



Totalmobile

CASE STUDY

Pulse Nursing at Home



Background

Pulse Nursing at Home, part of Acacium Group - a leading global healthcare delivery partner, provides clinically outstanding managed care services to children and adults at home or in the community.

The community care provider's Short Term Reablement Service (STRS) supports people of all ages and conditions through rehabilitation; from short-term reablement for patients to facilitate a safe and timely return to their home setting or step down care for individuals who are medically fit for discharge ahead of finding specialist accommodation or enablement of their own homes.

The service typically extends from 1 to 28 days, after which patients either transition to another provider or return to baseline health. On average, clients spend 10 days under Pulse Nursing at Home's expert care.

Employing a variety of professionals, including office personnel, service delivery planners, operations managers, support workers, and nurses, Pulse Nursing at Home's STRS is committed to supporting the NHS to create hospital capacity, improve patient flow and provide the best possible outcomes for patients.



The Challenge

Prior to partnering with Totalmobile, Pulse Nursing at Home's STRS team tackled a myriad of challenges. Nearly all aspects of their work was manual and involving admin-exhaustive processes. Service delivery planners and the wider back-office team had to manage client details, referrals, case schedules, and rosters using basic Microsoft tools, such as Excel and SharePoint.

Even route planning for care visits was done manually, leading to inefficiencies in processes and time-consuming practices. Managing daily rosters through emails left the team vulnerable to disruptions through unexpected changes, such as staff sickness, personal appointments, or annual leave.

Our Solution

Totalmobile's comprehensive suite of solutions, including Care Link, Optimise, and Mobilise, was rolled out in June 2023, providing Pulse Nursing at Home's STRS team with an in-depth and holistic overview of their service delivery.

Care Link was implemented to efficiently manage outpatient data and referral details, while Optimise looked to handle scheduling. These integrated solutions enabled seamless, real-time data flow for the service's growing teams. The introduction of Mobilise aimed to empower colleagues to complete daily tasks such as care plans, case notes and forms, efficiently and most importantly, quickly.





The Benefits Realised

The implementation of Totalmobile's innovative solutions has brought about remarkable transformations to the team.

Manual input has significantly decreased, with tasks that once took hours now taking just minutes. This efficiency has enabled the production of detailed reports at an instant, aiding in key business review meetings. Pulse Nursing at Home's STRS team can now monitor visit durations and allocate resources more effectively all from their Totalmobile app. Eliminating paperwork has not only reduced incidents but also enabled instant access to critical data whilst out in the field, enhancing decision-making and collaboration with social care teams to the overall benefit of the customer.

The Results

Totalmobile's partnership with Pulse Nursing at Home has ushered in a new era of efficiency, reliability, and improved care delivery. With the business reporting:

- **Auto Scheduling and Efficiency:** Totalmobile's auto-scheduling has streamlined routines, reducing admin tasks. Care plans are now accessed in advance with improved caregiver preparedness and a substantial reduction in time waste.
- **Cost-Efficiency and Scalability:** Totalmobile software has led to significant cost savings. Service delivery planners now efficiently manage multiple contracts, enabling growth. Reduced care call times have also optimised resource allocation.
- **Elimination of Missed Calls and Enhancing Reliability:** Totalmobile's automated scheduling has virtually eliminated missed calls. The improved scheduling reliability has boosted staff confidence and productivity.
- **Seamless Integration and User Adoption:** Totalmobile's technology was smoothly incorporated. Colleagues have embraced the new software with no service quality drop.
- **Improved Morale and Work-Life Balance:** Staff morale and work-life balance have improved. Reduced admin tasks have now provided more time for customer care.

A Bright Future for Healthcare

Totalmobile's partnership with Pulse Nursing at Home has set the stage for a brighter future in the stage for a brighter future in healthcare services.

The service envisions a future with Totalmobile where they can monitor client progress more effectively and further enhance their services by exploring reablement pathways and advanced reporting. The integration of Totalmobile's technology promises continued growth and success in the healthcare sector. Watch this space for future developments.





What's Next?

To learn more about our products & solutions, visit <https://www.totalmobile.co.uk> or contact us on +44 28 9033 0111 or at marketing@totalmobile.co.uk.

To learn more about our partner **Pulse Nursing at Home** and their Short Term Reablement Service, visit [here](#).

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