

Client-centric service co-ordination in a “joined up” health system

NASCA Forum
3 September 2015



Whānau Tahī

NAVIGATING WAYS TO ASPIRATIONAL OUTCOMES

Agenda

- Connected Care
- CCMS
- Patient scenario – “connected care”
- Service co-ordination features within the scenario
- Questions and discussion

About us

CCMS helps health and social care leaders deliver *new models of connected care* to high needs populations

- With our *Shared Care Planning and Management* software
- Our integration capability
- Our implementation experience

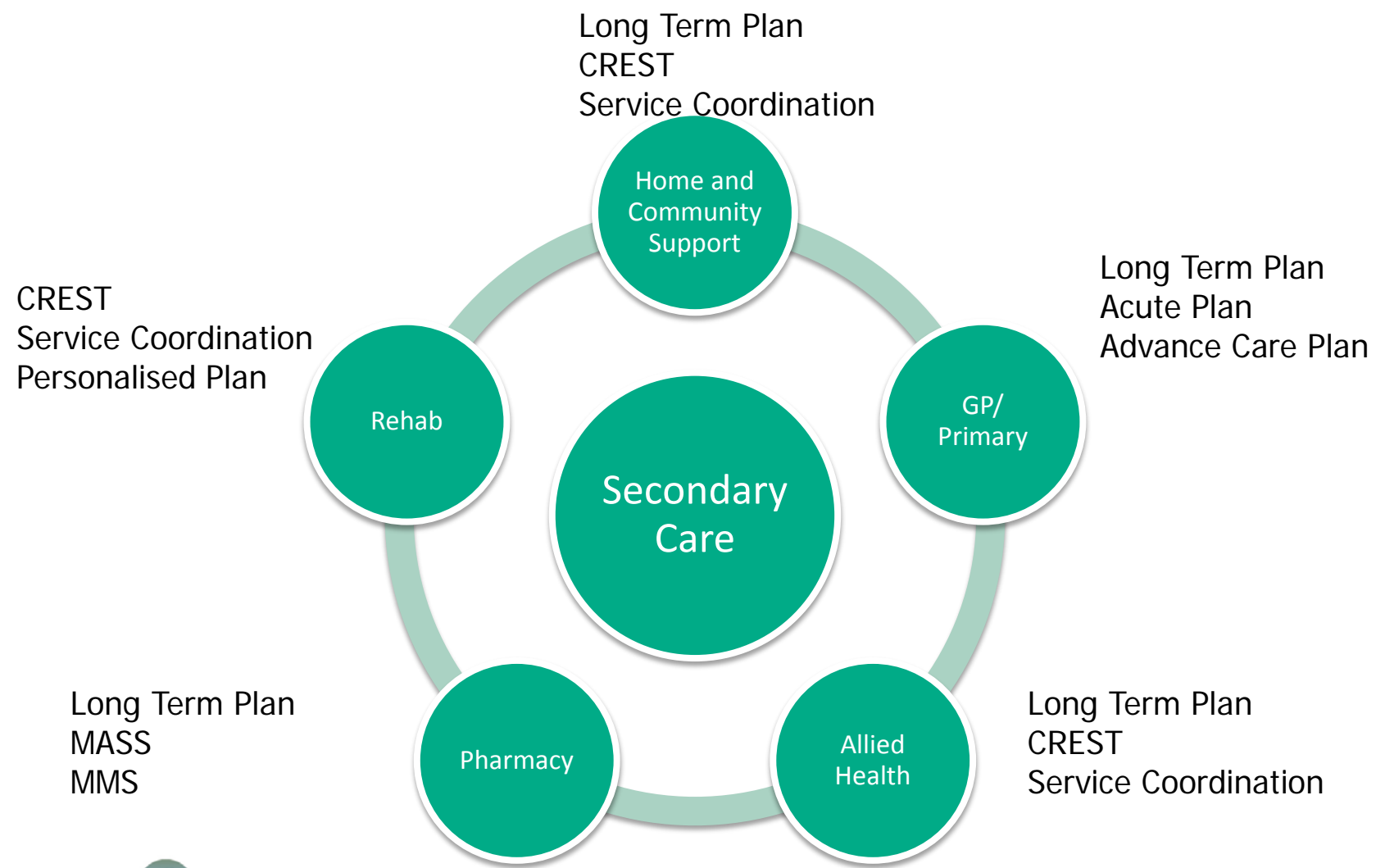
“putting individuals and families at the centre of everything we do”

Supporting people wherever they are

Secondary Care



Support for people to stay independent closer to home



Real benefits realised ...

