

CASE STUDY

Facility

THE PERLEY AND RIDEAU VETERANS' HEALTH CENTRE

Location

Ottawa, Ontario, Canada

EHR Vendor

PointClickCare

Size of Business

600 bed facility

Cliniconex Services

Automated Care Messaging:
Resident Family and Staff Add-on

ABOUT

The Perley and Rideau Veterans' Health Centre is one of Canada's largest and most progressive long-term care homes. An innovative Seniors Village with:

- 139 independent-living apartments
- A 12-bed guest house providing respite care.
- 250 of the 450 long-term care beds and 20% of the apartments are prioritized for veterans

Residents of both the Health Centre and the apartments enjoy ready access to a full range of clinical and therapeutic services, along with social and recreational activities and programs.

CHALLENGES

As part of their 15-year strategic plan, The Perley Rideau aspires to become a Centre of Excellence in Frailty-Informed Care, benefiting the health system throughout the region

For Lacey Sheng, Performance Improvement Consultant at Perley, improving patient and family engagement is central to leveraging family member knowledge and providing 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. Conducting manual phone calls could result in a great deal of phone tag. In the case of a facility-wide outbreak, it could cost the Perley Rideau more than \$3,150 in wages to communicate the incident. Furthermore, manual outreach and phone calls meant that staff was pulled away from providing care to residents.

COST OF MANUAL OUTREACH

\$3,150
PER INCIDENT

90+
HOURS FROM
DIRECT CARE

12 minute average per call
\$35 average wage
450 long term care beds

FINDING A BETTER WAY

Lacey searched for an efficient and easy-to-use solution for communicating with resident family members. "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 a complex 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 region.

AUTOMATING RESIDENT FAMILY ENGAGEMENT THROUGH EHR INTEGRATION

Lacey had been exposed to Cliniconex's automated notifications as a patient served by her current healthcare provider, so she decided to learn more. "It was obvious Cliniconex was the best option for our needs. They have great partnerships with notable healthcare centres; proof of their 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 Automated Care Messaging to fit flawlessly with their existing workflows.

URGENT NOTIFICATIONS

For the Perley Rideau, the most critical service was the use of Safety Notifications. By utilizing the mobile-friendly web app, staff can initiate outbreak notifications in a matter of minutes. Automated messages are sent to families without pulling nurses away from direct care with residents. In conjunction with emergency alerts on the Perley Rideau website, important outbreak details are included in the automated outgoing phone calls to ensure resident family members are kept fully informed and aware of the appropriate procedures.



The Perley Rideau can now quickly notify resident family members of emergencies which has also factored into their emergency plan in the event of an infrastructure loss or evacuation.

This method of communication is also 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.

ROUTINE NOTIFICATIONS

Notifications for Annual Care Conferences and Quarterly Care Reviews 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!"

STAFF ADD-ON

The facility also makes use of the Staff Add-on to help fill shifts in a variety of departments, update staff on essential training and testing, and to send messages thanking them for their hard work and dedication.

A MARKED IMPACT

Cliniconex's customized, set-and-forget solution required minimal training for Perley Rideau employees. "The training went smoothly. Automated Care Messaging is designed to work very intuitively." noted Lacey. She estimated the one-time training time for her staff at around 30 minutes.

Since implementing ACM thousands of notifications have been sent to resident family members. Automating these calls rather than staff making them manually has saved the Perley Rideau valuable time and resources.

"We're delighted! 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."

ESTIMATED ANNUAL SAVINGS

\$20,700
IN ANNUAL
SAVINGS

900+
HOURS RETURNED
TO DIRECT CARE

"It's all about **returning time to care**. Automating resident family engagement meant that we could have our nurses spend their time where it matters most, providing direct care to the resident. "

Doris Jenkins, Director of Nursing
The Perley and Rideau Veterans' Health Centre

