



# Community care management solution powered by HSAGlobal

## electronic health record ■ patient care ■ workforce & business management

TELUS Health Solutions' Community Care Management Solution (CCMS), powered by HSAGlobal, is a fully integrated electronic health record, patient care management, and work force & business management software solution that enables community-based healthcare organizations to access secure patient information at the point of care. CCMS is specifically designed for home & community care, long term care, and hospice & palliative care providers.

CCMS users can access medical records anywhere, any time via PCs or mobile devices such as laptops, tablets or PDAs. CCMS is built on a standard Microsoft platform and uses the Microsoft Outlook interface to provide a friendly and familiar user experience. The application is hosted by TELUS, and is delivered over broadband networks with data residing in secure TELUS data centres, meeting all provincial and national privacy and security standards.

### CCMS in the settings of care

CCMS has been developed to specifically address the challenges facing healthcare organizations in home & community care, long term care, and hospice & palliative care. All users access the assessments, care plans and clinical notes for their patients. The scenarios here describe how CCMS may be applied in each of these settings.

### CCMS in home and community care

Patient and client records have commonly been paper-based, with access by only one person at a time, no backups, and little security. Valuable staff time is spent collecting patient records, manual reporting, duplicate data entry and other time-consuming activities. CCMS provides real time accessibility to patient data at the point of care. Mobile home care providers can better plan their time and minimize travel with easy access to the patient information needed for each visit within their daily schedule. In the home, CCMS allows providers to update the assessment, create or review the care plan, and create a clinical note recording actions, comments and the duration of the visit. The software automatically records the time, date and details of the person entering the record, so that the location of the care provider is recorded and can be monitored for staff safety. After synchronization with the main application, the clinical notes created during the home visit are available to caregivers, management, and other providers in the healthcare ecosystem, like primary care physicians.

### CCMS in long term care

Information within a long term care facility is often managed by a mix of four or five disparate electronic systems, in addition to paper based records. The lack of electronic data management means that the nursing staff and administrators spend significant time handwriting notes, resulting in double handling and rechecking of information which is inefficient, increases the potential for error, and jeopardizes patient safety. CCMS allows for smooth, integrated

communication among administrators, nurses and PSWs with access to patient data at the bedside. The software provides the ability for administrators to easily collect and analyze statistical data, which allows for easier decision making, funding requests, and justification of potential business expansion. CCMS is fully interoperable with medication management, HR, dietary and scheduling systems, and supports bed inventory and wait list management.

### CCMS in hospice and palliative care

In the palliative care setting, whether in the home, hospice or acute care facility, it benefits the patient to involve the family and facilitate interaction with the care providers. This type of health service is characterized by frequent overnight admissions or urgent home visits, where the doctors or nurses may be unfamiliar with the patient. The inability to obtain a patient's full medical history means that resources and tests may be duplicated, reducing the effectiveness of the multi-disciplinary team. CCMS allows access to patient information anywhere, any time, for any authorized user, and enables timely, efficient, quality care.

Home Patient List Patient Info Patient Clinical Patient Docs RADT Management Reports Configuration Help

For Approval For Admission Waitlist Management Pre-admitted

Pending Admission

Select Patient to Allocate to a Program

Referral Date	Name	Primary ID	Priority	Episode Group	Admission Setting	Status
18 Feb 2009	Dion Ringgold	BDWWSM01747647001				Referral Approved
18 Feb 2009	Dion Ringgold	BDWWSM01747647001				Referral Approved
18 Feb 2009	Dion Ringgold	BDWWSM01747647001				Waitlisted

Service/Programme to allocate patient to

Facility: Intensive Care Centre Schedule Appointment Type: Initial Appointment

Service/Programme: Geriatric Care Inpatient Episode Case Manager: Richardson, Don

Pre-Admit On: 26 Mar 2009

Admit On: 31 Mar 2009

Pre-Admission Note: Met with client and family, advised that in order to facilitate a more intensive course of treatment for her ongoing issues with open wound to her left calf her Op had requested admission, check list completed and pre admission information given.

Find Bed/Slot

## access patient information on the fly

CCMS improves productivity, improves response times, minimizes travel time and reduces paperwork. Best of all, it frees up healthcare providers to do what they're passionate about – giving timely, quality care to all their patients.