- **Better patient experience:**
 - 84% of clients set their own goals and said programme enabled them to regain their independence.
 - 77% of clients believe programme's support stopped family members feeling over-burdened.
- **Improved health outcomes:**
 - Improved clinical outcomes (standard assessment tools) and reduced the Average Length of Stay per patient without increase in readmission rates for supported early discharge programme
 - Improved quality of life reported by participants
- **Less waste:**
 - 34% reduction in bed days used by enrolled patients
 - 36% reduction in ED presentations from enrolled patients
 - 13% reduction in Residential Aged Care bed utilisation

Our CCMS Product

A powerful platform for improving patient outcomes

We have built a complete connected care platform which enables a network of carers to proactively manage care



Personalise

Move away from uncoordinated, condition-specific responses by putting the person at the centre of care and recording their goals.



Connect

Provide a central platform that enables everyone involved in a person's care network to identify each other and understand their role in supporting patient goals.



Communicate

Ensure everyone in the care team, including the patient, can easily communicate with each other when they need to.



Plan

Keep everyone on the same page by enabling the co-creation of a centralised person-centred care plan.



Manage

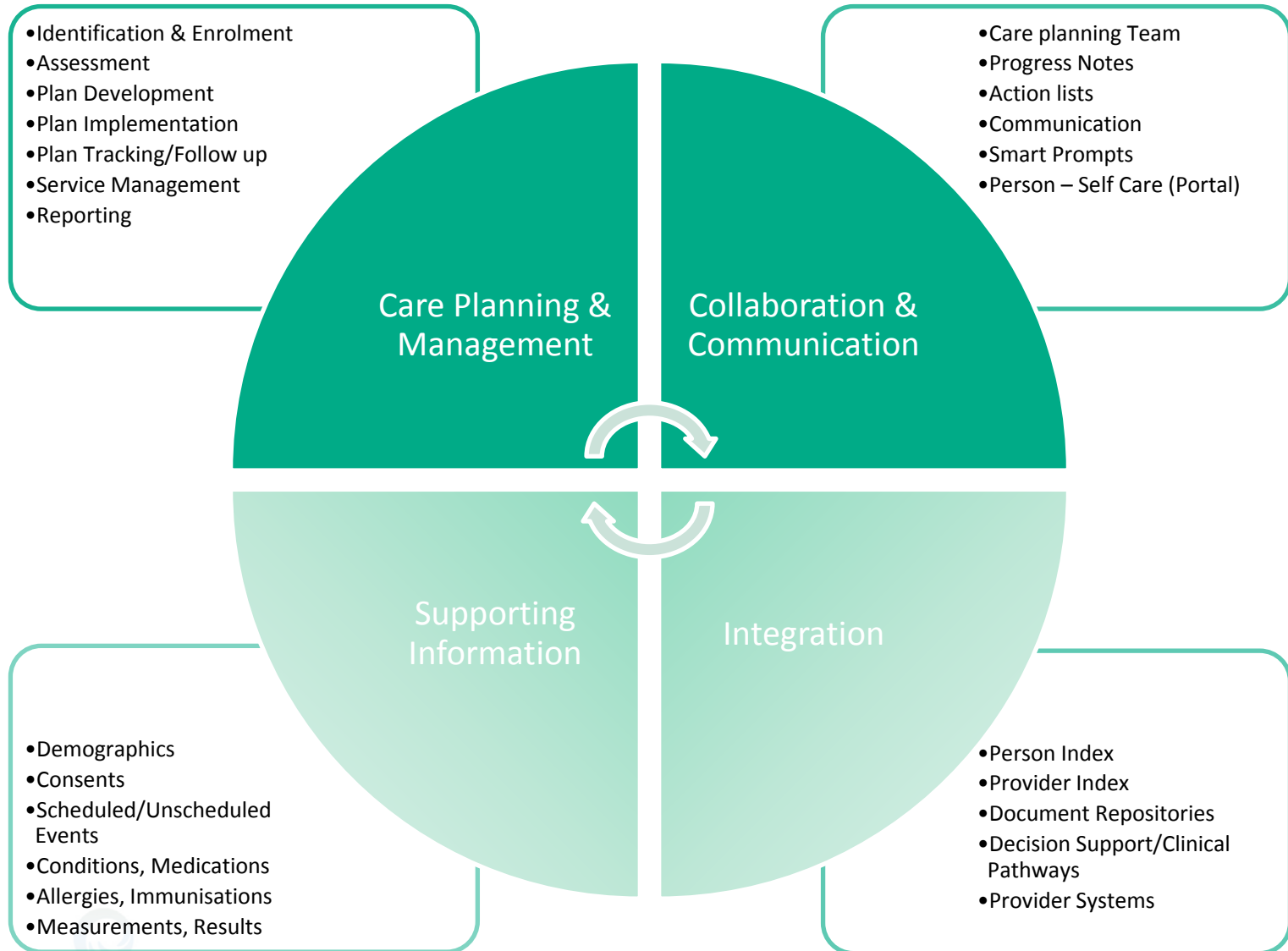
Enable the care plan to be actively managed through workflow management, task allocation, task monitoring and ongoing reassessment.



