

Title: Effective Utilization of Home Health Staff by Implementation of Innovative Field Management System (FMS) and App

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Objective

- Timely allocation of staff to home health patients.
- To ensure the safety of field staff.
- Management of staff's commute effectively to reduce the cost of care package and carbon footprint.

Planning and Implementation

A model of effective software for delivery of home health care was proposed as a first step. It was recommended that the exact location of field staff and the status of the job should be assessed through Global Positioning system (GPS) tracking system. Operation and IT team collaborated and created a complete software along with app development. They implemented it after pilot and rigorous training of staff. The system includes

1. Patient App
2. Agent App
3. Field Management System (FMS)

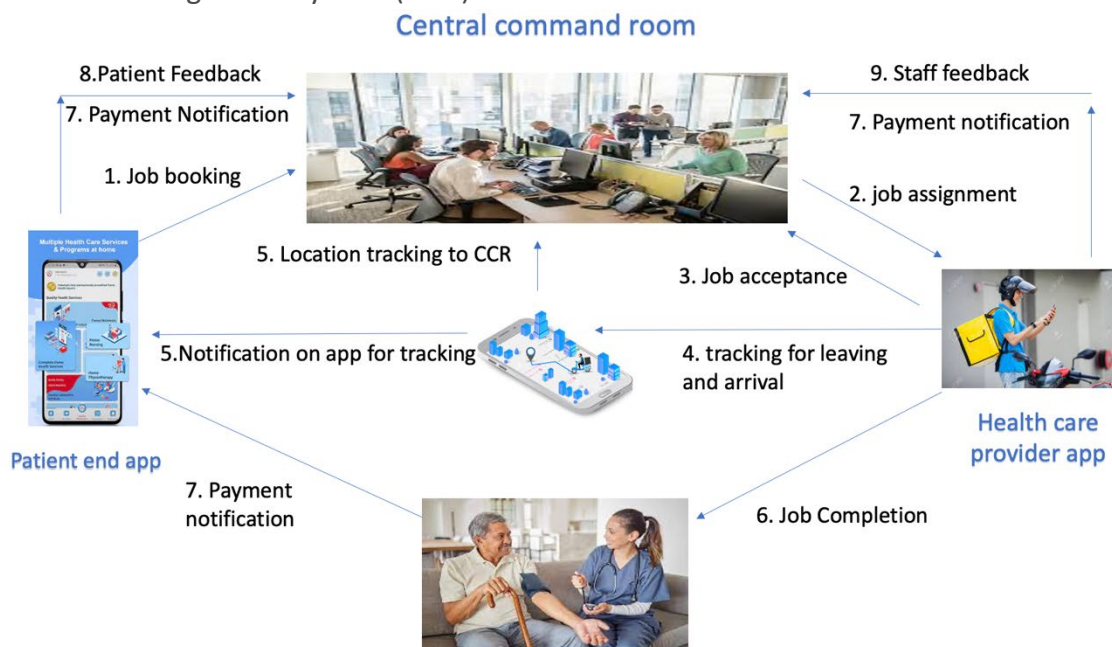


Figure 1: Model of IT framework for Field management system and app.

(The pictorial representation of field staff from assignment to job completion including payment and feedback process)

Both patient and agent apps are linked to a field management system (FMS) which are monitored and run by Central Coordination Room. It became evident from the very beginning that it improved not only the delivery of care to the patients but also the safety and satisfaction of the field staff.

Results

The following results are derived from 1st December 2020 (inception) to 1st January 2023

1. There are **477** active staff who are using agent app with **100% utilization** at agent end.
2. Total number of completed jobs are **53109** since its inception (all jobs dealt through field management system).
3. **Total patients** who used our services are **36,608** - out of which **14,423** patients registered via **app** and **22,185** got registered via **phone**.
4. Among all customers, customer satisfaction for services in **app user** was **4.50** average rating out of 5 while it was **4.0** average rating out of 5 in non app user.
5. Staff satisfaction from app utilization was 4.8 out of 5.
6. 2 incidents reported regarding staff safety via app which were timely resolved.

Conclusion

Overall feedback of our staff and customers who are using these apps is satisfactory, however app utilization at customer end needs further improvement.