



Community care management solution powered by HSAGlobal

sharing data across the continuum of care

Home and community care is poised to relieve acute care facilities of the burden of under-managed chronic disease patients, free up an acute care bed sooner with the promise of reliable care in the home, and enhance the quality of life by helping patients become more independent. While community care can help with all these issues, it has its own challenges. There is a need for improved planning, scheduling, information sharing and communication among the patient's care providers along the continuum of care. In addition, the mobile nature of the community care workforce requires unique communication tools that enable them to stay in touch with other health providers, their patients and their patient's family.

the right patient information in the right place at the right time

In partnership with HSAGlobal, TELUS Health Solutions has launched a software solution to support the clinical and administrative processes for community, long term and hospice care providers. The Community Care Management Solution (CCMS) powered by HSAGlobal is a full electronic health record and patient management system which makes patient data available to community care providers at the point of care, using a standard Microsoft interface on a laptop, PDA or smart phone. Updates can be made to care plans, test results can be accessed, and clinical processes reviewed at the time of patient care; these can then be shared across the continuum of care with other healthcare providers. By employing standardized processes and workflow tools, the result is more productive communications and improved outcomes for all stakeholders.

end-to-end healthcare information system

CCMS is an end-to-end browser and mobile-based service that includes device, network and application. Our solution can help your organization gain important advantages:

- Increased service integration, quality of care and patient safety
- Improved satisfaction for patients and their families
- Increased efficiency, productivity and staff satisfaction
- Increased accountability
- Global recognition as leaders in community sector transformation

fully integrated solution

TELUS Health Solutions, Microsoft, HSAGlobal and a qualified local implementation partner provide the integration of all key components of the CCMS. It is delivered over broadband networks and is accessible through wireline or wireless devices. TELUS provides 24x7 support and hosting is available in our Internet Data Centres. CCMS can be further integrated with existing TELUS services such as the Emergency Management Operating System and the infrastructure of the TELUS Future Friendly Home. The solution can also be leveraged with TELUS' broadband EVDO wireless solutions.

Key features include:

Common user interface. CCMS is built on a Microsoft standard and uses the Microsoft Outlook interface to provide a friendly and familiar user experience. It is intuitive to use and easy to learn.

Functionality for community care services. Common community care services are integrated into a community health ecosystem solution, supporting care providers with a broad range of functionality, including registration, admission, assessment, care planning, scheduling, clinical documentation, discharge and transfer.

Support for interRAI. CCMS supports the interRAI assessment tools to automatically generate relevant care plans, forecast resource utilization, and produce compliance reporting.

Proven technology. The TELUS solution is based on a robust service-oriented architecture (SOA) that delivers a flexible collection of integrated services riding on Microsoft's highly scalable enterprise platform.

Best-in-class security and privacy. CCMS incorporates the most robust security and privacy development capabilities in the marketplace. It complies with all provincial and national privacy and security standards and policies.

Highly configurable business rules engine. Health service providers are empowered through self-defined work-flow tools and can establish program-specific business rules to deliver differentiated treatment or service.

Built on industry standard HL7 v3. All clinical data is stored in a database that is designed around the most advanced HL7 models available today. This backwards compatible design is poised to deliver consistent reporting across all clinical domains and to act as an enabler for inter-application and inter-health authority integration.

Best platform for long-term evolution. The CCMS solution offers full functionality, scalability and evolution, helps protect your investment, and ensures long-term support.

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