



www.carefolk.com

Carefolk Integrated Care Platform



Customer:

Health Service Executive
(HSE), Ireland. www.hse.ie

Integrated Care
Programme for Older
People (ICPOP)

Industry:

National Health Service

Needs Expressed:

- IC Platform to deliver acute/ community care.
- Triage & manage cases on-site or remotely.
- Team management & collaboration around one shared patient record.
- Improve Population Planning.
- Data Driven Decision making.
- Patient self support tools.

Benefits Realized:

- Up to 50% reduction in clinician admin time.
- Greatly improved process flow & case management.
- Approx. 20 to 30 mins saved per client visit.
- '000's of hospital bed days saved.

Learn More



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Feidhmeannacht na Seirbhíse Sláine
Health Service Executive

Health Service Executive

Case Study: Delivering Integrated Care & Community Based Care

Extended life expectancy, an increasing older population and spiraling costs have triggered the need for cost savings while delivering better patient outcomes. There is a worldwide shift towards enabling patients to remain at home. The HSE required an integrated care system to enable people to remain at home for longer, to ensure communication of patient info. and ensure that a complete care programme involving community teams, primary care, acute hospital & caregivers (including family) is enabled through technology.

Customer Story

The Health Service Executive (HSE) is Ireland's national health service, providing all of Ireland's public health services. The HSE's Integrated Care Programme for Older People (ICPOP) is leading the development of primary & secondary care services for older people with complex needs, concentrating on 13 sites nationally initially. Its purpose is to implement integrated services & pathways for older people, shifting the delivery of care away from acute hospitals towards community based, planned and coordinated care.

Background

Following a focused call and expert review panel that included HSE management, ICPPOP personal, and nurses and clinicians with expertise in geriatric care, Carefolk was selected in 2017 for installation on ICPPOP sites in order to support the integrated care programme. The results and impact of the Carefolk platform's use has exceeded beyond expectations.

- Integration & community hubs established.
- 3x clients cared for.
- Up to 50% reduction in clinician admin time.
- Greatly improved process & flow.

Situation

The Irish health system is fragmented and does not deliver care that is coordinated and integrated. There is insufficient coordination between, and within, primary, community, and acute hospitals. Health professionals do not have the information and tools needed at the point of care.

Technology driven elements needed:

- Multidisciplinary, Community based teams.
- Older person care pathway.
- A case management approach.
- Integrated care pathways.
- Links between primary and secondary care services.
- Patient self support tools.
- Modern eHealth platform.
- Improved Data & evaluation.



Outright National Winner
Best eHealth Solution



Outright National Winner
Best Primary Care Solution

Carefolk Integrated Care Platform



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Solution

Carefolk is an integrated care platform that allows multi-disciplinary & home support care teams to co-ordinate, and manage clients, around one shared care record, either on-site, or in the community.

It enables teams to triage, communicate and collaborate easily, and has a patient self management and support module, as well as a staff community and training modules. Carefolk is designed to be easy and intuitive for all user types to use, and is securely available on all devices.

The Carefolk platform is designed to keep people out of hospital and cared for in the community, provide the right tools, workflow and info to healthcare professionals, when they need it, and support the patient & their family.

It also allows healthcare professionals to triage and manage cases virtually if they need to.

"The HSE Integrated Care Team have saved 1000 hospital bed days in the last 3 months. Carefolk has really helped us push on with this project"

Dr. John Cooke, Consultant Geriatrician & Integrated Care Team Lead

"Carefolk has been great for multi-disciplinary team input into the care of a client. It allows clinicians deliver a holistic approach to client care."

Gillian Hogan, Senior Occupational Therapist

"Carefolk has been instrumental. In my estimation, as a clinician, Carefolk reduces my admin time by up to 50%"

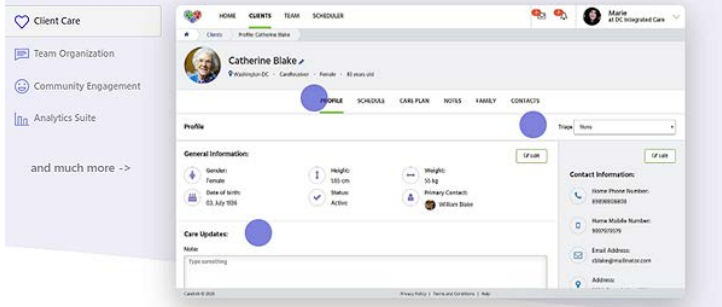
Sarah Fitzgibbon, Clinician

"Carefolk has made daily work so much easier. I can quickly access information from all disciplines allowing much more efficient working with clients in a community setting."

