

NetMotion Mobile Performance Management Frees More Time For Client Care

The 2,300 workers and 1,300 volunteers of Groenhuysen help elderly people make the most of every day. Serving the Roosendaal region of the Netherlands, the organisation operates in a wide variety of settings — from group housing in apartments, to adult day care centres, to visits in client homes. Services range from help with everyday living and counseling to health care services such as rehabilitation, various forms of therapy and skilled nursing services. Access to the health care records of their 4,000 clients is essential for the workers to do their jobs, but connection reliability was an issue. They found the solution with NetMotion Mobile Performance Management, expertly implemented by NetMotion partner NetBoss BV.

Delivering on Innovation and People-Centred Care

Groenhuysen has been named one of the best-managed companies in the Netherlands for innovation and employee and customer satisfaction. It has also received international recognition for its practice of people-centred care. So when the organisation noted that connection problems were impacting the ability to care for clients, they set out to find a solution.

The mobile care providers require a stable connection to the Electronic Client Record (ECR). They need reliable access to input client reports directly online via tablets, and to review those reports at any time. But their connections to the internet and the company network were regularly slow or dropped out completely, forcing them to constantly reconnect to the ECR. Groenhuysen noticed that the staff was needlessly losing a lot of time due to the issue, directly impacting the amount of time they could devote to clients

The ICT department initiated a search for a solution that would enable the caregivers to work more efficiently and productively no matter where they roamed. The answer was found in NetMotion Mobility — part of NetMotion's Mobile Performance Management solution.

Successful Pilot and Frictionless Implementation

To pilot the NetMotion Mobility software, the ICT team chose an area where the care providers had experienced huge internet problems. The workers quickly realised that the connection was much more reliable. According to Jeffrey Otte, team leader for Automation at Groenhuysen, "It was great for them to be 'out and about' again. They immediately felt much less stress."



INDUSTRY:

Healthcare

OBJECTIVES:

- Resolve connection problems
- Improve care delivery

SOLUTIONS:

- NetMotion Mobile Performance Management software
- Mobile tablets

RESULTS:

- Seamless implementation
- More time freed to care for clients
- Reduction in help desk calls
- Priority given to critical applications

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Jeffrey Otte | Team Leader for Automation

After the successful pilot, NetMotion’s local implementation partner, NetBoss, proceeded with a full rollout. It went so smoothly that the workers hardly noticed the transition. What they *did* notice was that the connection problems disappeared. The help desk also noticed that they received far fewer calls with network-related complaints, allowing them to focus on other activities.

Priority for Critical Applications

NetBoss provided advice on setting up policies, to ensure that the main applications that the workers rely on always get priority, especially in areas with poor coverage. That allows workers to continue to input and process reports while background processes are running. Remarked Otte, “As an engineer, I’m really pleased with how simple the product is. It isn’t rocket science as the software can do a great deal.” On recommendation from NetBoss, however, some workers received training on new devices that were introduced as part of the implementation.

Seamless Security for Privacy Protection

Groenhuysen’s workers deal with privacy-sensitive information and client details on a daily basis, and the company wants clients to trust that their personal details are in safe hands. Workers can use the system securely, thanks to the authentication and encryption methods provided by the NetMotion software. Declares Otte, “All companies with their own network and privacy-sensitive information benefit from using NetMotion’s solution because encryption is automatically applied.”

More Time for Clients

Thanks to NetMotion, the connection to Groenhuysen’s company network is always available, no matter where its workers are. This means that they can continue carrying out their important job without any disruption. Staff now can work more efficiently and complete reports online without any delays, saving time and frustration. Concludes Otte, “Our workers need to be able to devote their full attention to the clients. This is why a solution to the problem with unstable connections was so important to us.”