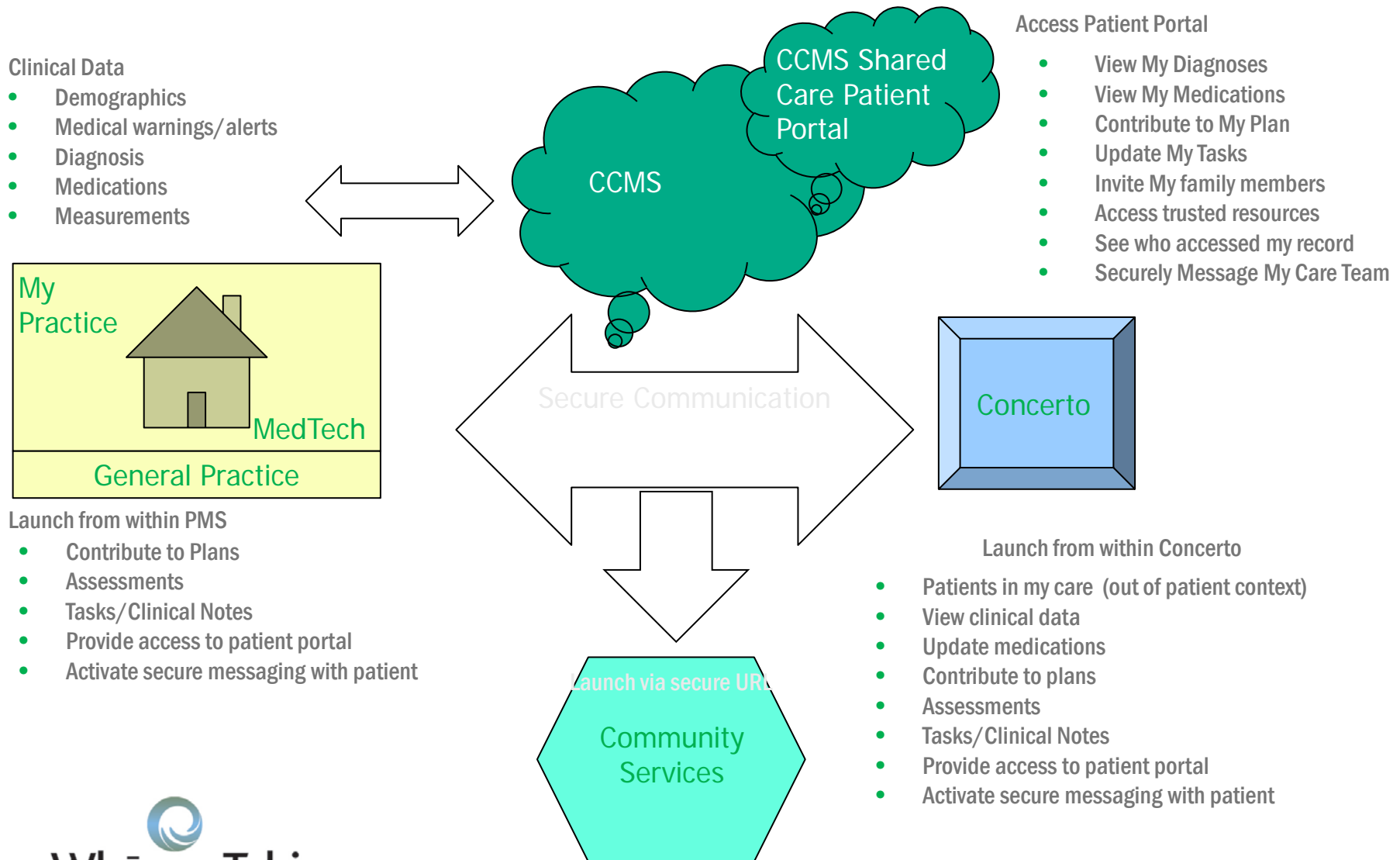
Measure

Measure the effectiveness of the plan and its progression toward patient goals while gaining greater visibility of resource coordination and service delivery.

Core Modules



How does it fit?



Some recent news

- Hawke's Bay DHB implemented CCMS successfully in July to use for NASC Service Co-ordination (Options Hawke's Bay)
- Integration with MedTech, MyPractice, Concerto, LOTS, Tonic, InterRAI, Éclair, e-Sam and more to come
- Canterbury, Northern Region and Hawke's Bay DHB's signing 3 year contracts (approx. 40k patients and growing >1.5k per mth)
- Meds Adherence Support Service rolling out in Auckland and MMS in Canterbury
- Revised licensing model with low start up costs and price based on value
- Northern and Canterbury user groups established driving changes to Care Plan and Task/Messaging
- Acquisition of CCMS by Whānau Tahī Ltd enables us to close the loop on connected health and social care and family-directed care – very exciting!!!

