

Cedar Creek Nursing Center

Long-term Care Facility Uses Akario Backline to Foster Stronger Transitions of Care

Long-term care facilities are highly regulated institutions that are often reluctant to implement new health technology. Cedar Creek Nursing Center chose Akario BacklineSM secure chat to help improve care transition processes by minimizing phone calls and faxes.

Cedar Creek was especially interested in Akario Backline because the facility serves the elderly and disabled, a patient population that is vulnerable to poorly organized care transitions. At Cedar Creek, patient care needs to be tightly managed and regulated as they move from acute care to long-term care settings—and vice versa—to ensure optimal continuity of care.

Since implementing Akario Backline, the transition process between Cedar Creek and Norman Regional Health System-affiliated care centers has improved and communication between departments is more streamlined. “Akario Backline has helped us refine communication and collaboration,” said Kelly Bowers, Director of Nursing for Cedar Creek Living Center. “We now realize the time-saving and care delivery benefits of sending quick chat messages compared to phone calls and faxes that don’t always return the timely response our providers need.”

Cedar Creek employed DrFirst Akario Backline during its participation in Oklahoma’s ONC Challenge Grant pilot program. Cedar Creek was one of five Long Term Care Facilities chosen to participate in the program. The ONC Challenge Grant encourages the use of technology to improve long-term and post-acute care transitions.

Akario Backline is a HIPAA-compliant solution that was purpose-built for healthcare. Backline helps care organizations deliver secure messages, documents and notifications, and is accessible across various WiFi or Internet connected devices including desktop, iOS and Android. Backline facilitates the secure exchange of patient PHI, clinical data and collaboration that can enhance treatment.

Cedar Creek realized many benefits by employing Akario Backline within existing Norman Regional Health System workflows. The solution gave staff the opportunity to instantly communicate critical and significant information across specialties. “The application fosters collaboration amongst our staff, enabling them to create specialty-specific group chats so they are only notified when information pertains to them,” said Kelly Bowers.



CASE STUDY

Cedar Creek Nursing Center

89-bed nursing center

Recipient of McKnight’s Excellence in Technology Gold Award-Quality Category

Affiliated with Norman Regional Health System, located in Oklahoma

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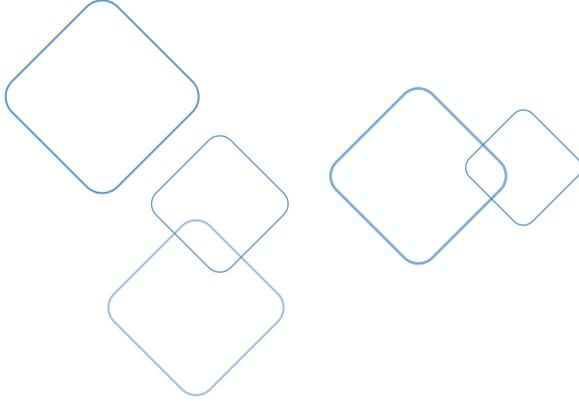
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*-Kelly Bowers,
Director of Nursing for
Cedar Creek Living Center*

Further, now any time a patient’s record is incomplete during the transfer process Cedar Creek and Norman Regional Health System staff can use the application to ask questions and deliver missing information. “Instead of multiple phone calls or faxes to facilitate the transition process and reconcile medical records, we can send documents, photos, and files to each other,” said Kelly Bowers. “This capability has expedited decisions regarding patient care,” said Kelly Bowers.

Overall, Akario Backline strengthened transitions of care communications among Cedar Creek staff and within the Norman Regional Health System. “Backline is incredibly convenient and secure, allowing our staff to better manage their workflow so that patient care is never disrupted because of lapses in communication,” said Kelly Bowers.





Groves Community Hospice

Hospice Implements Secure Texting to Improve Communications and Patient Safety



CASE STUDY

Groves Community Hospice

Hospice and Rehabilitation Facility

Located in Kansas City, Missouri

Secure, efficient communication between doctors and staff is key to reliable patient care. For Groves Community Hospice, every situation involving patients requires rapid response; this poses a particular challenge, as more than 80 percent of the hospice staff work in the field.

With so many doctors and staff off-site or on-call, and considering the inherent urgency of hospice care, Groves needed to streamline staff communications and enable a better way for physicians and staff to connect and discuss critical patient issues within a secure environment.

The providers and staff at Groves often found themselves tied to their desk phones or trying to decipher cryptic information from pager messages. “Our staff is very segmented, since they all work separate schedules in disparate locations,” said David Hensley, Business Office Manager for Groves Community Hospice. “In an attempt to stay connected, we were using a combination of pagers and phone calls, which our staff found disruptive and time consuming when they needed to be with patients.”

“Our process, though reliable in the past, needed to incorporate the smartphones that many of our staff already have,” said Hensley. After looking at numerous secure texting options, Hensley determined that DrFirst’s Akario BacklineSM would best suit their needs.

Akario Backline, a secure care coordination software application created specifically for healthcare use, provides a simple, secure texting solution for web and mobile that supports HIPAA compliance and allows Groves staff to communicate on the web or via their own smart devices. Team members are able to set-up patient-specific work groups, easily see through status indicators who on the team is currently available to chat, and easily transfer patient-related audio, video and photo files.

With the implementation of Akario Backline at Groves, staff communication is immediate, clear, and cohesive. Doctors and nurses consult and collaborate within discipline-specific groups, and securely transfer information supporting better patient care. “It has been invaluable for management, as staff have become more familiar with each other and gained better trust. It happened much faster than we thought it would,” said Hensley.

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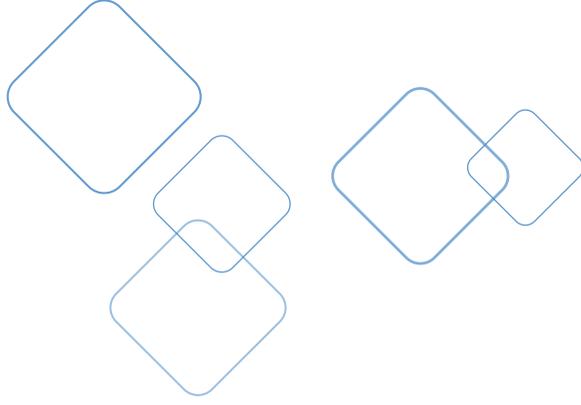
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DrFirst



“Akario Backline has added a great deal of efficiency to the communication process at Groves. Streamlining communications around patient care creates a better, healthier experience all-around for our patients and their families.”

*- David Hensley
Business Office Manager
Groves Community Hospice*

Known for their family-involved individualized care services, the staff at Groves benefited from the added communication in another unique way: the ability to share patient experiences. “On Veteran’s Day, a former Navy sailor and his family were presented with a cake and a certificate to thank him for his service. Unfortunately, due to their schedules, only three or four staff members could attend, although at some point nearly all of our staff had worked with him before. With Backline, we were able to share the patient’s responses with the entire team,” said Hensley. “It was as if everyone was there.”

Backline was implemented at Groves in an easy, but controlled, rollout. It was tested with the management team for five days, and was then deployed to the rest of the staff. Doctors and nurses saw an immediate impact in the ease of their on-call process. “Backline is very intuitive, and we found that setting up groups was easy to do via the mobile app,” said Hensley.

“Akario Backline has added a great deal of efficiency to the communication process at Groves,” says Hensley. “Streamlining communications around patient care creates a better, healthier experience all around for our patients and their families.”



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