Connecting Home Health and Adult Day Staff to Support via Technology

Project Goals

1) Achieve 10% improvement in employee rating of effectiveness of communication.

2) Conduct 75% of meetings with remote staff via 2-way video conferencing.

3) Improve skills competency by 10% through technology-enhanced training.

4) Increase home health aide satisfaction by 10%.

Project Description

The staff for our community-based programs work off campus at remote locations and within the community which makes communication, onboarding, and training difficult without adequate technology.

Our new technology suite will include two-way video conferencing equipment and software; web-based training software; and mobile video conferencing via tablets for tele-medicine support of remote staff.

Increased interaction between main campus and off campus staff will promote an increased sense of unity and belonging. The feelings of isolation will be diminished and connectivity to the culture and service mission will be facilitated.

Progress Report

From February through June, 2017, we completed the following work:
- Collected baseline data on communication effectiveness, skills competency, and employee satisfaction.
- Developed tele-medicine process.
- Installed technology and necessary software.

Next Steps

- Continue staff training on new technology and adjust as necessary.
- Initiate first round of CNA/Nurse Preceptor Residency program.
- Kick-off meeting for tele-medicine stakeholders with demonstration and authorization form sign-offs.

Project Team Members

Mary Boyde, Executive Director; Dori Finch, Director of Home and Community Based Service; Jeannette Naumann, HRM; Jo Montemurno, Director of Home Health Services; Kim Hose, Director of Nursing; Kathy Virnig, Director of Adult Day Services; Nancy Windschidtl, Resident Director Country Side Retirement Community; David Osborne, Vice President of Healthcare IT; Deborah Perry, Director of Standards & Policy; Jeff Thorne, Regional Director of Operations