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iCare Case Study – The Paul Sartori Foundation

The Paul Sartori Foundation is a local hospice at home charity unique to Pembrokeshire. Opening its doors over 30 years ago, the Foundation now offer specialised services 365 days per year, 24 hours a day, 7 days per week, including supportive care, hospice at home services, specialist nursing, physiotherapy, complementary therapies, counselling, equipment loan, advance care planning and bereavement services. The Foundation employs around 50 dedicated staff providing aid to anyone in the later stages of any life limiting illness.

The Business Challenge

It was essential for the Foundation to update their existing patient reporting system "we had a very old system which we could no longer report from. I was having to provide statistics manually on spreadsheets, which took forever! We looked at various systems and spoke to other organisations using them and we were most impressed by iCare, specifically the degree to which we could customise the software and the flexibility of designing our own reporting" says **Sophie Thomas, Clinical Services Manager.**

Of most interest to the Foundation was the extensive reporting capability within iCare.

The need to run off reports and statistics instantly was the key driver for the project. Custom reporting was required to the various reporting requirements within the Foundation from fundraising to grant application statistics. The MDS Reporting was also taking vast quantities of time to monitor and record accurately. There was also an issue regarding consistency. Staff were often using different coding to record the same information, which meant that reports were rarely accurate. Another key factor when looking at all the packages on the market, was that the software was easy to use to cater for some staff with limited IT skills.

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iCare Multiple Service Implementation

In November 2010 iCare was successfully implemented at the Foundation. The staff, with their 'Can Do' attitude were on board from day one recognising the benefits of iCare instantly, whilst commenting on how easy iCare was to use and configured to the exact requirements of the Foundation. "It has been amazingly hassle free to implement. Obviously there are the usual human error issues but the ability to write reports to check this and to look at the raw data in Excel makes this fairly easy to address. The Dashboard also makes it possible to see exactly who is making mistakes when entering data or omissions" says Sophie.

Being able to run the MDS report in minutes was initially the major attraction to iCare, alone saving the hospice around 70 hours a year. More time has been saved because of the custom reporting and being able to write notes directly within the patient record instead of transcribing from paper first, even when staff are on call or at a patient's home.

"iCare enhances our reputation as a well run, professional, organisation"

Sophie Thomas, Clinical Services Manager says:

"I have been impressed by the speed of response and how well the SMI staff respond and their knowledge of our system. SMI are very good at understanding what we need and providing the software to suit our actual requirements. Their experience within the hospice sector is also obvious. Being able to produce robust data helps in all sorts of ways. It enhances our reputation as a well run, professional, organisation"

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