



The Perley and Rideau Veterans' Health Centre

A Cliniconex Case Study
Removing the burden, releasing time to care



ABOUT PERLEY RIDEAU

The Perley and Rideau Veterans' Health Centre is one of Ontario's largest and most progressive long-term care homes. It is the hub of an innovative Seniors Village with 139 independent-living apartments, a 12-bed Guest House and respite care units. Residents in the Health Centre, the apartments and the neighbouring community enjoy ready access to a full range of clinical and therapeutic services, along with social and recreational activities and programs. More than 600 seniors call Perley Rideau "home".

THE CHALLENGES

Lacey Sheng, Performance Improvement Consultant at Perley Rideau, highlighted that Perley Rideau aspires to become a Centre of Excellence in Frailty-Informed Care benefitting the health system throughout the region, as outlined in the 15-year Strategic Plan. "The concept of patient and family engagement has become more important... and family engagements provide the Health Centre with more ways to leverage family-member knowledge to provide better care".

In terms of family engagement, the Health Centre was most concerned about communicating outbreaks to the family members of residents. Perley Rideau relied on RNs or RPNs to contact family members to provide vital information and answer health-related questions. Relying on in-person phone calls could result in a great deal of phone tag, costing Perley Rideau up to \$320 per unit; whereas, the same number of calls would cost \$11.20 with Cliniconex.

In-person phone calls pulled staff away from the provision of care.

Lacey searched for an efficient and easy-to-use solution for communicating with resident family members. "Companies from many sectors provide customers with the option to be automatically notified about something," Lacey pointed out. "We needed a modern solution, and whatever we picked, the company had to be known for being trustworthy in interacting with families and respectful in handling resident information, complying with the Privacy Act". With an intricate workflow and unique needs, Perley Rideau needed a platform that was personalized and reliable to rapidly address the needs of families and staff in the largest long-term care home in the Champlain region.

COST OF MANUAL NOTIFICATIONS

~40	Calls per unit
12 minutes	Average time per call
8 hours	Time required per unit
\$28-\$40 (avg.)	Registered Staff wage
Up to \$320/unit	Total cost

HOW CLINICONEX HELPED

Lacey had experienced Cliniconex's automated notifications as a patient served by her current health care provider, so she decided to learn more. "After a quick browse on Google, it was obvious Cliniconex was the best option for our needs" explains Lacey, "Cliniconex has really great partnerships with notable healthcare centres, proof-positive of the company's capabilities

and stability". Cliniconex was happy to adapt to the challenging requirements of the Health Centre. The staff at Perley Rideau were very involved with the workflow implementation process, enabling Cliniconex to customize an automated solution that perfectly fit their workflow.



LACEY SHENG
PERFORMANCE IMPROVEMENT
CONSULTANT

Ultimately, Perley Rideau decided to choose three key services.

The **Care Plan Reminders** service sends out notifications for Annual Care Conferences and Quarterly Care Reviews. These notifications inform resident family members of important, upcoming meetings, "With this service in place, we can proactively involve family members and caregivers, resulting in better care for the residents. This is a new and expanded ability for us to rapidly and efficiently reach out to families!"

For Perley Rideau, the most critical service is the variety of **Safety Notifications**. Using Cliniconex, automatic outbreak notifications are sent to families in **a matter of minutes**, without pulling nurses away from direct care with residents. In conjunction with emergency alerts on the Perley Rideau webpage and a customized phone greeting, important outbreak details are included in

the outgoing phone calls to ensure resident family members are kept fully informed and aware of the appropriate resources. By using Safety Notifications, Perley Rideau can quickly inform resident family members of

emergencies and this has factored into their emergency planning in the event of an infrastructure loss or evacuation. This direct communication can also be used to inform families of important policy changes, for example, when changes were made in response to the bed rail policy, Perley Rideau was easily able to alert families of the changes.

The Health Centre also provides **Appointment Coordination** for both internal and external clinic appointments, to ensure that resident family members are notified and prepared for the appointments of loved ones.

RESULTS

Cliniconex's customized, set-and-forget solution required minimal training for Perley Rideau employees. "The training went smoothly" Lacey noted, "The system is designed to work very intuitively, so there wasn't a problem". She estimated the one-time training time for her staff at 20-30 minutes.

COST COMPARISON

Manual Notifications: **Up to \$320/unit**

Cliniconex Notifications: **\$11.20/unit**

The first four months since implementing Cliniconex saw a total of 530 calls sent out; 403 pertained to outbreaks specifically. Having Cliniconex make these calls, rather than a staff member, saved Perley Rideau valuable time and resources.

By having a customized solution that fits Perley Rideau's workflow, Perley Rideau no longer needs to allocate nursing staff to manual calls, and families are now more engaged with the health of their loved ones. "We've been really happy! Cliniconex is a really strong partner and great at accommodating our needs. It's an easy and affordable solution for any long-term care provider."

"We would absolutely recommend Cliniconex to other long term care homes! With limited resources and an emphasis on resident-centred care, it's a great way to communicate with families to live our motto: Together, we improve the well-being of the people we serve."

Lacey Sheng – Performance Improvement Consultant

SERVICES

Safety Notifications

Appointment Coordination

Care Plan Reminders

Family Surveys

Contact us

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Cliniconex offers an innovative solution for resident family engagement through effective communication.

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