Sally Snow

Profile:

Age 83

Social Situation:

- Currently living alone at home; Independent in her activities of daily living
- Finding it increasingly difficult to make meals and do household chores
- Has family support
- Not getting a lot of exercise

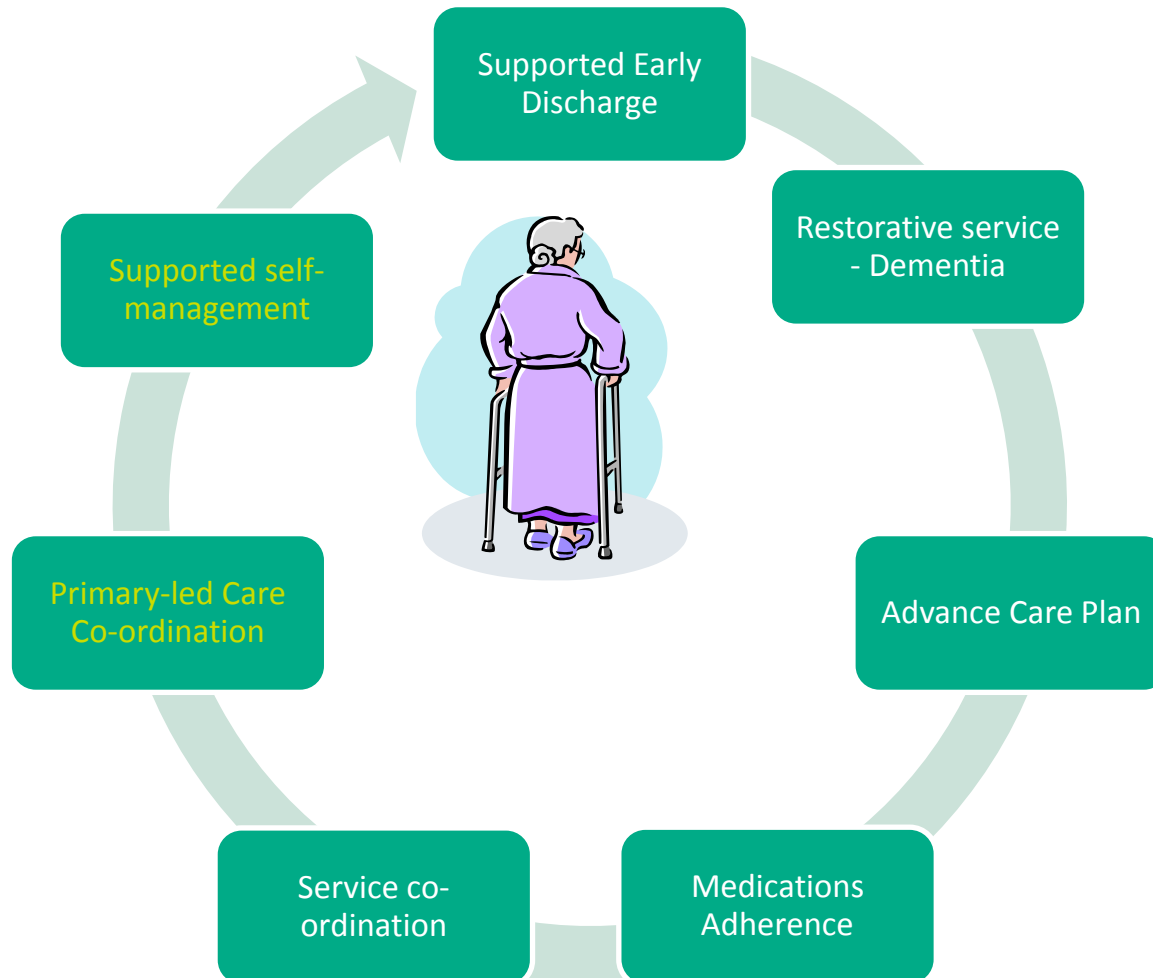
Physical Challenges :

- Non-insulin-dependent diabetes mellitus (Type 2) requiring insulin
- Hypertension
- Obesity, and
- Gastroesophageal reflux disorder

