

Provincial Home Care Scheduling Project Fact Sheet

Summary description

The goal of the Provincial Home Care Scheduling Project is to implement a standardized staff scheduling system and related payroll export for the Home Care Program in 7 Regional Health Authorities (RHAs) in Manitoba.

Currently, the regions without the system use either a manual paper based system, or an electronic system such as Word, Excel or the Manitoba Support System Payroll 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.

Procura has been selected to implement the system for Home Care scheduling across the province. Home Care scheduling allows for the verification of home visits, time spent and services provided. It also assists with monitoring and managing home care workers' workload.

Components

- Scheduling modules from Procura for scheduling and reporting functionality for home care
- Implementing a common payroll export
- Implementing a centrally hosted and managed solution
- Identifying a governance structure that supports the solution and ensures proper processes are in place for changes to the project environment

Regions in Scope

- Assiniboine Regional Health Authority
- Burntwood Regional Health Authority
- Regional Health Authority – Central Manitoba Inc
- Interlake Regional Health Authority
- North Eastman Health Association
- Parkland Regional Health Authority
- South Eastman Health

Regions Providing Input to Achieve Provincial Home Care Scheduling Standards:

- Brandon Regional Health Authority
- NOR-MAN Regional Health Authority
- Winnipeg Regional Health Authority

The business functions in scope will be limited to staff scheduling and the process(es) which trigger integration to payroll.

Benefits

Benefits of the new home care scheduling system include:

- Standardized terminology across the province
- Standardized training programs
- Increased data security
- Reduced duplicate entries through the provision of one time online entry of key data
- Greater client satisfaction as a result of RHAs being able to quickly respond to requests using online access to information and automation tools.
- Enhanced decision making in RHAs through the provision of online clinical information, client information, scheduling information, and history information in all RHAs
- Reduced probability of placing clients at risk for service interruption due to human scheduling errors.
- Provide management staff with standard reports and effective reporting mechanisms
- A reduction in the number of instances where time worked by an employee must be estimated
- Improved management of home care staff workloads through availability of online information
- Collecting and analyzing data related to the delivery of home care services for the purposes of critiquing existing practice and planning for future home care service demand
- Establishing quality assurance processes for ongoing care planning, monitoring and evaluation of services, and more

Major Milestones/ Schedule

The project is set to occur in four stages, commencing in May 2009 through to April 2011.



Stage 1: May 2009 to November 5, 2009

This stage includes vendor software agreements development and the definition of operational standards. Business and functional requirements will also be identified and used to develop a proposed future state. The proposed future state model will represent the common processes that will be used by all regions on a forward basis.

Stage 2: November 6, 2009 to March 2010

The second stage will define the Governance structure that will be used for project and ongoing system support. It will also include the definition and development of the QHR export, data migration and Client Registry interface. A preliminary business readiness region by region report will be prepared.

Stage 3: April 2010 to August 2010

This stage will include the physical installation of the central hosting server environment and the creation of the help desk and support structure that will need to be in place prior to deployment and implementation in each region.

Stage 4: September 2010 to March 2011

The final stage includes the activation preparation and go-live activities for the initial and all subsequent regions. Change management activities, training, process and business readiness will also occur.

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