

## CASE STUDY

# COLLABORATIVE APPROACH TO TECHNOLOGY ENABLES HOME CARE PROVIDER TO IMPROVE COMMUNICATION AND EFFICIENCY

## Industry

- Healthcare

## Region

- North America

## Solution

- BES10
- BlackBerry® 10 smartphones
- MobilityPlus, by GoldCare

Headquartered in Mississauga, Ontario, Canada, Revera opened its first retirement residence in 1961. Today, in addition to operating more than 200 retirement residences, long term care homes and skilled nursing facilities (US), Revera is also one of North America's leading providers of home health services. With over 30 home health offices across Canada, Revera's dedicated team members touch the lives of more than 25,000 seniors and their families every day.

### The Challenge

Revera's Home Health division is focused on helping their clients live independently in the comfort and freedom of their own homes — as the company says; they are focused on "helping people live their lives to the fullest." With over 5,000 front line home care staff visiting clients in the comfort of their own home each and every day, Revera required a more effective way to manage scheduling, streamline operational functions and better manage information and information sharing.

Prior to the introduction of BlackBerry solutions, Revera's home care providers relied on a more labor intensive system to track appointment related client information. Their phone-based system was used to check in once they reached a client's home for their appointment, and again when they left. They would track client data the old fashioned way - through paper copy and were required to keep notes regarding appointment-related information, such as directions to a client's house and necessary contact details. The process was time-consuming and inefficient at times.

Revera recognized very quickly that they required a solution that would allow their care providers convenient access to the information they needed, while providing a more integrated approach to log and manage the more than four million hours of services rendered to their clients annually.

"We knew there had to be a better and more effective way to communicate as a team," said Jo-anne Stone-Burke, National Director, Strategic and Operational Transformation, Revera Home Health. "So we turned to GoldCare and BlackBerry to help us innovate and evolve the mobility strategy of our Home Health division, allowing us to focus on what we do best—providing quality care to our clients, in the comfort of their own homes. The decision has resulted in significant enhancements that are having a lasting impact on our business."

### The Solution

Revera deployed a fleet of BlackBerry 10 smartphones, pre-loaded with GoldCare's MobilityPlus mobile healthcare management application, across its homecare division. Revera also migrated to BES10 as its enterprise mobility management (EMM) platform to securely manage its BlackBerry 10 smartphones as well as the Android™ tablets used by its nurses and therapists.

MobilityPlus is giving Revera's home care providers the freedom to securely manage appointments, as well as client and program information directly on their BlackBerry 10 smartphones. The system has also helped improve documentation, reporting and communication in the field.

The solution is feature-rich with an integrated platform and easy-to-use interface, and ensures that up-to-date client, employee and clinical information can be accessed conveniently and securely.



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**Jo-anne Stone-Burke**  
National Director, Strategic and Operational Transformation  
Revera Home Health



MobilityPlus allows care providers to access their appointment details and driving routes on their BlackBerry 10 smartphones at the start of each workday. The GPS and geocoding integrated into the application help direct care providers to their next appointment. Care providers can log in to find the best driving route, maps and driving directions, so there's less chance of arriving late or missing an appointment. Care providers can also conveniently dial clients' numbers directly from within the application. In addition, providers have more peace of mind performing tasks knowing that the built-in GPS on their BlackBerry smartphones provides their location in near real time for enhanced lone-worker safety.

Using their BlackBerry 10 smartphone at a client's home, the care provider 'starts' the appointment and then provides the scheduled service. Once all relevant information regarding the appointment has been recorded, the provider 'ends' the appointment. GoldCare then securely transmits the updated information from the smartphone, with location and time stamp, directly to the server-based application in real-time.

GoldCare Chat, which allows for real-time secure messaging between care providers and back office employees, is integrated into the application. Likewise, NotesPlus is integrated, which allows users to record and save detailed notes to the client record, so they're accessible during subsequent visits.

"Once our care providers arrive at a client's home, MobilityPlus allows them to easily document information and better manage the task they are to perform at the client's location. The addition of BlackBerry 10 smartphones to our workforce has helped us realize critical gains in convenient access to information and improved internal communication," said Stone-Burke.

"Together, BlackBerry and GoldCare have helped us improved the way we function as a team and business, opening up an entirely new dimension of secured communication and client data management. This evolution is enabling our employees to provide better services to clients at the point-of-care, resulting in higher quality care and outcomes," added Stone-Burke.

### Revera's Benefits

Since the deployment, Revera has simplified the process for checking in and out at designated appointment locations and the organization now has a centralized system that is better equipped for the management of sensitive client information. The use of MobilityPlus on BlackBerry 10 smartphones has helped improve communication and collaboration between inbound and outbound employees, and has eliminated the need for multiple streams and disjointed conversations to verify information over home phones, personal cellphones and email. GoldCare's GPS-enabled solution has also helped providers significantly cut down on travel time, and on late and missed visits, resulting in significant time and cost savings for the organization, while improving the delivery of consistent, high quality care to clients.

"Employees are not just communicating better; they are improving their team dynamics while learning from each other along the way. We are seeing a new level of confidence in our providers, who are feeling more empowered knowing that they have access to the real-time information they need at all times," said Stone-Burke. "Collaborating with GoldCare and BlackBerry has been critical in helping us keep pace with our growing presence in the home care market. We just can't imagine going back to the system that we had before as this new, flexible solution provides us with a solid technology foundation for continuous enhancements to meet our present and future needs."

The next phase of the GoldCare project will include Broadcast Scheduling, which will broadcast messages regarding unscheduled appointments to a broader user base and allow care providers to respond "yes" to the appointment. The system will then automatically schedule that employee to the appointment. Furthermore, a skills match feature will better match a worker's skillset to the needs of a client.

### Key Benefits

- Improved and secure communication
- Better scheduling, reduced missed visits by 31% and improved ability to fill shifts more efficiently
- GPS and geocoding for reduced travel time
- Near real-time check in and check out for appointments
- Improved safety for employees and clients

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