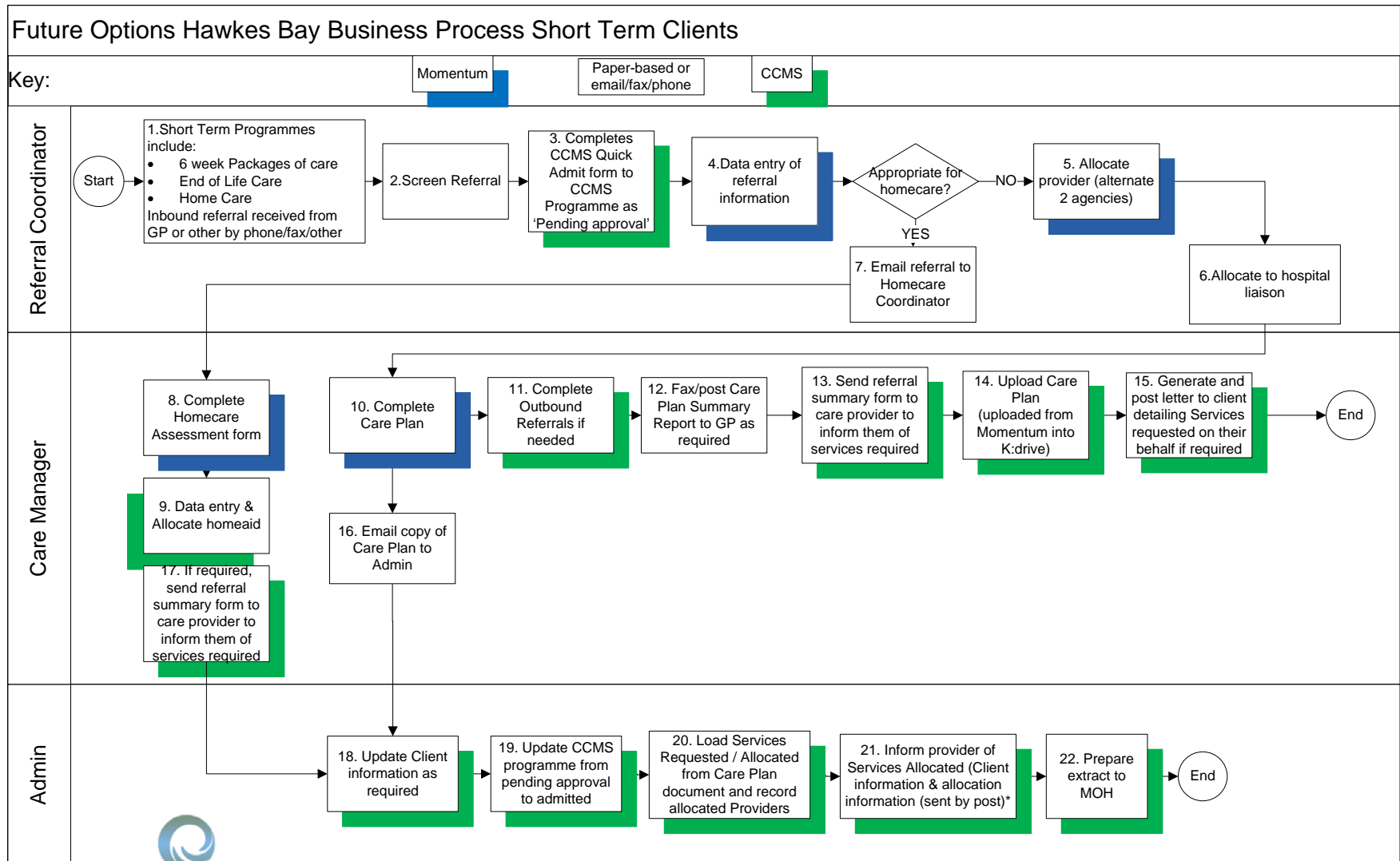
Sally Snow - Risk Profile

- **Progression of Diabetes due to poor weight control**
 - Requires insulin support
 - Eye Sight issues
 - Renal issues
 - Progression of her Heart Failure
- **Poor blood pressure controls – worsened by Obesity; contributing to heart disease - CVD**
- **Falls Risk with potential fracture due to developing Osteoporosis**
- **Confusion (memory problems) – forgetting her Meds**


Sally needs a “connected” health system



Service co-ordination workflow in CCMS (HBDHB)



NASC can “see” Sally holistically



ADAMS, JENNY (Miss)

Born 15-Oct-1992 (21y 8m) Gender Female

Known Allergies or Alerts

NHI BWU5688

Nepak, Prem

Settings Help About Quick Guide Log Out

More Details

Home (Me)

All Patients

This Patient

Overview

Recent Activities

Care Team

Notes

Assessments

Plans

Measurements

Diagnosis

Rx History

Medications List

Documents

Case Conference

Register

Contact Persons

Patient Portal

Consent

Referrals

Episodes

Tasks

Messages

TestSafe

Services

Configuration

Add-Ins

Patient Overview

Recent Activities

+ Add New

Summary
Date: 20-Jun-2014; User: Prem Nepak
DJS Test/2 levels Goals_Actions edited by Prem Nepak on 20-Jun-2014
Date: 19-Jun-2014; User: Prem Nepak
DJS Test/2 levels Goals_Actions edited by Prem Nepak on 19-Jun-2014
Test/Generic Care Plan Template edited by Prem Nepak on 19-Jun-2014
Date: 11-Jun-2014; User: Prem Nepak
Weight management /Four levels edited by Prem Nepak on 11-Jun-2014

