



CASE STUDY

“Automation has been a godsend to our nurses!”



HOSPITAL IN YOUR HOME (HIYH) HAS IMPLEMENTED A SINGLE SOLUTION MOBILITY APP ACROSS THEIR BUSINESS THAT HAS STREAMLINED THEIR BUSINESS, CREATED BETTER PATIENT OUTCOMES, AND GIVEN THEIR FUNDERS COMPLETE ACCESS TO INFORMATION.

The Challenge

For HiYH, technology underpins the delivery of exemplary care, but when it was founded there was no single system that could meet their unique needs. “We ended up using ad-hoc and disjointed solutions, often using spreadsheets, faxes, and a mix of paper and electronic charting,” said Dr Young. Medication management, receipting results, recording observations, and progress notes and transfer of information back to a hospital or GP was tangled in multiple disparate systems.

Vanessa West, Nursing Director of HiYH explained that manual processing of information was bogging down their teams, making consistent transfer of information

Key Objectives



Easy to use configurable app

Better patient outcomes through fast access to information and standardised entry of data.



Automate routine functions

Reduce nurse time for tasks that can be automated



and compliance a challenge. HiYH nurses spend 90% of their time in route or providing care in the home. They needed a single solution that was flexible enough to meet their needs and supported automating processes so nurses could focus on patient care while ensuring quality and consistent documentation and information transfer.

The Solution

After a thorough market scan, HiYH identified hCare by Intrahealth, that had a vast array of functionality via an intuitive tablet-based user interface. For Vanessa, the product improved their business immensely. "hCare made it easy for our team to record care with minimal staff training required," she said. "We were able to configure clinical views and processes on the app that made sense to us and our business. We were also able to add our own configurable forms, such as a cannula care form that made entry fast, easy, and consistent. The team could quickly see all patient information in one place, easily access and manage medications, results, observations, contemporaneous notes and documents." In particular, she mentioned that the automated features have been a godsend. "Nurses no longer need to create discharge summaries for the GP and Hospital. It is completed automatically!"

The Benefit

For Dr Young, "Documentation, consistency, and visibility of information is a big issue in healthcare that hCare solves."

"We have focused our app on ensuring a simple to use solution for community, hospital, and aged care providers but also recognising that care delivery organisations are unique and need flexible solutions to create the best possible patient experience," explained Intrahealth's General Manager Craig Longstaff.

The Result

The Intrahealth hCare app has enhanced care delivery, enabled efficiencies and communication within the organisation and to the HIYH funders.

HiYH was founded by Dr Michael Young in 2017 to provide the highest quality of homecare services, including Hospital in the Home and Palliative care. "Since 2017, we have provided services across the eastern states of Australia to deliver acute hospital level care in the community more efficiently, with more comfort to the patient, less risk of Hospital Acquired Complications to relieve pressure from the acute hospital system," said Dr Young.

Contact us today.

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