



Proximity Thematic

Home Health Care Providers, Smartphones & Digital Proximity Beacons

By Nicholas Ashton, CEO/CIO, CommSmart Global Group

PROXBEACON® supports home health care providers, improves services and documentation with their proprietary **PROXCARE**® *Home Health Daily Management Solution*.

This is **Proximity Social Beacon Technology** and to us, all is in the interaction between a *Smartphone* and a *Proximity Beacon*. Behind the scenes is the **proprietary software** that drives the interaction and is at the heart of the solution. It is all based on logic, understanding and human nature.

The *Smartphone* is so much more than a phone, it is a powerful computer that can do so much with our **PROXBEACON** technology.

Maybe a short, simple explanation is in order!



A *Proximity Beacon* is only a transmitter, it does not collect information or data from anyone! The *Smartphone* is a receiver and can only receive information because the **PROXCARE** App is installed on the *Smartphone*. It is a *secure proprietary software application* of the highest level as we are dealing with health issues and all *HIPAA Law* is respected and adhered to.

Now that the two are interacting, which is only in a set radius of the residence, information via the secure log-in, is transmitted via the Cloud to the Home Health Care Provider's accounting and data servers.



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How **PROXCARE** - *Home Health Daily Management Solution* works

The **PROXCARE** App resides on the *Smartphone* of the *Caregiver* and is triggered by the *Proximity Beacon* upon entering the residence. If this is a *Hospice* situation the *Proximity Beacon* will have been attached to the patient via a secure lanyard or clip and goes with the patient when transferred.



The *Case Notes* are read, which appear on the screen of the *Smartphone* and then the caregiver proceeds. Once finished with all their medical and home help activity including notations, they then leave and are logged off by leaving the area of the proximity beacon, whilst the information is transmitted.



The **PROXCARE** - *Home Health Daily Management Solution*® records the information and has also noted their '*Dwell Time*', how long they were there which establishes hours worked and all activities.

From the medical aspect, if there is a necessity for the administration of medication, this is checked via the *notes file* and the caregiver or CRN confirms the administration of said. This negates liability as it is recorded and removes the vast issue of wrong or non-administration of drugs or medication. These files are secure and only accessible by the administrator's section of the **PROXCARE** App to allow compliant caregiver access. All access is recorded for viewing if there is a necessity for liability purposes.

The '*Notes File*' can or could be seen by the family via the **PROXCARE** App on their *Smartphone*, which again, is secure and all necessary paperwork under HIPAA have been addressed and signed. This would be a restrictive informational view. They can see the daily routines etc. being provided by the *Caregivers* and the progress of their loved one.

Should any other *Smartphone* intercept the broadcast from the in-place *Proximity Beacon*, they would see a banner advertisement for the company and the ability to seek more information about the services. As they are not registered in the system, they have no access and there is no password to be inserted.

This is but the tip of the '*informational iceberg*' of what we can and do with *Proximity Beacons* and we do not want to lose focus on this monumental improvement of productive Health Care business, so let us move on.

Let us look at the history of documenting events, the pen and paper were and are ubiquitous as our main means of writing and saving information. The written word has moved on and is now collected by our *Smartphones* and computers.



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In Sweden, employees in the home care sector, since 2010 use the digital pen documentation tool. With this digital pen, they made note of the tasks they perform during each visit to a care recipient – directly and on the spot. As a result, the documentation is and was of higher quality and also the working hours are monitored and controlled more efficiently.

Many choose to use mobile solutions in the area of home care. They elected to use the digital pen because it looks – and works – like a regular pen. It is easy to understand and to work with. They also use a business support system and an integration tool that digitally transfers information from the digital pen to the business support system.

Improved documentation

It all began within in-home care in March of 2007. The undertaking was directed by a trained nurse and a home care employee. Both have been advisors since this journey began.

CommSmart Global Group, a LexisNexis Risk Solutions Partner's CEO, Nicholas Ashton was an innovation partner in a digital pen company which was specifically into issuing parking citations globally and knew the abilities of the digital pen, hence this new and successful undertaking was borne. Now today it is between a *Smartphone* and *Proximity Beacons*, which has sort of replaced the pen and paper.