Allergies

+ Add New

Alert	Note
Drug Class	Alginate acid and alginates - This is a note of the medical warning, updated by samin medtech

Referred To

+ Add New

Referral Program	Referral Status	
NSCP ACP	On Transfer 13-Sep-2013	View

Care Team

+ Add New

Name	Details	Role
James, David	HSAG Tester Shared Care Programme Default Facility Shared Care Programme	Care Coordinator
Caldwell, Jennifer	HSAG Tester Shared Care Programme Default Facility Shared Care Programme	Care Coordinator
Test, Pragathi	General Practitioner Shared Care Programme Default Facility Shared Care Programme	Care Coordinator
Malik, Faisal	Practice Administrator Regional Shared Care Shared Care Programme	Care Coordinator
Matta, Rai	Practice Administrator Regional Shared Care Shared Care Programme	Care Coordinator

InterRAI Reports

Client Summary report for LTC

Client Information Reports

Completed Assessment Reports

Completed Care Plan Reports

Admission & Assessment

Description	Detail
No records to display	

Service Requests

+ Add New

Service	Provider
Day Care	NZ HealthCare, City
Resthome Care	Access NZ

Tasks

+ Add New Refresh

Due Date	Subject	Assigned To	Created By	Status
	Test	Caldwell, Jennifer	Nepak, Prem	Open
26-Sep-2013	test	Han, Jirong	Malik, Faisal	Open
28-Jun-2014	I need exercise	Prashar, Vaibhav	Prashar, Vaibhav	Open
30-Jun-2014	Brush Your Teeth	Prashar, Vaibhav	Prashar, Vaibhav	Open
30-Jun-2014	DJS Test		Nepak, Prem	Open

Go to Linked Item

Include Completed Tasks

Including her InterRAI assessments

The screenshot displays the HSAGlobal Connected Care interface for patient ADAMS, JENNY (Miss), born 15-Oct-1992 (21y 8m), Female. The interface includes a sidebar with navigation options like Home (Me), All Patients, This Patient, Overview, Recent Activities, Care Team, Notes, Assessments, Plans, Measurements, Diagnosis, Rx History, Medications List, Documents, Case Conference, Register, Contact Persons, Patient Portal, Consent, Referrals, Episodes, Tasks, Messages, TestSafe, Services, and Configuration.

The main content area shows the Patient Overview, Recent Activities, Allergies, Referred To, and Care Team sections. A callout box labeled "PDF Reports List" points to the InterRAI Reports section, which lists:

- Client Summary report for LTC
- Client Information Reports
- Completed Assessment Reports
- Completed Care Plan Reports

Each report has a "View" link. Another callout box labeled "PDF Reports" points to the Admission & Assessment section, which shows the Current Diagnosis and a list of diagnoses.

The bottom right shows a detailed view of the Client Information Report, including sections for Cognitive Patterns, Delirium, Communication / Hearing Patterns, and Making self understood.

Whānau Tahī
NAVIGATING WAYS TO ASPIRATIONAL OUTCOMES

Select from available services for Sally



Nepak, Prem

[Settings](#) [Help](#) [About](#) [Quick Guide](#)
[Log Out](#)

- Home (Me)
- All Patients
- Configuration
- Organisation
- Facilities
- Healthcare Domains
- Programmes
- Resources
- Designations
- Roles
- Providers
- Groups
- Document Templates
- Appointment Templates
- Assessments
- Plans
- Diagnosis
- Report Builder
- Meds
- Report Admin
- Forms
- Sitemaps
- Service Catalogue
 - Category
 - Service**
- Notifications


Service									
+ Add New									
Category	Service	Code	Unit of Measurement	Type	Valid From	Valid To	Status	Description	
Home Based Services	Ali's Home Help	159	Units/Day	Quantity Based			Active		
Wound Care	bandaging	546546	Visits	Time Based	04-Jun-2014	04-Jul-2014	Active	Wound care - bandaging for hurt folks	
Home Based Services	home care	12345	Hours/Week	Time Based			Active	test	
Home Based Services	Home Help	HH	Hours/Day	Quantity Based			Active	asdfg	
Cleaning	Jens Cleaning	Cl1	Hours/Week	Time Based	21-May-2014	28-Jun-2014	Active		
Community Services	Personnal Care	xxxxx	Hours/Week	Time Based			Active		
Cleaning	Spectacles	Clean1	Visits	Quantity Based			Active	visits	

