EFFECTIVE UTILIZATION OF HOME HEALTH STAFF BY IMPLEMENTATION OF INNOVATIVE FIELD MANAGEMENT SYSTEM (FMS) AND APP

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Background

eShifa introduced quality home health in Pakistan in Dec 2019. Our vision was to provide timey services to our patients by introducing effective utilization of staff through our innovative **field management system, patient and provider applications.**
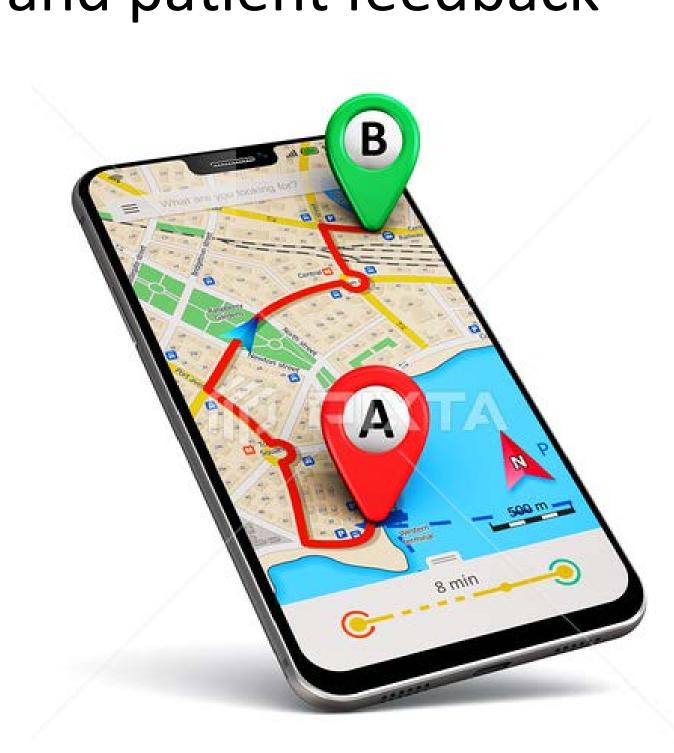
Objectives

- 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
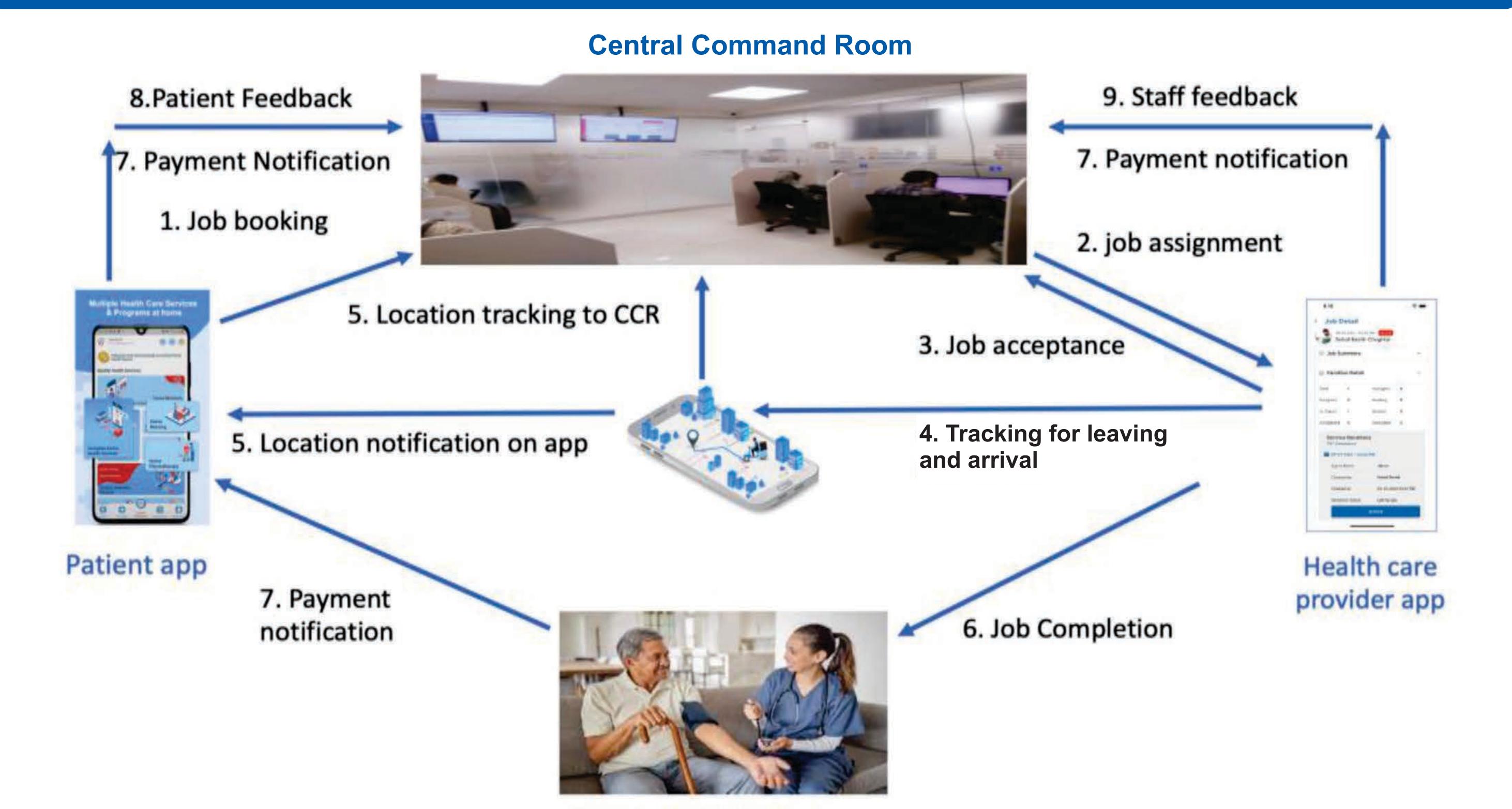- To reduce carbon footprint by reducing travel distance

