



### Technology in the Home Care Setting:

### Triumphs, Trials and Tribulations

### Nan Cleator, National Practice Consultant Irene Holubiec, National Director, Clinical Services Tracy Christanson, RN BScN ET VON Canada



TELUS Healthcare Solutions

TELUS Wireless Woundcare powered by Pixalere™ 2<sup>nd</sup> National Conference for Community Health Nurses: Shaping the Future



## Presentation Objective



• To share the lessons learned in the implementation of technology in home care



ELUS Wireless Woundcare owered by Pixalere™



# **VON Canada**



- 51 Branches across Canada
- 6,000 staff
- 12,000 volunteers
- Services:
  - Visiting Nursing (clinics, shift)
  - Home Support
  - Community Support





### **VON Care and Service Model**

### HEALTH AND SERVICE IMPERATIVES

VON will be Canada's leading charitable organization addressing community health and social needs. **POPULATION HEALTH, COMMUNITY HEALTH, DETERMINANTS OF HEALTH** 

#### VON CARE AND SERVICE



#### OUTCOMES

Healthy public policy through research, voice, influence and impact.

Positive health and social outcomes for individuals, families, communities and society. Effective partnerships with dients, caregivers, families, the care and service learn, communities, funders and governments.









**VON Technology** Strategy



- 18 month process to develop 5-10 yr VON IM/IT plan
- Implement clinical systems & mobile technologies
- Provide tools to clinicians to:
  - Enhance client safety
  - Deliver quality client care & service
- Based on partnerships











- Objective:
  - Prove mobile technology concept
  - Improve access to wound expertise
  - Implement evidence-based practice tools
  - Collect quantitative data on woundcare services
- Pilot funded by VON Canada Foundation
- Project Advisory Committee











- 8 Weeks
- Distinct Geography
- Set # of Nurses
- Goal 35 woundcare records



- Point of care documentation using technology
  - Laptops to enter assessment data & digital pictures
  - Virtual consults with ET & MD
  - Download/upload information to secure server





# Staff Training & Support



Technology skills assessment
 Small group & individual sessions
 First time – coaching (onsite)
 Ongoing coaching & technical support







