

# Provincial Home Care Scheduling Project

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## Frequently Asked Questions (FAQ)

Updated March 24, 2010

### **What is the Provincial Home Care Scheduling Project?**

The project will implement a standardized staff scheduling system and related payroll export for the Home Care Program in Manitoba.

### **Why is Manitoba's home care system in need of this new technology?**

Currently, the regions without the system use either a manual paper based system, or an electronic system such as Word or Excel to capture client information as well as schedule client visits. The issue with this type of scheduling is that information is fragmented over a number of different media which can present challenges when making decisions. The process to capture client information is time intensive, it can be error prone, it results in duplicated effort during the documentation process, and creates inconsistency in data captured across the rural RHAs.

The project will provide a more complete, provincial snapshot on home care service wait times and will also allow for consistent reporting of statistics across all regions.

### **What are the benefits of the Provincial standard of the project?**

The project will make use of electronic technology, which is reliant, centrally stored and user friendly. Benefits include:

- More effective management of staff schedule changes
- Increased efficiency in reporting, managing and gathering pay through standardization of payroll processing
- Better resource usage reporting
- Better utilization of home care resources
- Consistent reporting across all RHAs
- Improved compliance with Union requirements pertaining to resource scheduling
- Increased responsiveness to client inquiries (enabled through access to electronic information)
- "Fingertip response" via electronic schedules (for employee changes)
- Less missed visits
- Improved workflow
- Streamlined processes

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- Provincial benefits through electronic data for;
  - Reporting / decision making
  - Wait times / response times (data related)
- Provincial system enables benefits of upgrades and best practices from other jurisdictions input for development and enhancements
- Ability to influence system changes through a larger body of users (Province of MB)

## **Who is contributing to the project?**

The key organizations that will be involved in this project are all of the Rural Manitoba Regional Health Authorities. Manitoba Health will also be involved in the project from the perspective of moving the payroll functions off of MSSP for rural home care workers and onto each region's QHR payroll system. Manitoba eHealth will be involved from a project delivery and ongoing technical operations perspective. The key supplier role on the project will be Procura.

## **What is the scope of the project?**

Seven regions are in scope for this project: Assiniboine, Burntwood, Central, Interlake, Parkland, South Eastman, and North Eastman.

The Winnipeg, Brandon and Norman regions are already using the system, and as such, will provide valuable input into the implementation.

More information on project scope can be found here: <http://www.manitoba-ehealth.ca/PHCSscope.html>

## **How will you ensure that my office or region's unique needs are met?**

The project takes very seriously the concerns and individual needs of every region. The project team conducted "current state" and "business requirements" sessions with each region during the summer of 2009. The current state analysis followed and detailed how processes currently work in each region. The business requirements analysis detailed some of the specific business requirements that need to be taken into consideration when implementing the scheduling system.

Meetings have been held with each region along stages of development to ensure the project team is on the right track and has taken into account the needs of each region. Meetings and discussions will continue as needed.

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**A scheduling system has been discussed and presented to us many times over the years, and each time it has not come to fruition. How do we know it will actually occur this time?**

We recognize that for many regions, an automated home care scheduling solution has been under consideration for some time. In some regions, projects were initiated and subsequently cancelled due to shifting priorities.

The Provincial Home Care Scheduling project represents a consolidated province-wide initiative that has the full funding and support of both Manitoba Health and Manitoba eHealth. The collective desire to implement a standard province-wide solution that will benefit all regions differentiates this project from previous undertakings.

**Who in our region will be directly impacted by this new system?**

All personnel involved with home care scheduling will be directly involved with the new system.

**Will all employees who will be working with the new system be provided training and requisite computer workstations?**

Absolutely. A key focus of the implementation plans is to ensure that all employees who will be working with the new system will be supported by the required computer workstations, training before the system going live and support after the system is implemented.

**With our busy schedules, how will we be trained?**

The project team is aware that home care personnel are very busy. The project team has been working with each region's management team to develop a training approach and schedule that best meets the region's and the Province's needs.

Training will be "just in time" meaning, you will train and start using the system immediately following training. This method is preferred over a delayed implementation following training to ensure knowledge is not lost. Support after the system implementation will also be provided.

**What can I do to prepare myself in the meantime?**

The best way to prepare for the coming changes is to stay informed over the coming months. You can visit the Provincial Home Care Scheduling project website at [http://www.manitoba-ehealth.ca/ehr\\_PHCS.html](http://www.manitoba-ehealth.ca/ehr_PHCS.html) for information on what is occurring and what you can expect in the near future. You can also direct questions to your Homecare

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Managers and Directors, who have been and, will continue working closely with the project team over the coming months.

## **When should I expect the project to come to my region?**

A timeline of which RHA will go first is expected to be announced in the near future. One region will be selected to go live as a pilot. After that RHA goes live, others will follow. Implementations are expected to begin in fall 2010.

## **What steps will be taken to ensure that Home Care offices have the resources to assist them through the transition?**

The team is committed to providing all Home Care offices with the support they need to transition to the new system. A key focus of the implementation plan will be to ensure that each region is ready to accept the new system and that post-implementation support is available to assist employees during the initial stages.

## **Why is this project being undertaken at this time?**

Manitoba Health has committed funding to this project. The project team realizes that this project has been a long time coming. With all the major electronic transformations to healthcare in the province, it is the right time to implement the project. The individual requests from various RHAs over the past couple of years reached a critical mass which provided the impetus to move forward with this initiative at a provincial level.

## **What happens if higher priority issues need to be addressed (i.e. pandemics)?**

In a case where extenuating circumstances come into play, the project will defer to the wishes of each RHA.