



# HOME HEALTHCARE: IMPROVE THE QUALITY OF CARE AND CAREGIVER EFFICIENCY

## HEALTHCARE



### THE ISSUE: LACK OF REAL-TIME INFORMATION ON SITE IMPACTS CAREGIVER EFFICIENCY AND CARE QUALITY

Every day, home healthcare givers make it possible for patients to return to the comfort of their own homes faster and reduce healthcare costs. This workforce provides a wide range of skilled medical care and non-medical services for patients who are recovering from surgery, an illness or an injury, disabled, or chronically or terminally ill — including physical therapy, medication administration as well as meal delivery, housekeeping and transportation. Delivery of these services benefits patients and hospitals. In home services can also help patients reduce the cost of care: depending upon the type of service, costs can be up to 60 percent less<sup>1</sup> than those same services delivered in a hospital — while hospitals are able to keep beds free for incoming patients.

Delivering care in the home presents multiple challenges. In order to maintain patient safety and the quality of care in the home, home healthcare workers

need access to up-to-the-minute information that is most often stored in the hospital's backend systems. They need real-time access to physicians, nurses and other co-workers back at the hospital to answer questions that arise while they are in the patient's home. They also need an efficient means to collect the detailed information required to meet government, healthcare insurers and hospital regulations. Then, that information needs to be entered into patients' records. And in order to best manage this mobile workforce, supervisors need real-time connectivity to healthcare givers and the details of each visit.

When home healthcare givers are dependent upon paper files and clipboards, there is a significant risk that the data in hand at a patient's home is outdated, substantially impacting caregiver efficiency. Every day, these workers need to collect files, fill in paper forms at the patient home, enter that information into the computer later and then return the files. As a result, home healthcare givers report that over 50 percent of their time is spent documenting the visit — from patient condition to services rendered and supplies utilized<sup>2</sup> — time that could be much better spent caring for patients.

## **THE SOLUTION: REAL-TIME INFORMATION ACCESS AND AUTOMATED DATA CAPTURE WITH THE AFFORDABLE MOTOROLA MC45**

The MC45 mobile computer from Motorola Solutions can solve every one of these issues by providing a real-time voice and data connection to the information and co-workers required to improve on-the-job accuracy and efficiency. The result is the delivery of safer, higher-quality patient care — and a better patient experience. This affordable compact handheld mobile computer provides the features home healthcare workers need to act more efficiently and deliver better care. The MC45 provides durability for all day use in the field, security to protect sensitive healthcare data and centralized, remote management — all at a price point that fits in your budget.

The MC45 has the right features to improve process efficiency in the patient's home — and back in the office.

### **IN THE PATIENT HOME: IMPROVE HOME HEALTHCARE GIVER EFFICIENCY AND QUALITY OF PATIENT CARE**

With the MC45, home healthcare givers in patient homes can now:

- Access the patient's electronic health history in real time before administering care, ensuring the right services are provided to the right patient at the right time.
- Verify a patient's identity and eligibility for service
- Automate the collection of required information:
  - Electronic patient care plans complete with checkboxes providing a complete audit trail that improves accountability and reduces risk for the patient and the healthcare agency.
  - Capture and send a photo or video of a surgical site or wound to document healing or enable remote assessment to speed the delivery of proper care.
  - Scan materials as they are utilized — from medication to a walker to gauze pads — for better inventory management and accurate charge capture.

- Automate the creation of call and mileage logs to further reduce administrative time and improve reporting.
- Since information is added to the patient record in real-time, as it is collected, the need to capture information on paper and then enter it into the computer is eliminated.

- Collaborate in real time with physicians and other caregivers via the 3.5G cellular connection; caregivers can call, text or email — ensuring proper care is administered to each patient.
- Collaborate with other agencies in real-time to coordinate and speed the delivery of other services that patients may require, such as physical therapy.
- Obtain turn-by-turn directions to ensure prompt arrival at the scheduled time.
- Respond to urgent communications about other patients during an in-home visit via email or text to protect patient privacy and ensure compliance with HIPAA regulations.

### **IN THE OFFICE: IMPROVE WORKFORCE MANAGEMENT AND OVERALL OPERATIONAL EFFICIENCY**

The real-time connection to your home healthcare givers provides supervisors with instant visibility into the information required to better manage this mobile workforce, as well as the automation required to reduce administrative time and cost in the office:

- Electronic schedules can be sent each morning and easily updated throughout the day to accommodate emergencies.
- GPS allows agencies to: monitor caregiver location to improve worker safety; document proof of visitation through the automatic collection of geostamps that verify proof of caregiver location; and create route plans that minimize mileage, fuel costs and vehicle wear and tear.
- An electronic checklist of tasks performed at each patient visit improves accountability and provides a detailed audit trail — without adding any administrative burden.
- Automated tracking of information — from services performed to call and mileage logs — reduces the effort required to comply with government record-keeping regulations.

- Real-time information eliminates the delays inherent in traditional paper-based systems for speedier reimbursement payments.

## THE BENEFITS

When you put the MC45 in the hands of your home healthcare workers, everyone benefits:

### Patients:

- Receive higher quality care and a better healthcare experience

### Home healthcare workers:

- Improve productivity — less time is spent on handwritten documentation through process automation
- Collect more accurate and rich data via the ability to scan bar codes and take photos/videos
- Deliver higher quality care — they now have more time to spend with patients
- Make fewer errors, reducing risk for patients and the healthcare organization

### Supervisors:

- Spend less time managing, yet have the information they need to improve productivity of this mobile workforce

- Improve utilization of the home healthcare staff
- Improve home healthcare worker accountability

### Administrative staff:

- No longer need to spend time processing expense reports for home healthcare workers — mileage and call logs can be captured automatically
- No longer need to enter other types of handwritten data collected in the field

### Strategic operational benefits:

- Compliance is less complex and less costly
- Improved utilization of the home healthcare workforce out in the field and the administrative workforce in the office — the same number of caregivers can provide better care to more patients and fewer administrative personnel are required to process information
- Faster insurance reimbursements, improving cash flow
- Reduction in vehicle related expenses due to more efficient routing

## LET THE MC45 HELP YOU DELIVER HIGHER QUALITY CARE IN YOUR HOME HEALTHCARE OPERATIONS

For more information, please visit [www.motorolasolutions.com/mc45](http://www.motorolasolutions.com/mc45) or locate your nearest Motorola Solutions representative in our contacts directory at [www.motorolasolutions.com/contactus](http://www.motorolasolutions.com/contactus)



**APPLICATION BRIEF**  
MC45 – HOME HEALTHCARE

**FOOTNOTES**

1. Basic Statistics About Home Care; National Association for Home Care & Hospice; 2008.
2. Healthcare without Bounds, Point of Care Communications for Nursing; Greg Malkary; Spyglass Consulting Group; 2009

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