



Nokia, Hippocad, Santélyls; improving health care quality

Technology improving health care, in the home

To receive health care and assistance in the comfort and dignity of their own homes is an aspiration for more and more people who would like to maintain an independent lifestyle. In France there has been an effort by the state to promote home health care, as providing care at home is four times cheaper than institutional care. The challenge is for home health care providers to maintain the same high standards of service quality.

Based near Lille, France, Santélyls Association is a not-for-profit association that provides home health care. With 200 employees and over 450 independent nurses and care givers, Santélyls provides care services in patients' homes, covering areas such as dialysis, perfusion, diabetes, respiratory, and nutrition. This constitutes a large logistical challenge, especially in regard to resourcing and scheduling. But through the technology jointly provided by Nokia and Hippocad, Santélyls has found a way to substantially improve the quality of their home health care.

Dynamic scheduling and need for visibility

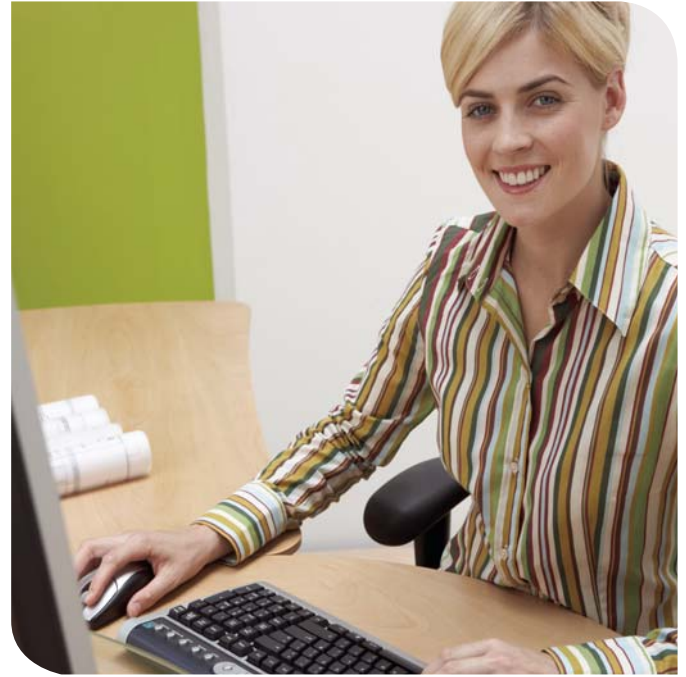
Santélyls must coordinate their mobile professionals daily to ensure that appropriate competencies for various specialized treatment arrive at the correct care client's home at the exact scheduled time. This scheduling must be dynamic because treatments vary considerably. Therefore, it is vital that

Santélyls have real-time visibility of the location of the nurse and care giver and information such as when they have finished giving the care they are providing. Santélyls must accurately assign the nurses and care givers; finding the appropriate skill sets for each home care client.

Especially designed for organizations with large numbers of employees in the field, Nokia Field Force Solution offers management vital real-time visibility over care provision. The Solution uses simple, yet proven and efficient technology, to streamline and automate the way care givers report from the field. By simply touching an RFID tag at the care client's home, the care employee immediately has a two-way, real-time communication channel. Information on the care client is made instantly available, and care activities are adjusted accordingly.

Nokia Field Force Solution

NOKIA
Connecting People



Previously field nurses and care employees would phone to call the care coordinator using their mobile phone; this was slow, inefficient and hindered service quality. Furthermore, there were time-consuming manual reporting procedures, but Nokia Field Force Solution's digital proof eliminates these tasks, upgrading efficiency and bringing significant cost savings to care providers.

Providing quality of service for care clients

Nothing matters in care provision more than the quality of service. To maintain this quality, precise time management is essential. Santély's care coordinators know how long each treatment should take and can now see the time spent by each nurse and care giver at the care client's home. If the time the care took was longer than the time scheduled, Santély's care coordinator knows there is an issue impeding the care delivery that needs to be investigated and solved. Any delay in care means that the nurse and care giver may not arrive on time to their next respective care client appointment.

The joint Nokia/Hippocad Solution allows Santély's care coordinator to be informed of and solve any care-related issues: for example, if one nurse or care employee is delayed another will replace him/her and the appropriate care will still be delivered to the care client at the correct time.

Nokia and Hippocad, a combined solution

Nokia and Hippocad have provided Santély's with the expertise and technology to improve the coordination of its mobile workforce and thus the quality of the whole care provision process. The innovative Solution has been implemented by Hippocad. The technology is based on Nokia

Field Force Solution, consisting of RFID-enabled mobile phones, work location RFID tags, and the Nokia Field Force Service Manager software. The Nokia software connects the mobile phones and RFID tags to Hippocad's ProXAd scheduling tool, providing Santély's care coordinators with real-time visibility of their nurses and care employees.

The Solution provides Santély's management with a valuable tool for improving the care quality and coordination of its mobile workforce, enabling them to dynamically schedule and assign the appropriate competencies, to the right care client, at the scheduled time. The Solution allows nurses and care givers to report on activities, sending electronic stamps of the time, date, and duration of care visits, as well as information on what care services were delivered to which care client. This streamlining of procedures has amounted to a real increase in Santély's productivity and quality of service.

Benefits, for providers and for care clients

Nokia Field Force Solution offers home care providers vast improvements in terms of accuracy and efficiency of reporting. These benefits are therefore yielded centrally, as field information can be linked to planning, billing, customer reporting, and payroll systems and procedures. Assisted by the speedy and intuitive technology, care workers can leave administrative tasks to the administrators and can therefore concentrate on their core competences, taking care of the well-being of their care clients.

For more information about Santély's, see www.santelys.asso.fr

For more information about Hippocad: see www.hippocad.fr

For more information about Nokia, see www.nokia.com

Nokia Corporation
P.O. Box 407
FI-00045 Nokia Group, Finland

www.nokia.com/fieldforce

NOKIA
Connecting People