1

1 - 7 of 7 items

[View Details](#)

Understanding Sally's needs better helps service selection

HSAGlobal
Connected Care

Overview

Recent Activities

Care Team

Notes

Assessments

Plans

Financial Dashboard

Measurements

Diagnosis

Rx History

Medications List

Documents

Case Conference

Register

Contact Persons

Patient Portal

Consent

Referrals

Episodes

Tasks

Messages

TestSafe

Services

Service Request

Service Delivered

Configuration

**CLAUSTRE,
Jonathan**

Born 26-Apr-1983 (31y 4m) Gender -
No Allergies or Alerts Recorded

NHI EPE1669
More Details ▾

User, Admin
Settings Help About Quick Guide
Log Out

Add Service Request

Care Plan Actions

Budget2014-15Committed: 1000, Committed%: 50%

ServiceDay Care* DCHS12

UnitsDays/Year

Valid From

Valid To

ProviderSearch Provider...
Access NZ, City
Care on Call NZ Ltd, City

Cost of service request

DetailsAdd any extra information
for Service Request here

Save

Cancel

And service visibility for all

Created Date

From

To

Filter

+ Add New

	Service	Units UoM	Valid From	Valid To	Provider	Status
	Young Persons Disabled	1 Days/Year	01-May-2015	02-May-2015	Cairnfield House - LTS	CANCELLED
+	Home Support	1 Hours/Day	05-May-2015	31-May-2015	Access Homehealth - LTS	ACTIVE
+	Home Support	2 Hours/Day	08-May-2015	31-Jul-2015	Access Homehealth - LTS	ACTIVE
	Home Support Household Management				Hutt Valley NASC	ACTIVE
	Home Support Household Management	0 Days/Year			Access Homehealth - LTS	CANCELLED
	Home Support Household Management	3 Days/Year	15-May-2015	23-May-2015	Kerikeri Rest Home	CANCELLED

1

1 - 6 of 6 items

Financial Dashboard							
+ Add New							
	Budget ▼	Amount ▼	Committed ▼	Spent ▼	Committed % ▼	Spent % ▼	Status ▼
	care centre	5,000.00	27.00	25.00	1%	1%	Active
<div> 1 </div> <div>1 - 1 of 1 items</div>							

E-Sam & IBT Service Order

Bay Home Support

NASC COORDINATOR

PATIENTS

EXCEP TRAVEL

Q brown

Q NHI Number

Register Patient

NAME	NHI	GENDER	DATE OF BIRTH	
Brown, Hannelore	MXV7555	Female	16-Apr-1927	»
Brown, Reginald	GNJ7211	Male	04-Sep-1953	»
Brown, Don	GBE0576	Male	08-Mar-1932	»
Brown, Barney	FPP2269			
Brown, Lynda	EVW1477			
Brown, Marguerite	DKG6422			
Brown, Gail	CYE4645			
Brown, Miriama	CAS9715			

Bay Home Support

NASC COORDINATOR

PATIENTS

EXCEP TRAVEL

Brown, Hannelore

MXV7555

Female

16-Apr-1927

»

Brown, Reginald

GNJ7211

Male

04-Sep-1953

»

Brown, Don

GBE0576

Male

08-Mar-1932

»

FAMILY NAME
Brown

GIVEN NAMES
Don

NHI NUMBER
GBE0576

DATE OF BIRTH
08/03/1932

GENDER
Male

CONTACT

ADD ADDRESS

Q

Other
87 Selwyn Crescent
Forrest Hill
Auckland 0620

Residential
47 Greenwood RD
Havelock North
New Zealand
4130

View larger map

View larger map

UPDATE PATIENT DETAILS

Brown, Barney

FPP2269

Male

19-Feb-1943

»

Service orders and exceptional travel

Brown, Don NHI: GBE0576 DATE OF BIRTH: 08.03.1932

SERVICE ORDERS **PROFILE**

New Service Order

SERVICE NAME	PROVIDER	VALIDITY
Personal Care - Low (Healthcare of New Zealand Home Based Support Services)	Healthcare of New Zealand Ltd	07/07/15 - 07/07/16

SERVICE NAME
Personal Care - Low (Healthcare of New Zealand Home Based Support Services)

PROVIDER
Healthcare of New Zealand Ltd

VALID FROM
07/07/2015

VALID TO
07/09/2015

NOTES
changed the valid date

UNITS - HRS/WEEK
5

EXTERNAL PSO#
test1

IBT NUMBER
IBT_4_test1

CANCEL

Household Management - Low (Healthcare of New Zealand Home Based Support Services)