# **Training in Action**





TELUS Healthcare Solution



TELUS Wireless Woundcare powered by Pixalere™

### **Pixalere Viewer**





								http://pixalere.com/pixalerev1.2/view.php?image=private/1/502/image-1.jpg - Micros
			Pixalere - Wound C	are Solution				Intp://pixatere.com/pixaterev1.2/view.pnprimage=private/1/502/image-1.jpg - Micro-
Contraction       Contraction         nucleation       1       5       0			Ele Edit Yew Fav	orites <u>T</u> ools	Help 🔇	Back 🔹 🕑	🕤 🙁 🙆 🕺 Agdress 🗟 http://pixalere 💌 🛃 Go 🛛 🖊	
							×	ANTE THE REPORT OF AN THE THE
Contraction       Contraction         nucleation       1       5       0			and Flow Chards Allinear Alle	terret freeler				AND AND THE THE REPORT OF THE
		ound Assessment/Managn	nent Flow Chart - Microsoft In	ternet Explor	er		Dixalere	
Note: Intermediate       Image: Control Total		xalere						
A Catalon: (A) Construction       I Construction								
And Catalon: (A) Constructions       <								
NameNameNameNameNameand1133and0100and10000and10000and10000inus Tract Deph (m)0000anus Tract Deph (m)000anus Tract Deph (m)00anus Tract Deph (m)00 <th>Markan       Markan       Markan</th> <th>und Location: A M Subm</th> <th>it</th> <th></th> <th></th> <th></th> <th>nents</th> <th></th>	Markan	und Location: A M Subm	it				nents	
NameNameNameNameNameain1133ain0100and10000and10000and10000inus Tract Deph (m)0000anus Tract Deph (m)000anus Tract Deph (m)000anus Tract Deph (m)000anus Tract Deph (m)000anus Tract Deph (m)00anus Tract Deph (m) <th>Markan       Markan       Markan</th> <th></th> <th></th> <th>17305</th> <th>17026</th> <th>1332h</th> <th>Current View</th> <th>A MARY A STATE OF A ST</th>	Markan			17305	17026	1332h	Current View	A MARY A STATE OF A ST
englh (cm)       0.0       0.1       0.0       0.1       0.0       0.1         idth (cm)       1.0       0.1       0.0       0.2       0.0       0.0       0.0         egh (cm)       0.1       0.1       0.0       0.	angh (rm)       0.0       0.1       0.0       0.1       0.0       0.1         Win (rm)       1.0       0.1       0.0       0.2       0.0       0.0       0.0         Bines Tact Location       0.0       0.1       0.0       0.5       0.0	issessment	02:05pm 07/22/2003 💌 🕨		07/17/2003	07/10/2003		
name       1.0       0.1       0.0       0.2         eph (m)       1.0       0.1       0.0       0.3         imas Trat Deph (m)       0.0       0.0       0.0       0.0       0.0         vanuals Color       0       0       0       0       0         oranulas Amount       0       0       0       0       0       0         matada Color       0       0       0       0       0       0       0         matada Amount       0	Name       1.9       0.1       0.0       0.2         Name       1.0       0.1       0.0       0.1         Name       1.0       0.1       0.0       0.5         Name       1.0       0.0       0.5       0.0         Name       1.0       0.0       0.5       0.0         Name       1.0       0.0       0.5       0.0         Name       0.0       0.5       0.0       0.0         Standa Arrandon       0.0       0.0       0.0       0.0         Standa Arrandon       0.0       0.0       0.0       0.0         Neterning (cond)       0.0							
reph (rm)       1.0       0.1       0.0       0.3         linus Tatal Deph (rm)       0.0       0.1       0.0       0.5         inus Tatal Deph (rm)       0.0       0.1       0.0       0.5         inus Tatal Deph (rm)       0.0       0.0       0.5       0.5         ranulation       0%       0%       0%       0%         pibelaization       0%       0%       0%       0%         sudate Arount       10       0       0       0         sudate Colour       10.0       0       0       0         indemining (no.)       0.0       0       0       0         indemining Location       10.11       10       0       0         indemining Location       10.11       10       10       10       10         iacration       10.11       10       10       10       10       10         reposed Sing Frequency Chang       1.10.11       1       10       10       10       10         roducts       1.10.11       1       10       10       10       10       10       10       10       10       10       10       10       10       10       10 <td>herein       1.0       0.1       0.0       0.3         hirus Trat Lobein (m)       0.0       0.1       0.0       0.5         Wand Base       1       1       1       1         Wand Base       1       1       1       1       1         Wand Base       1<td></td><td></td><td></td><td></td><td></td><td></td><td></td></td>	herein       1.0       0.1       0.0       0.3         hirus Trat Lobein (m)       0.0       0.1       0.0       0.5         Wand Base       1       1       1       1         Wand Base       1       1       1       1       1         Wand Base       1 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>							
Inite Tract Degine (rm)         ICO         O <td>minus       manual adam       mod       mod</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>and the Fred States of the</td> <td>1 T T S S S S S</td>	minus       manual adam       mod						and the Fred States of the	1 T T S S S S S
Inite Tract Degine (rm)         ICO         O <td>nines Tract Logen (m)       0.0       0.0       0.0       0.0         Yound Base       1       10       1       1       1         Yound Base       10%       &lt;</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1 2 3 4 5 6 7 8 9 mount do plan</td>	nines Tract Logen (m)       0.0       0.0       0.0       0.0         Yound Base       1       10       1       1       1         Yound Base       10%       <							1 2 3 4 5 6 7 8 9 mount do plan
Normeters         Normeters           sound being         0%         0%         0%         0%           pithelialization         0%         0%         0%         0%           xudate Anount         -         -         -         -           xudate Type         -         -         -         -           xudate Odour         -         -         -         -         -           xudate Odour         -         -         -         -         -         -           indermining Location         1         1         -	Non-out-designed       0%       0%       0%       0%         Studiate Tripe       10%       0%       0%       0%         Studiate Arron of the Studiate Arron of the Studiate Arron of the Studiate Arron of the Studiate Colour       1       1       1         Studiate Colour       1       1       1       1       1       1         Studiate Colour       1 <td></td> <td>0.0</td> <td></td> <td>0.0</td> <td>0.5</td> <td></td> <td>Wound Measuring Guide / Instrument ut and</td>		0.0		0.0	0.5		Wound Measuring Guide / Instrument ut and
