

Mobile Solution Improves Worker Efficiency and School Readiness

Customer Success Story

Greater Manchester Combined Authority

DIONA

Executive Summary

As part of the combined Health & Social Care initiative, Greater Manchester Combined Authority (GMCA), on behalf of Salford City Council (SCC) and Salford Royal NHS Foundation Trust (SRFT), are working to improve Greater Manchester's below average levels of school readiness in Salford. With outdated paper-based processes, staff turnover rates at an all-time high, and not enough families getting the help they need, GMCA knew they needed help. GMCA commissioned Diona and KPMG to provide a solution using Diona Visits to digitally transform the Early Years programme. By implementing a mobile solution, four key benefits have been achieved:

1. Improved worker efficiency by 25%
2. Earlier detection of issues and earlier interventions and referrals
3. Digitisation of questionnaires and forms and removal of paper from the system and client sites
4. Digitisation of data, with results now available to analyse and influence process optimisation

The Challenge

The Early Years program involves a complex set of dimensions and systems that must be tracked, measured, and integrated into cohesive support services. When collaborating with health, education, social care, and voluntary organisations to support the well-being of families, workers need access to all notes relating to a case. Unfortunately, the process of assessing clients, taking notes, and documenting progress and outcomes was facilitated solely through paper-based processes. This created significant barriers to collaboration and universal access to data and information, ultimately impairing the GMCA's ability to deliver well-coordinated, highly effective services.

Complex, paper-based processes are cumbersome and waste enormous amounts of time. Workers spent more than two hours per family visit on administrative work alone, and this burden was sapping valuable time away from families. Early Years programme

workers were also challenged to extract key insights and make evidence-based decisions from their data. 60-70% of Early Years assessments were conducted using paper-based forms, and with data and notes locked in storage facilities or the office, field workers were unable to access the information they needed. Additionally, workers wasted time traveling back and forth to offices, re-entering data, and accessing physical documents. Highly skilled staff felt over-taxed and unsupported, and GMCA saw its employee turnover rate steadily climb.

The Solution

GMCA commissioned Diona and KPMG to provide a solution using Diona Visits to digitally transform the Early Years programme Health Checks undertaken by SRFT Health Visitors on behalf of SCC. Diona worked as the enterprise mobility partner that provided the solution for digital transformation, and KPMG worked as the digital transformation partner.

"I feel more in control of my work load, less stressed and more responsive to the families' needs. I was able to use the extra time available to me to resolve a referral issue for another child in the home; I was able to do this quickly giving instant reassurance to the family that the right referral was now in place."

—Faye Ormes, Health Visitor,
Walkden Clinic Salford Royal NHS Foundation Trust

Diona Visits is part of Diona's family of social program engagement solutions bring together devices such as mobile phones and tablets with health, local authority, and council's systems of record. Diona Visits helps workers plan and prepare for each visit, take notes, conduct assessments, obtain real-time assessment analysis, fill in forms, work offline, and access everything they need in one place.



The Results

Commencing in May 2017, 17 health visitors and nursery nurses were equipped with cellular iPads with Diona Visits installed. The devices were integrated with SRFT's mobile environment and provided access to the SRFT Microsoft suite of solutions. Early Years development assessment and referral forms were digitised in Diona Visits. SRFT workers use multiple Ages and Stages Questionnaires (ASQ) to assess children's development, identify children's strengths, and target areas where services and support are needed. Areas such as speech, physical ability, social skills, and problem-solving skills are assessed through these questionnaires. Along with ASQs, workers use WellComm for its speech and language toolkit for screen and intervention on language development. The full list of forms provided to the workers included:

- ASQ 3 (questions and score sheets)
- ASQ SE (questions and scores)
- Wellcomm Stage 5
- SRFT referral forms
- SCC service referrals
- Proprietary assessment tools

Now with the new enabled solution, workers have access to all notes and assessments in the field, even when offline. When an internet connection isn't available, workers are still able to access crucial files, and any data captured while offline will immediately synch once an internet connection is re-established. Additionally, workers receive real-time assessment analysis results and can have clients sign assessments and forms on the spot electronically.

Improved Worker Efficiency

On average, the mobile solution has reduced the amount of time healthcare workers spend on administrative tasks for family visits by 25%, shaving 30 minutes off the 2 hours previously spent. With an annual reduction of 17,040 minutes or 284 hours of administration work in one clinic alone, that translates to the ability to extend benefits for 120 additional family visits.

Increased Staff Retention

Workers now report feeling more empowered and in control of their workload. More clients are getting the help they need, and agencies can collaborate and ensure families have the best possible outcomes.

Reduced Costs

Digital transformation removes the necessity for storing vast amounts of paper documents, and Greater Manchester estimates up to £10 million of cost efficiencies can be gained by moving to mobile. But the benefits of digital transformation to a mobile solution extend beyond cost savings. With client information, notes, and assessment data now available across agencies and systems through mobile devices, resources can be put to better use. Workers can get more out of every working day and feel more supported while doing so.

About Diona

Diona provides innovative systems of engagement solutions to government Health and Human Services, Social Care, and Social Security agencies and NGOs around the world. Diona's family of social program engagement solutions, turn mobile devices—such as smartphones and tablets—into tools to achieve better business and social outcomes by helping agencies serve people more effectively, while improving how their employees work and collaborate. Diona solutions extend organizational systems of record and deliver real-time data directly into the field for clients and workers. Diona solutions are secure, robust, scalable, and reliable and feature flexible cloud-based or on-premise deployment options. With deep domain expertise and a user-centered design philosophy, Diona delivers digital solutions that help government agencies and NGOs solve real-world problems for their clients and employees.

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