How a Smartphone app Took Efficiency and Resident Care to the next level in an LTC environment | Trinity ✦ Village Care Centre

Debby Riepert, the Chief Operating Officer of Trinity Village Care Centre, had a challenge on her hands. *"I needed to gain efficiency in a highly-regulated, environment where care was currently supported by multiple paper-based and electronic documentation systems. Our Residents are typically multi-diagnosed individuals across several different levels of care at Trinity Village."* Debby realized the best place to start was to catalogue her goals for change prior to beginning the search for a solution. These included:

- Improved quality of care for residents
- Improved staff well-being and satisfaction
- Increasing operational efficiencies, which meant saving time, and reducing cost
- Improving data accuracy
- Improving compliance

She had already determined that supporting resident care across paper and electronic systems was inefficient and contributed to many of the issues she was facing – this clearly needed to change. And she knew there were many providers who had proven EHR solutions that would no doubt be sound investments. But those solutions were still full of inefficiencies. *"From what I saw, they lacked that holistic view of the facility and each resident across all areas of care – from Maintenance to Nursing. Plus, frontline staff had to move between screens, terminals and charts in different parts of the facility to input and access resident data."*

Debby had heard about a new program launched by MaRS and the Ontario Ministry of Government and Consumer Affairs called Innovation Partnership: Procurement by Co-Design that was announced in August, 2016. The program is a collaborative design exercise aimed to help leading-edge technologies reach organizations and residents that need them most. Debby submitted a challenge based on her goals that was put out for response under the program. After reviewing pitches from the healthcare entrepreneur community with her team, she selected VitalHub as Trinity Village's partner in the program based on their proposal to build a mobile health information system with Trinity. *"I was confident VitalHub would be able to meet and exceed my efficiency improvement goals plus make day-to-day life easier for the residence staff with a mobile app."*

Fast forward to September, 2017 and the VitalHub LTC mHealth platform was born from the co-design process. Based on analysis reviewed by Trinity's Clinical Auditor the efficiency gains have been significant, with a time savings of 23 minutes per PSW, and 1.5 hours per RPN respectively per 8-hour shift. As well, improved data quality has led to a 30% improvement in dementia and restraint assignments and observation accuracy. Staff have all rated the product highly, and coordination has improved with the new holistic facility and resident view that the platform allows.

"This app has had a very positive impact on our organization overall. It's streamlined the work for all levels of staff, improving their work life while enhancing the quality of care that we provide," said Debby. Miller Longanilla, Trinity's Director of Resident Care added, *"Now with the application, staff truly appreciate the fact that they are prompted as to which residents they have been assigned to complete specific assessments with. Prior, staff would have search for the manual copies of this information and remember throughout the shift to complete them all."* Having resident data at their fingertips at all times allows Trinity RPN's *"...to attend to a concern and complete interventions and documentation at the time of the occurrence as opposed to being informed near the end of the shift which can cause a delay in response"* commented Elora Paulenko the Assistant Director of Resident Care.

> " *In my 30-plus years of implementing various projects, none have gone as well and been so successful as with VitalHub.* "
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> DEBBY RIEPERT, CHIEF OPERATING OFFICER OF TRINITY VILLAGE CARE CENTRE.

SAVE TIME AND COST

After implementing VH LTC, Trinity Village Care Centre has experienced time savings of 23 minutes per PSW per 8-hour shift, and 1.5 hours per RPN per 8-hour shift.

IMPROVE DATA QUALITY

Trinity Village Care Centre has experienced a 30% improvement in dementia and restraint assignments and observation accuracy

IMPROVE STAFF SATISFACTION AND WELL-BEING

Trinity Village staff have used the time they've saved to spend with residents and take their scheduled breaks improving staff satisfaction and well-being.

WORKLOAD PLANNING, ANALYTICS & COORDINATION

Trinity Village reviews their custom Tomorrow & Beyond Report every day to ensure appropriate coverage to satisfy workload for the coming 7 days.