliness and Completeness: Electronic Clinical Planning and Charting permits clinicians to complete their documentation at the Point of Care. The clinician's entries are therefore available to the office, clinical managers, and other caregivers in a more timely fashion.
- Quality and Consistency: data-driven content permits the incorporation of Clinical Guidelines, "templates," after treatment and related Quality Measures to be incorporated into the electronic chart. This provides consistency in care delivery, every time.
- Care Plan Management: providing strategic management and conditional logic in an easy-to-use "Clinical Day View" permits a clinician to focus on care rather than "how to navigate" the solution.
- Health Care Analytics: use of Care Plan and Care Pathways that guide care in each encounter, with associated outcomes and various reporting provide your Clinical Practice executives with the means to evaluate and improve outcomes as treatment protocols are constructed.
- Indirect Leasing: Context with Flexibility: start with Procura's proven Progress Clinical Content that is maintained by our in-house Health Care Information professionals. License the "VIA" ("VIA Home Care Suite"), or build your own.
- Implementation and Adaptability: data-driven charting means that if there is a need to change the overall structure, the data experts can do it within the "engines" that power Procura mHealth's designs.

mHealth: Clinical Day View and Sync.

mHealth is centered around the Clinical Day View "Home Page".

- Prioritized Tasks: alert clinicians of key items that require their attention and follow-up.
- Favorites: grant access to other useful clinical resources which may be resident on the local device, via the Internet, or within your organization's Intranet.
- Favorites: single-click access to commonly used reports.
- One-click Access: is available to many other parts of the system.
- EHR Link: click a button and you access the client Procura EHR.
- Synchronization permits Offline Access where Wireless is unavailable.

mHealth Feature List

- mHealth Portal, Offers, Availability

Enable the mHealth Care Professional to work effectively and efficiently.

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mHealth Feature List

- Schedules, Offers, Availability, Vitals and Progress Note Recordkeeping

- Time Verification, Attendance (KM/Expense) Entry via EVV/IVR
- PCW, Domestic Assistance
- Visit (Routine, Home Care)
- Calm EVV or Employee Portal .NET

- Solutions

- Procura Mobile for Smart Phone
- Procura Mobile Health (Procura mHealth)

- THE PROBLEMS WITH PAPER-BASED SCHEDULES AND TIMESHEETS

- Competition and consolidation in the Health Care sector is increasing. Funding sources are requiring providers of care to deliver more and innovative services at less cost. Providers are seeking a competitive edge by decreasing the costs of operation. Currently, there is a linear relationship between growth and cost.
- Current costs of coordination and administration are based on systems – paper schedules, fax and phone – that mimic manual staff scheduling methods.
- Response times for changes to schedules is long as communication methods are passive – voicemail and e-mail.
- Verifying staff self-reported time and attendance, and travel data from paper forms is time consuming and error prone.
- Work Alike regulations demand that a regular system of contact be established with mobile staff.
- Recruitment and retention costs for skilled administrative staff is increasing.
- Travel reimbursements are based upon self-reported information and potentially not checked upon for accuracy.
**Procura Mobile for Smart Phone**

- Procura Mobile for Smart Phone allows for the electronic distribution of schedules thereby eliminating the need for employees to come into the office or have schedules faxed/Emailed to them. Employees are electronically notified immediately when there is a change to their schedule and no longer have to play voicemail tag with coordinators.
- The system monitors where employees are in real-time and creates an alert if there appears to be an issue, allowing organizations to manage employees, and client expectations in a proactive, not reactive approach.
- The time-lapping and travel reimbursement effort is significantly reduced as self-reported paper is eliminated by GPS devices collecting the information automatically. All the information is verified once sent back into Procura, eliminating potential errors, incorrect data, and late data that delays billing & payroll. Vists are automatically verified so that only exceptions need to be reviewed.
- Visits, Tasks/Activities, Progress Notes, and Delegated Procedures are charted in Procura Mobile for Smart Phone.
- Procura Mobile allows your agency to choose the mobile carrier of your choice.

**Smart Phone Integration with Offers**

- Booking Offers (“Call Outs”): designed to support office-based scheduling models that are common to high-volume operations, coordinators use the Procura Scheduling Genius to select and dispatch offers for new appointments to the portal, where clinicians review and express interest in them. The value to this feature is a significant reduction in phone calls and related “traffic” to get appointments booked. As important, appointments are booked and confirmed in a more timely and effective manner.

**Awarding Offers**

- Awarded Offers are communicated to the clinician electronically.

**Availability Requests**

- Availability and Leave Requests: recognizing that the clinician’s work is a dynamic schedule, the Employee Portal allows them to manage their Availability by submitting requests for changes. The value to the clinician is time savings and convenience, meaning that they are more likely to update their availability. As important, the value to the clinician’s manager and coordination staff is that their availability is current and therefore new assignments are being directed to staff who are actually available to work.

**Best Route Travel Management**

- Identify “Outlier” Visits in Advance.
- Evaluate Self-Reported Travel Allowance submissions against calculated routes, using the Actual Order of service delivery.
- Estimate Travel Time, before and after
- Generate Automated Travel Reimbursements.
- Plot it on a map.