Method to Madness

As it was difficult to track all jobs activity by phone calls or texts. Our team decided to have system to monitor following parameters in field

1. Location of staff
2. Patients on which staff are currently assigned.
3. Competency of staff
4. Payment collection and deposit
5. Staff and patient feedback

Field Management system

Central Command Room

8. Patient Feedback
7. Payment Notification
1. Job booking
9. Staff feedback
7. Payment notification
2. job assignment
5. Location tracking to CCR
3. Job acceptance
5. Location notification on app
4. Tracking for leaving and arrival
Patient app
7. Payment notification
6. Job Completion
Health care provider app
Patient's Home

Field Management system (FMS) is a software which helps in tracking of staff while they are in field engaging in their jobs. It has 2 apps i.e patient app and provider app, both apps are linked by a Dashboard which is monitored by **Central control room (CCR)**.
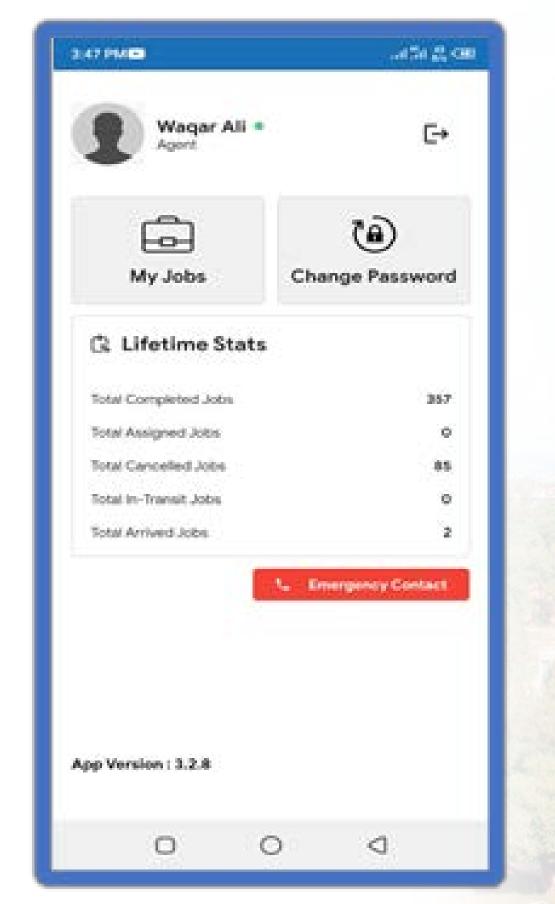
Patient App
Field Management Dashboard
Provider App

Conclusions

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. **Two** incidents reported regarding staff safety via app which were timely resolved.

Future Developments

1. Patient interactive interface development for care plan communication.
2. Job Broadcasting
3. Auto- assignment with AI
4. Patient Chatbot integration
5. Video consultation option in app