Sinead Tierney, Clinical Occupational Therapist

Simple Efficiency

Becoming a great care team requires collaboration, efficiency, and simplicity. Carefolk has been designed to give care teams and management the right tools, at the right time, in a beautiful easy-to-use design.



Solution in Action

Carefolk has been used to establish and support HSE multidisciplinary care teams delivering an integrated care model and specialist care pathways.

Each client has a unique profile on the platform that can be securely accessed by each care professional in different teams/locations, on desktop, laptop, tablet, or mobile. Carefolk provides functionality that brings speed and efficiency to case management. It is designed to streamline existing processes and reduce workload.

The platform is also used as a communications and coordination device for team members, enabling data driven decision to be made in real time.

Implementation

Carefolk in conjunction with ICPOP sites implemented an implementation and staff training plan.

- Each site was operational within 2 weeks.
- User onboarding was conducted by Carefolk.
- Staff received both group & 1-1 training, on-site, & virtually.
- Full ongoing staff support and resources are given.

The patient support module allows teams to manage meetings with patients through the platform, and gives patients support tools and information for self management.

Carefolk has been a key driver in the shift to integrated community based care.

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Delivering Results

The implementation and use of Carefolk resulted in an immediate increase in collaboration, and efficiency, within, and between multidisciplinary integrated care teams. The results greatly exceeded expectations with respect to team efficiency, patient support, and outcomes.

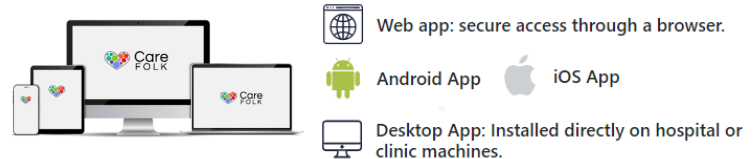
Secondary benefits from Carefolk's use include a increase in team moral, communication, and training. The platform is modern in design, and easy to use, akin to technology that team members are accustomed to using in their personal lives. This led to an ease of adoption and understanding without the need for extensive training. This has proven to be an important consideration as many staff are from different comfort levels with technology.

Carefolk has also proven very flexible. It can be used to create one team or location, and also a network of interconnected teams or hubs.

The patient self support module is very effective, exceeding anything encountered on other platforms.

Available on all devices

Allows your team maximum flexibility, on-site or remotely in a community setting.



Security First Approach

Carefolk is built on a mature and stable enterprise architecture to the highest security standards. Security features include:

- Data is encrypted in transit and at rest.
- Role based access control & secure access enforced.
- Strict auditing & security measures on internal & cloud networks.
- Continuous data back-up.

*more detailed info. on security available on request.

Carefolk is partnered with Microsoft  Microsoft

Compliant

Carefolk is HIPAA, ISO, & GDPR compliant, and compliant with consumer protection laws in relevant jurisdictions.

For the purposes of GDPR, Carefolk acts as the Data Processor, while the contracting organization is the Data Controller, with full control over data.

Interoperable

The Carefolk platform has been developed with a full set of API's (standard, FHIR) and can integrate with existing or third party systems that meet the same standards.



- Carefolk saves 10-15 hrs p/wk per team member.
- Approx. 20-30 minutes per client visit is saved.
- Up to 50% reduction in Clinician Admin Time.
- 3x clients assessed & cared for.
- Greatly improved process flow & case management.
- Better decision making & health outcomes.

Source: independent survey of care teams using Carefolk completed by the Health Innovation Hub

Carefolk is currently offering a 20% discount to support to frontline workers responding to Covid19
Contact us at team@carefolk.com for more information on this or Carefolk