Nursing network management provider deploys qubesense to seamlessly manage patient data, nurse availability, mileage calculation, and payroll automation

🏢 Healthcare | ⚙ Nurse Network Management | 🌐 N America | ✉ info@qubesense.com | 📞 +1 (813) 398-6692

Nursing Automation Solutions by qubesense enables Nursing and Healthcare Staffing Agency to automate business processes, reduce costs, and enhance employees' experience

Custom Healthcare Digital Transformation Solution accelerates revenue, streamlines back-office procedures, and advances operational efficiencies.

📄 Background

Our customer is a nationwide nursing network company in the US. They provide trained nurses specializing in household assistance, personal care, and specialty nursing to patients.

The customer wanted a seamless, cost-effective nursing agency software that could be deployed rapidly. The primary objectives of the solution were to allow nurses to record validated data swiftly and feed it directly into the backend systems; to enable improved patient care, streamline backend business processes, and automate payroll.

> " qubesense provided us with a customized solution that met our specific business needs. It expedited our daily visitation processes, removed the need for paper forms to capture patient information, and resulted in improved patient experience and care. It has given us real-time visibility into the workforce operations and enabled us to manage our field teams with ease. We rely on qubesense to help us make data-driven decisions and keep our business moving forward. We have received both a quick turnaround and high-quality execution in a cost- effective manner. Furthermore, we experienced a 300% boost in staff productivity and a 70% reduction in overtime costs since deploying qubesense "

Clinical Services
VICE PRESIDENT

🏃 Challenge

The company manages a few hundred nurses across the country. Nurses visit several patients each day and manually fill out more than 30 different paper forms to record patient registrations, symptoms, consent, and questionnaires.

The company's day-to-day execution process was tedious, time-consuming, prone to errors, and exposed the company to potential security and non-compliance risks. Due to a lack of communication between field personnel and backend offices, support staff could not make informed decisions in case of schedule modifications.

Staff

+ Excessive paperwork to record patient data, often requiring hours of work at end of day

+ Significant delay in data submission, data duplication across systems, and lag in payroll processing

+ Poor transcribing and illegible handwriting led to several mistakes

+ No mechanism to track and verify date, time, location, and miles travelled etc. for payroll processing

+ Stricter formatting requirements for the output forms made staff to spend more time editing

+ The limitations of paper forms in guiding nurses in addressing conditional logic based questions on clinical conditions

+ Inability to make changes to a document after it had been transmitted to the back office

+ Absence of an end-of-day evidence-based report to enable accurate payroll processing

Management

+ High cost of printing, processing, collecting, collating, and storing paper-based forms

+ Security and confidentiality risks related to records being sent via fax

+ Compliance and audit challenges related to required signatures, dates, and formatting

+ The mammoth task of filing and storing physical documents securely

+ Inefficient collaboration on a common document from multiple departments led to widespread confusion and low productivity

+ Associated costs, of handling printers, fax machines, photocopiers, stationery

+ Physical copies were vulnerable to loss, theft, or destruction in such a way that the information could be lost permanently

+ Lack of real-time visibility across operations makes it difficult to keep track of staff and patients.

Patients

+ The risk posed by the lack of easy access to version history, audit trails, and the inability to track clinical paperwork

+ Due to a lack of access to previous medications, allergies, and medical history, a complete treatment plan was not possible

+ Paper based systems led to fragmentation of medical records, which had catastrophic effects, especially when it came to a patient's safety

+ Patients were asked to fill out redundant information on their medical history

+ No alerts could be set for a particular health condition of the patients in a paper-based manual system

Approach

Customer were apprehensive about switching from their good old pen and paper forms to "new and unknown" automated, digital transformation solutions. Their concern was that automation would be a time-consuming, and expensive technological initiative with a steep learning curve.

By then, the lifecycle of paper forms had devolved into a slow, inefficient, and expensive process. The company had reached a point where it needed to transition to an automated Nursing Management system.