PROVIDER
Healthcare of New Zealand Ltd

VALIDITY
07/07/15 -

Brown, Don NHI: GBE0576 DATE OF BIRTH: 08.03.1932

SERVICE ORDERS **PROFILE**

Exceptional Travel Requests **+ Request Exceptional Travel**

New Exceptional Travel Request

PATIENT ID
GBE0576

EXTERNAL PSO#
test1

IBT NUMBER
IBT_4_test1

TYPE
Choose a type

CATEGORY
Choose a category

ADDITIONAL KMS
0

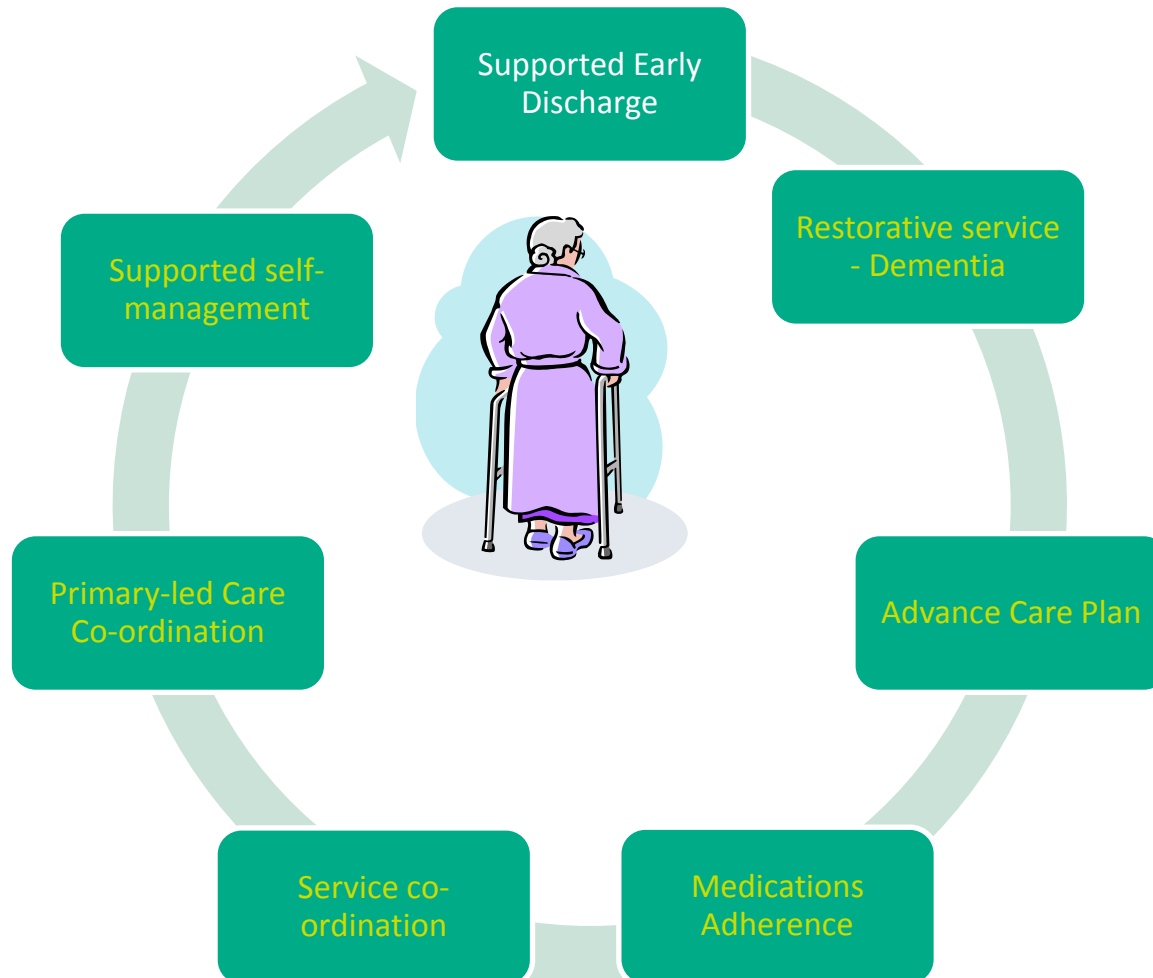
ADDITIONAL MINS
0

NOTES

CANCEL **SAVE**

PATIENT NAME **SERVICE** **EXTERNAL PSO#** **IBT#** **STATUS**

Connecting care



Key points

- Sector-level view
 - Client-centric connected care is happening
 - There are benefits for patients, families and providers across the continuum
 - Service co-ordination is a key element of connected care
- NASC level view
 - Specialist functionality available to meet department needs
 - “Connected Care” not a pre-requisite to improving the way we manage patients
 - NASC’s are key players in improving patient outcomes

Thank you

- Questions
- For more information:
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 - mattht@hsaglobal.net
 - 021 772211