## clinical processes

CCMS provides all the clinical and patient management features that providers need to deliver exceptional care at the point of care.

<b>CLINICAL PROCESSES</b>	<p><b>Patient Management &amp; Administration</b></p> <ul style="list-style-type: none"> <li>■ Referral</li> <li>■ Wait Lists and Pre-admissions</li> <li>■ Admissions</li> <li>■ Patient Registration</li> <li>■ Patient Scheduling</li> <li>■ Location and Bed Management</li> <li>■ Transfer</li> <li>■ Discharge</li> </ul> <p><b>Care Planning and Care Delivery</b></p> <ul style="list-style-type: none"> <li>■ Assessments</li> <li>■ Care Planning</li> <li>■ Clinical Notes</li> <li>■ Medication Administration</li> <li>■ Alerts</li> <li>■ Case Management</li> <li>■ Care Plan Task and Resource Allocation</li> <li>■ Outcome Measurement and Clinical Reporting</li> </ul>	<b>CCMS CLINICAL FEATURES</b>	<ul style="list-style-type: none"> <li>■ Automated notifications for referrals</li> <li>■ Rules based, user configurable assessments and alerts</li> <li>■ Integration with Microsoft Office, full email &amp; internet access</li> <li>■ Automated risk assessment and generation of alerts</li> <li>■ Support for interRAI assessment tools</li> <li>■ Mobile data entry and viewing from a range of devices</li> <li>■ Diagnostic test ordering and viewing</li> <li>■ Automated decision support, alerts &amp; reminders</li> <li>■ Clinical coding capability</li> <li>■ Electronic transfer of records between providers</li> <li>■ Automated notifications for discharges</li> </ul>	<b>CCMS CLINICAL BENEFITS</b>	<ul style="list-style-type: none"> <li>■ Patient information available anywhere, any time, for any authorized user</li> <li>■ Improved care planning and documentation</li> <li>■ Reduced clinical staff time spent on non-clinical tasks</li> <li>■ Enhanced quality of care</li> <li>■ Reduced clinical risk</li> <li>■ Improved linkages to referrers and other care providers</li> <li>■ Improved communication with patients</li> <li>■ Supports integrated care models</li> <li>■ Remote patient monitoring capability enables 'exception' management</li> <li>■ Functionality maps directly to healthcare organizational processes</li> </ul>
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## Business processes

CCMS enables healthcare organizations to streamline business processes while reducing operating costs.

<b>BUSINESS PROCESSES</b>	<p><b>Workforce Management</b></p> <ul style="list-style-type: none"> <li>■ Rostering</li> <li>■ Booking and Scheduling</li> <li>■ Time Recording</li> <li>■ Reporting</li> </ul> <p><b>Facility and Business Management</b></p> <ul style="list-style-type: none"> <li>■ Incident and Accident Reporting</li> <li>■ Contract Management</li> <li>■ Business Management KPIs and Reporting</li> <li>■ Financial and Payroll Integration</li> <li>■ Outcome Measurement</li> <li>■ Reporting</li> </ul>	<b>CCMS BUSINESS FEATURES</b>	<ul style="list-style-type: none"> <li>■ Resource allocation and utilization reporting capability</li> <li>■ Workforce management, contract management and cost management capabilities</li> <li>■ Integrated calendars and scheduling capability</li> <li>■ Time and attendance data entry from fixed and mobile devices, &amp; phones</li> <li>■ Full range of management reporting</li> <li>■ Automated contract reports</li> </ul>	<b>CCMS BUSINESS BENEFITS</b>	<ul style="list-style-type: none"> <li>■ Centrally managed patient record with guaranteed access, backup and security</li> <li>■ Comprehensive and flexible reporting for regulatory compliance, business planning, workforce planning and quality assurance</li> <li>■ Scalable solution to suit changing organizational needs</li> <li>■ Functionality that is flexible and configurable to specific organizational processes</li> <li>■ Reduced downtime with mobile access to patient information</li> <li>■ Reduced data entry, duplication and paperwork</li> <li>■ Automated report generation for funders</li> <li>■ Internal operations, point-of-care services and external communication with other organizations become cost-effective and more efficient.</li> </ul>
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