Normeters         Normeters           sound being         0%         0%         0%         0%           pithelialization         0%         0%         0%         0%           xudate Anount         -         -         -         -           xudate Type         -         -         -         -           xudate Odour         -         -         -         -         -           xudate Odour         -         -         -         -         -         -           indermining Location         1         1         -	Non-out-de- panulation       9%       9%       9%       9%         Studiato Trie Studiato Colour       0%       0%       9%         Studiato Trie Studiato Colour       1       1       1         Studiato Trie Studiato Colour       0       0       0         Studiato Colour       1       1       1         Studiato Colour       1       1       1         Nadermining Location       1       1       1         Nond Edge       1       1       1         Recention       1       1       1         Nond Edge       1       1       1         Recention       1       1       1         Triaspone       1       1       1         Regramer, Regra			1 to 11				Discard after single use / Jeter après chaque and
pitheliaization0%0%0%0%0%sudate Amountsudate Amountsudate Abountsudate Odour00sudate Odour000indermining Location1to 11nound Edge-1to 11enwound Skin1to 11ressing FrequencyChang1to 11nourdsh1to 11rango re1to 11rindtyit elegraneernourdshnotictnotictnotictnotictnotictnotictnotictnotictnotictnotictnotictnotictnotictnotictnotictnotictnotictnotictnotict- <td>spinetalization       0%<!--</td--><td></td><td></td><td></td><td></td><td></td><td></td><td>State of Contract of Contract</td></td>	spinetalization       0% </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>State of Contract of Contract</td>							State of Contract
Audade Arnount         Image: Second Sec	Baudate Anount I   Baudate Anount I   Baudate Type I   Baudate Type I   Baudate Colour   Baudate Colour   Baudate Colour   Madermining Location   Modermining Location   Modermining Location   Modermining Location   In 11   Indermining Location   Modermining Location   In 11   In 12   In 12   In 13   In 14   In 15   In 14   In 15   In 15   In 15   In 16   In 15   In 16							P
xudate Type       index	kaudate Type       Image: Standard Type       Image:		0%	10%	0%	0%		
Nuclair type         Indemnision	sudda Piye						and the second sec	Pixalere ID#58 - 12/31/1969 04:00pm - Microsoft Internet Explorer
xudate Odour       Image mining (cm)       Image m	Baudade Odour       Image: mining (cm)       0       0       0       0         Indermining (cm)       0       0       0       0       0         Indermining (cm)       1       1       1       1       1       1         Vound Edge       1 </td <td></td> <td></td> <td></td> <td></td> <td></td> <td>Worked Megnering Guale / January Discussion</td> <td></td>						Worked Megnering Guale / January Discussion	
Mutaer volume         Image	Andermining (cond) 0 0 0   Nidermining (cond) 0 0 0   Nidermining (cond) 1 10 11   Nound Edge 1 1 1   Perwound Skin 1 1 1   Aaceration 1 10 1   Transpore 1: 4 inch foam 1: Regranex   Nounder 1: 2 inch foam 1: Regranex   Nounder 1: 4 inch foam 1: Regranex   Nadermining (cond) 0 0						A click on image to zoom A GRD	
Indemining Location       1 to 11       Image: Second seco	Andermining Location 1 to 11 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2							
Avoid Edge     Image: Constraint of the state of the stat	Vound Edge   Personand Skin   Accration   1 to 11   Dressing Frequency Change   Number of the present to 1000		U		0	0	mments:	
erivound Skina in techy in tec	Performand Skin in the sessen of the sessen			1 to 11			Read Comments	The part of the second second second second second
iaceration     1 to 11     I       ressing Frequency Change     1x weeky     I       roducts     1'. Teller Name     1'. Regranex Regranex 1': manspore     1'. Regranex Regranex     I'. Regranex       rioity     I     High     I	Accretion 1 to 11 comments have been entered for this assessment. Dressing Frequency Change 1 x weeky 1 comments have been entered for this assessment. Dressing Frequency Change 1 : Regranex 1 comments have been entered for this assessment. Dressing Frequency Change 1 : Regranex 1 comments have been entered for this assessment. Dressing Frequency Change 1 : Regranex 1 comments have been entered for this assessment. Dressing Frequency Change 1 : Regranex 1 comments have been entered for this assessment. Dressing Frequency Change 1 : Regranex 1 comments have been entered for this assessment. Dressing Frequency Change 1 : Regranex 1 comments have been entered for this assessment. Dressing Frequency Change 1 : Regranex 1 comments have been entered for this assessment. Dressing Frequency Change 1 : Regranex 1 comments have been entered for this assessment. Dressing Frequency Change 1 : Regranex 1 comments have been entered for this assessment. Dressing Frequency Change 1 : Regranex 1 : Regranex 1 comments have been entered for this assessment. Dressing Frequency Change 1 : Regranex 1 :				Heles			
ressing Frequency Change I tx weekly I I tree I I tx weekly I I tree I I I I I I I I I I I I I I I I I I	Aressing Frequency Change 1 x weekly 1 Thele 225 Regrames 1 ranspore 1 ranspo			4 10 44	neny			
roducts 1: 4 inch foam 1: Tielle 0.25: 0.25: riority imanspore 1: Transpore 1: Company 1	roducts   1: 4 Inch foam 1: Tielle 1: Regranex   0.25: Regranex 1:   Transpore 1:   Transpore Active     Normendation:     Recommendation:							
roducts 0.25: Regranex 1: Transpore riority High E	Products Regramer. 1: Transpore Phonty High Status Active TELUS Wir Recommendation:		1 - A inch foam		1 - Regrapov			
1:     Transpore       riority     High	Priority   High   Status   Active     TELUS Wir     Recommendation:		· · · · · · · · · · · · · · · · · · ·	0.25 :	r . Regrafiex			
rionty High C C C C C C C C C C C C C C C C C C C	Transpore High Status Active TELUS Wir Recommendation:	Products						
	TELUS Wir							
tatus Active	TELUS Wir	Priority		High			E	
		Status		Active				
						2		
		TELLIQ	A /ir	on:		12		
TELUS W/in	powered by Pixalere"	TLLUS	V V II					
TELUS Wir	powered by malere	noworo	d hy Divaloro					
TELUS Wir		howere	U NY FIXAIBIE					