**Best Route Travel Management: Demonstrated ROI**

- Over 43% savings for management of Outlier Visits and Travel Reimbursement vs. self-reported KM
- Now Bundled with Procura mHealth and other Point of Care Continuum Solutions

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**Best Route Travel Management**

![Image of travel management software interface](image-url)
GPS LOCATION, VARIANCE REPORTING, SAFETY AND AUDIT LOGGING
Procura Integrated GPS mapping view via Employee Locate

CALLME! EVV AND EMPLOYEE PORTAL
(WE’LL DO THIS ONE QUICKLY)

ONLINE SCHEDULE ACCESS, CALLME! TIME MANAGEMENT
Time Verification, Allowances
(KM/Expense) Entry via EVV / IWR
PCW, Domestic Assistance
Callme! EVV or Employee Portal .NET
User Population
Visiting Nurse Short Visit (direct treatments), PCW, UCP
Solutions
Procura Mobile for Smart Phone
Procura Mobile Health (Procura mHealth)

WORKING ALONE: WHAT IS IT?
• A safety and monitoring solution that:
  • Monitors Callme! Calls that come in.
  • If a Call is not received for a scheduled visit within a specified timeframe, Procura generates a Workflow Task to alert staff in the office.
  • Can be configured independently for “Open Call” and “Close Call” Alerts.
  • Can be configured to use an e-mail service to e-mail alerts for after hours notifications.
• How it is configured:
  • Procura’s Workflow Alert Monitor utility (PROWAM) is configured and is scheduled to examine the schedule at periodic intervals.
  • PROWAM also does the matching of the call (Actual Visit) to the Procura visit (Scheduled Visit).

WORKING ALONE: THE WORKFLOW EVENTS
• Event is available to all Callme! Customers, with the following configurable parameters:
  • Trigger only if selected Client Hazard is present
  • Alert for selected Client Area, Employee Area, or Labor Agreement (direct to specific users for given population)
• Ability to configure different settings for Weekday/Weekend / Holiday Visits
• Ability to configure different settings for blame/visibility

THE VENT
**EMPLOYEE PORTAL, OFFERS, AVAILABILITY**

Best Route and Portal Features (detailed below) are part of the Bundled mHealth Package.

Enable the mHealth Care Professional to work effectively and efficiently.

**POINT OF CARE CONTINUUM: TYING IT ALL TOGETHER FOR THE DIRECT CARE PROVIDER**

**USE INTEGRATED PRODUCTS THAT FIT THE PURPOSE: THERE IS A PLACE FOR EACH SOLUTION WITHIN MOST COMMUNITY CARE ORGANISATIONS**

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
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<tbody>
<tr>
<td>Time Verification, Allowance (KM/Expense) Entry via EVV / IVR</td>
<td>User Population</td>
</tr>
<tr>
<td>Task Completion, Progress Notes, Delegated Procedures (“Transfer of Authority”)</td>
<td>Visiting Nurse Short Visit (directed treatments), PCW, UCP</td>
</tr>
<tr>
<td>Assessments, structured Visit Notes</td>
<td>Routine Assessments, Case Management/Care Management</td>
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**WHAT ABOUT THE ROI?**

- An in-progress Case Study is under way.
- Formative findings after 6 months indicate that utilising the combined solutions for the appropriate point of care user populations yield a double-digit savings in daily work effort.
- We believe some of that was Hawthorne effect related to process engineering that Procura and customer staff initiated during the study.
- Of note: savings captured does not include material/supplies, Travel KM (Best Route), or other savings.
- Direct Service Personnel included PCWs and Nursing staff.
- Finalised findings to be published this year.

**FUTURES: CONSUMER DIRECTED ("ENGAGED") CARE AND PROCURA’S PLATFORM STRATEGY**

Current Generation of Elders: “The Silent Generation”

Their Children and Grandchildren? ... “not so much”

**CLIENTS AND THEIR CARE NETWORKS**

**ANSWERS...**

I WANT THEM NOW
When a client enrolls in the service, the primary view for the Web Present will be to support the individual who is receiving care (the "Client") as well as informal and formal clients who make up a network of individuals and organizations who are engaged in the client's plan of care.

**Overall Objective**: increase the visibility and transparency of client care requirements and service plan.

**Procura: Client and Care Network Platform**

- Manage Members of Care Network – allows them to voluntarily bring additional members into their Care Network, allowing Procura Service Providers. When making the invitation, the level of access will also be granted, and may include:
  - Care Network Administration – allows access to the client themselves.
  - Calendar View.
  - View of aphasia.
  - View of access to view their client's care plan, required additional service, and service coordination. When making the invitation, the client will receive a notification via email and/or mobile phone.
  - Telecommunications – allows clients and Care Network participants to interact with one another, enabling communication of key events and tasks within the portal.

**Visions of the Platform’s Feature Set**

- Extensive Health Professionals – GPs, contracted staff, Acute Care Admit/Discharge Teams
- Other Procura Service Providers – we are considering the concept of serving the Procura Platform as an “umbrella” view, where distinct Procura Databases “snap in” should Providers elect to enroll. Thus, providing visibility into all community care services.
- PCeHR – contribute and receive content from PCeHR, EHR, other external content presentation solutions.
- Other Applications – other Care Management solutions, where client may be recorded in multiple systems and the aggregate of client-related content is desired.
- Wellness Solutions – development of, or connectivity to non-medical wellness organisations (e.g. “Health Coaches”)
- Branding of Site from Point of Origin

**Logical Extensions to be Explored**

- Application Security Framework: Initial Design Complete and Released (LifeCare Portal).
- Initial Design: In progress.
- Market Requirements: Outline drafted.
- Marketbasket: Briefing outlined.
- Build/Buy Partner Analysis: In progress.
- Commercialisation Strategy: In progress.
- Development Budget and Funding Approval: Anticipating the above.

**Status**
When we bought ContinuLink, The Procura Group of Companies acquired a Client and Family Portal. As part of our "Build, Buy, Partner" analysis, we are actively exploring the benefits of leveraging our existing solution to "snap in" to Procura.

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**MISSION IMPOSSIBLE?**

**QUESTIONS?**