"We wanted to provide more reliable care by improving the documentation surrounding each care recipient. Not only did we want to ensure that documentation was actually being carried out, but also that it was being done correctly and with a high level of quality. We also wanted to make this documentation more accessible to all parties involved", stated Ashton.



The daily interaction was also viewed by Derek Keene, V.P. *CommSmart Global Group*, and is from a totally different background and perspective with his years of *face to face issues* whilst in law enforcement.

"We don't always hear what is being said and when it comes to then taking a statement or understanding an incident, things get missed or forgotten. PROXCARE - Home Health Daily Management Solution is there in the moment as the caregiver has the Smartphone on their person and makes the notes as they go or immediately before leaving, still in the environment, which is a gentle reminder of what has transpired", says Keene.

A working day in home health care is diverse, arduous and has many distractions. It goes without saying that it is easy for home care staff to miss documenting something that happens during their visits. Particularly when documentation isn't made until the job has been finished and the employee has returned to the home care office or completed the paperwork in their vehicle.

“One of the advantages of **PROXCARE - Home Health Daily Management Solution** is that the staff can document what is happening on the spot,” explains Ashton.

The home care staff have had no problem with learning to use **PROXCARE**. After a two-hour introduction, they able to go straight to work and started practicing their new skills.

In the beginning, the staff received assistance and support from extra personnel stationed at the home care office. The purpose was to facilitate the process by making subsequent corrections in the computer system as needed. This coaching and mentoring are why **PROXCARE - Home Health Daily Management Solution** is the *solution* that keeps on giving its productivity, analytics and ease of operation, all on a *Smartphone* with a **PROXBEACON Proximity Beacon!**

Scheduled times for documentation

No requests for extra training came in, and **PROXCARE - Home Health Daily Management Solution** use ramped up rather quickly and into place among the all staff groups.

“Naturally, we had a few initial problems. The staff felt rather inhibited when it came time to document. There were also several who failed to follow the routine procedure of actually going back through the documentation to read the notes for the previous days. That is something we have placed extra emphasis on in subsequent sessions, and the issues diminished”, says Ashton.

When the **PROXCARE - Home Health Daily Management Solution** implementation was complete, it was time to move on to special housing. Implementation proceeded at a bit slower pace there as you now had a group mentality to implement.

“The explanation for why it took more time in special housing is that in this area, caregivers work with several people at the same time, while in-home care, employees visit the residence of one person at a time. The documentation, in other words, looks a bit different”, explains Keene.



Better tracking of effective working hours

The **PROXCARE - Home Health Daily Management Solution** tool has many advantages including increased efficiency and reliability for both care recipients and care providers. The fact that members of other occupational categories, not to mention relatives, can read the documentation to see what has been done at the residence of the care recipient, is, of course, an important aspect.

“It is also of considerable benefit that we can keep track of effective working hours and see how much time it takes to carry out different tasks. Previously, they worked with template schedules, and in some cases, the time allotted was far more than sufficient, while in others it could be too scantily allocated”, says Keene.

How **PROXCARE** - *Home Health Daily Management Solution* is used

When staff either check-in on the road or arrive at the home care office in the morning, they are automatically logged in on their arrival. Each employee carries a *Smartphone* to the *care recipients'* homes. Each *care recipient* has a *Proximity Beacon* located in their home. As the employees enter the residence they are automatically logged in via the interaction between the *Proximity Beacon* and the *Smartphone*, which registers their arrival. This occurs as the **PROXCARE** App on the *Smartphone* has been registered through *Device DNA*, so there are no passwords to be lost, shared or stolen.

As they enter a '*Special Care Notation*' appears on their *Smartphone*, which are updates from all previous visits and any special notes, this is read and noted by the *caregiver*. All staff must read this "*Care File*" before they start their work. The file provides the staff with information concerning what needs to be done and what has already been completed. They perform their tasks and then make a note of their actions in the file on their *Smartphone*. This information is visible in the file but is also temporally stored in the *Smartphone* until departure.

When the employee leaves, he or she is automatically logged out through the *Proximity Beacon* and registers that they have left the residence of the care recipient.

At the end of the day, back at the corporate or home office they can check their notes in the file. Any changes or updates they make are seen as a change, the original file is always intact and cannot be deleted. They sign off, confirming that the information is correct and accurate.

This simple, this precise and addresses productivity to the maximum.

Let us converse!

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