# **Evaluation**



- Critical Success Factors
  - Ability to collect and analyze quantitative data on client care and service: tracking of wound types, heal times, turn around time for consultations/referrals
  - > 35 electronic records
  - Fechnology used at the point of care
  - Staff survey (pre/post implementation)
  - Client survey



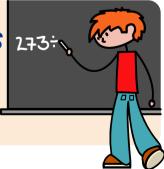




# *Triumphs, trials, tribulations.....*



- 8 week pilot (??) what were we thinking? and ...when does the clock start ticking?
- **Devices -** *laptops bulky & heavy; some cameras better than others*
- Multi-pronged project support essential: on-site, on-call, backup plans
- Capture quantitative data wound types, heal times, turn around time for ET consults
- Staff learning curves and practice supports 273+
- Survey says satisfied & engaged clients









- Engage stakeholders early
- Conduct process mapping & redesign
- Conduct audit to capture strong "before" picture
- Device choice--critical for mobile worker
- Virtual visit re-imbursement and/or skepticism in technology





## **Next Steps**



- Phased implementation
   Larger geography (rural & urban)
   More users & linking with acute care
   Collecting/using data to measure visit costs/savings
  - Using tablets more mobile
  - Early results promising

TELUS Healthcare Solutions TELUS Wire powered by







- We have an opportunity to shape technology projects and the impacts on our nursing practice using technology
  - Front line nurses are essential to project success
  - Project champions can be ID at any time of the project ID them early & work with them to overcome challenges
  - Work with IT to make it relevant for nurses
  - Use technology to engage clients in their care (not just a tool to document)





# **Contact Info**



Nan.cleator@von.ca Irene.holubiec@von.ca

## Thank you!

