

# GIVING THE BEST CARE POSSIBLE – PARITÄTISCHE BRAUNSCHWEIG USES BLACKBERRY IN HOMECARE SERVICE



Paritätische is a German non-profit organisation that provides homecare 24 hours a day to those in need. The Braunschweig based team of 120 employees delivers meals on wheels to around 1000 elderly and disabled people as well as providing a broad range of nursing services.

The mobile nursing team cares for approximately 130 patients in the region around the city of Braunschweig. The nurses administer their patients' medication and check vital functions such as heart rate and blood pressure. They also help make their beds, keep up their body hygiene and are there for the patients to talk to on a regular basis. Providing both professional care and patient support in nursing takes a lot of dedication and time.

## THE CHALLENGE

The nursing team at Paritätische found it a challenge to balance administrative tasks and paperwork with the provision of nursing care and support. Henning Eschemann, Managing Director of Paritätische explains, "Nurses were almost drowning in paperwork on a daily basis. All services provided had to be logged manually to document blood pressure, medication administered and other important information. This log was stored at the patient's home – a legal requirement – as a reference document for emergency teams or doctors on house calls. In addition, our nurses also had to keep track of their services for our own internal administration and billing processes which took a lot of time and sometimes led to mistakes."

## THE SOLUTION

Paritätische identified the BlackBerry® solution as a way to help them reduce their daily administration and automate their reporting methods. They introduced BlackBerry® smartphones with a software application by LINEAS Information GmbH for digital reporting.

While the nursing log with the medical documentation is still updated manually and kept at the patient's home, all internal reporting and documentation processes are now done digitally. The set of services for every single patient and the schedules for the nursing teams are now communicated simply and electronically. Only the tracking of vital functions in the log is still done manually.

The intuitive handling of BlackBerry smartphones with the tailored software application from LINEAS ensures processes are simple and easy to follow. With the simple push of a button on the BlackBerry smartphone, a time report initiates when arriving at a patient and a second push marks the end of the visit. Other dedicated keys serve as short cuts to protocols for the various services provided by the teams.

## BENEFITS

**FASTER REPORTING  
PROCESSING FOR BILLING**

**FASTER COORDINATION  
OF TEAMS AND SCHEDULES**

**IMPROVED RELIABILITY  
OF DATA**

**DIRECT AND SECURE  
ACCESS TO IMPORTANT  
PATIENT DETAILS**

**HIGH DATA SECURITY**

*"With the BlackBerry solution, the time that each individual nurse now saves totals the resource of a full staff member. The time saved can be efficiently used for other, new important tasks."*

*Henning Eschemann,  
Managing Director, Gemeinnützige  
Gesellschaft für Paritätische  
Sozialarbeit Braunschweig GmbH*

Jens Kinzel, head of mobile development at LINEAS, points out, "The new reporting process works perfectly with the BlackBerry solution. Data can be transmitted quickly and efficiently to the BlackBerry smartphones and users can check the device immediately for updates which can be stored and evaluated on the company's server. The only thing it needs is a DSL-connection at the headquarters."

Be it a change in the schedule of a nurse, general shifts in personnel planning or a quick check of important patient details on the go – with BlackBerry smartphones, the mobile staff of Paritätische are always kept up to date and informed.

## **THE BENEFITS**

The BlackBerry solution and LINEAS' tailored application increases performance and resource management efficiency within the homecare sector, while ensuring fast and reliable data documentation and time reporting. Kinzel explains how their security concerns were alleviated, "With the BlackBerry solution, we feel absolutely safe – even if a device gets lost or stolen, our data is securely stored on our server, as all information is continually synchronized. All demands for seamless data protection are fulfilled – we cannot imagine using a different solution."

The BlackBerry solution has been welcomed by staff due its easy roll-out, and training on the BlackBerry smartphones took just half a day and implementation only a few hours. Nurses also appreciate that wireless communication reduces the need for personal team meetings, which were quite time-consuming and required a lot of travel in the rural area of Braunschweig.

Eschemann explains, "The health care sector has many diverse, often subjective factors making it very hard if not impossible to calculate a definitive return on investment. However, with the introduction of the BlackBerry solution, we have saved hours in the day that can be put to good use on other tasks. In fact, the time that each individual nurse now saves totals the resource of a full staff member."

He concludes by saying, "The BlackBerry solution reduces the administrative efforts tremendously, saves a lot of time and ensures the staff is always up to date. Team planning has become much easier, too."

For further information: [www.blackberry.com/go/success](http://www.blackberry.com/go/success)

**BLACKBERRY CASE STUDY**  
**PARITÄTISCHE**