After evaluating several options, the management team was drawn to qubesense because of the platform's expansive capabilities and the personalized customer interactions they had with the qubesense solution expert team. The customer was convinced about qubesense's USP: a customized solution unique for their digital business model, rather than a one size fits all kind of solution.

Solution

After onboarding with qubesense, the customer settled on a modular custom solution. Since qubesense already had pre-built base modules, only a custom layer was required to match the customer's precise requirements and operations.

- qubesense drag-and-drop rapid app development platform was used to create a UI/UX friendly mobile app
- Android and iOS compatible apps enabled all nurses to immediately use it on their existing devices
- All paper forms were converted to mobile forms with automated navigation and validation
- An automated end of day module enabled nurses to precisely record mileage related to each patient
- Real time alerts, workforce analytics reports and dashboards gave management access to relevant data immediately
- Customized reports were created for each stakeholder i.e. nurse leaders, back office appointment scheduling, admin, performance management
- Seamless integration from qubesense into customer's existing payroll system automated the payroll process

Benefits

The solution allows both support and clinical mobile workers to collect and feed real-time data directly to the nurse management system. The team can then review reports and conduct any analysis in real-time, resulting in a comprehensive overview of each patient's care and services.

qubesense workforce optimization solution helps develop and implement policies, facilitates employee communication and coordination, the automation of routine tasks, the design of patient-centered workflows, promotion of services, management of human and financial resources, and the maintenance of an uninterrupted supply chain.

The modules were customized rapidly to automate as per the customer's unique business needs. qubesense team's outstanding technical support enabled quick development and rapid implementation of modules in weeks rather than months. The customer is now confident that the business can easily be scaled to add more nurses to match the market size.

qubesense
by IndoGlobus

A modular approach to build custom solutions for our customers, to mitigate their specific challenges rapidly, securely, and cost effectively, by leveraging qubesense, our robust, adaptable, scalable, and intelligent business transformation platform

Staff

+ Clinical notes and patient information can be updated simultaneously, both on the field and in the back end

+ Tamper-proof data to track and verify date, time, location, and miles traveled by the field nurse is easily captured

+ A seamless integration enabled accurate data to be sent into customer's existing time clock tracking and accounting system for scheduling and payroll management

+ Staff can also use their app to complete assessments and forms, and print them out in the field if necessary

+ Staff can access information like care plans, referral paperwork, schedule modifications, etc., from any location and time

+ Staff are now sharing real-time data from their visits, which provides instant visibility into community care

+ Workflow automation solution helped nurses to address conditional logic-based questions with ease

+ The compliance requirements for the output forms were met by staff using automated formats

Management

+ Workflow automation solution made it easier to streamline all day-to-day processes

+ The customer was able to deploy the solution for hundreds of nurses on their existing mobile devices

+ Workflow automation enabled management to save money, boost productivity, and improve employee morale by eliminating tedious, time-consuming tasks

+ With less downtime, efficiencies are introduced, and the workforce can be better utilized

+ Data validation allowed backend office to avoid manual data cleaning and error checks

+ High-quality customer services resulted in maintaining customer satisfaction

+ By reducing manual entry, the company's overall risk of a data breach was minimized

+ Detailed reports, and modules, enabled payroll in real time

+ Better collaboration among teams, field nurses, patients and back-end support staff via live interaction on the same platform

+ In-depth reports allow the management to spot concealed trends and make data-driven decisions

Patients

+ The module provides patients with total safety, satisfaction, and pleasant customer experience

+ Streamlined operations help saves patient's resources too

+ Nurse call automation simplifies nursing staff duties and improves patient care

+ The interactions between the nurses and patients are now simplified, making things more convenient for both parties

+ Online patient database allows easy access to the version history, audit trails, and track medical history

+ Patients do not have to waste time filling out repetitive inquiries on forms

+ A notification alert can be set for a specific health condition of the patient