

Mobilog ensures more care time with Finnish home care patients

CGI's Mobilog solution optimizes home care in the City of Järvenpää, Finland, supporting better planning and digitized workflows.

"Optimization through CGI's Mobilog work management solution has freed up working time, especially in planning and transitions," said Johanna Sinkkonen, Director of Home Living and Housing Services for the City of Järvenpää. "More time has been gained for what is most important—care work. At the same time, patient satisfaction has increased and well-being at work has improved."

The city's home care services have approximately 330 patients, with 600 visits per day. According to Johanna, almost 60 percent of total working hours are direct work, reaching up to 70 percent in some areas.

"Good planning and work organization, combined with the tools introduced by Mobilog, have optimized our services," she added. "As a result, the city has gained significant savings over the last couple of years. In addition, the optimization has freed up a significant amount of human resources and reduced the risk of human error."

OPTIMIZING HOME VISITS FOR HIGHER QUALITY CARE

With Mobilog, home care employees can set out directly for a visit in the morning and go directly home in the afternoon after visits. The time they need to spend in the office has significantly decreased, as have their driving times and distances. Mobilog also optimizes home visits based on defined healthcare priorities and, as a result, indirect work hours convert into direct hours spent with patients.

"Home care is like a jigsaw puzzle, requiring you to fit services and constantly changing patients and patient needs together," shared Johanna. "We also have to take staff qualifications and absences into consideration. It is important for us that the same nurse visits the same patient as often as possible. Mobilog considers this first, followed by where the patient lives. It then assigns patients to nurses."

DRIVING TRANSFORMATION AND OPPORTUNITIES

According to Johanna, digitization challenges people to think about performing work in novel ways, creating new opportunities. However, the right structures must be in place and the work properly organized for technology to work.

"We carried out major structural reforms on how work is performed and what the focus points of the work are," noted Johanna. "When technological tools like Mobilog were added to the reforms, our productivity increased significantly. At the same time, the quality of our services and the satisfaction of our patients and staff increased. Technology has enabled us to undergo a great transformation."



WHY MOBILOG?

Mobilog helps clients streamline operations for greater productivity and enhanced customer service. Delivering in-depth expertise and experience in enterprise resource planning, payroll administration, invoicing and digitization projects that demand innovative system interfaces and automation, CGI is committed to your success.

Mobilog helps clients:

- Ensure accuracy
- Drive efficiencies
- Achieve cost savings
- Improve customer services