

Home Care System is a comprehensive system which is specifically for Home Care Service for Persons with Severe Disabilities and Integrated Home Care Services. Our Home Care System covers most of the home care application service requirement. By using Home Care system, NGOs can manage the case personal profile and details of the service user, design a suitable care and service plan to the service user, manage the service for each service user and job duty for all staff in an effective and efficient way, monitor and manage each service record status in real time, generate the invoice and receipt by only few clicks and so on. For more details of Home Care system, please refer to Product Profile and Functional areas and process scope.

Product Profile

System introduction



家居照顧系統

系統簡介

家居照顧系統是一套專為本港提供家居照顧服務機構而設的管理系統。它界面清晰美觀，操作簡便，提供網上管理平台，讓服務機構更有效地為長者提供優質照顧。系統功能完備，設有長者個人資料，個人化服務管理，個人評估報告，照顧計劃建議及分析等多項功能。此外，系統具備行政管理功能，協助管理層作有效的資源分配及定立發展計劃，提昇機構的服務效益。

優越之處

香港政府的安老服務理念，期望由社區照顧開始，盡量為家庭提供協助，使長者在自己的家居及熟悉的社區中得到持續照顧，留在家中安度晚年。配合香港政府安老服務理念，ITSD為多間長者服務中心研發家居照顧系統。本系統採用RAI作為評估基準。希望藉着評估機制，了解長者在身、心、社、靈需要，並編配合適的長期護理服務。除專業評估外，系統亦加強操作上的功能包括服務收費、列印單據、員工編更及統計報表等等，以協助管理層了解收支情況及人力資源分配。



此外，系統設有定期更新並聯絡服務機構，細心講解有關更新內容及程序，之後利用網上技術為系統進行更新，省卻上門更新時間。

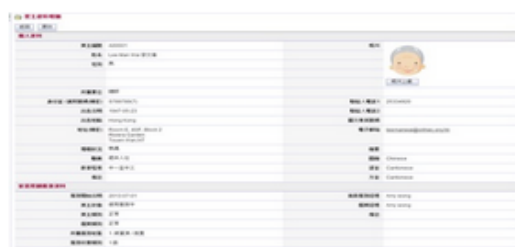
系統優點

- ✓ 網上系統設計，只要連上互聯網便能即時使用，省卻安裝程序
- ✓ 設個人化服務管理，各項收費一目了然
- ✓ 提供列印收據功能，方便服務使用者查閱收費
- ✓ 清晰員工編更表，加強人手調配功能
- ✓ 提供實時同步資料，護理人員可作即時溝通，促進跨專業團隊合作
- ✓ 支援不同專業人員為個案作同步評估，加快評估程序，縮短長者輪候服務時間
- ✓ 根據評估結果，系統自動建議照顧計劃項目，省卻處理時間
- ✓ 提供各類專業分析報告，省卻醫護人員處理文書程序
- ✓ 採用國際評估基準，提昇服務機構形象
- ✓ 所有資料作中央處理，減少資料缺失
- ✓ 定期為資料進行備份，增加資料安全及完整性
- ✓ 支援多間服務中心操作模式，總部可根據需要即時調配資源，增加資源流動性
- ✓ 簡單系統流程及中文界面設計，方便前線員工使用

家居照顧系統一覽表

長者個人資料管理

- ➔ 個人資料
- ➔ 緊急聯絡人資料
- ➔ 家居照顧服務內容
- ➔ 藥物紀錄
- ➔ 身體狀況紀錄
- ➔ 轉介事項

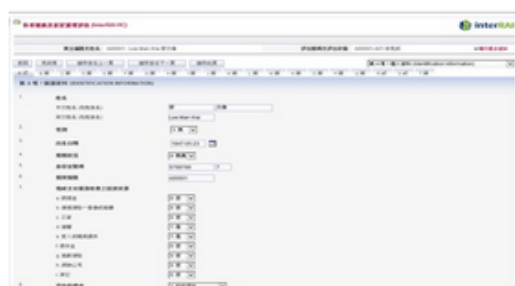


個人化服務管理

- ➔ 服務項目
- ➔ 服務收費
- ➔ 服務時數
- ➔ 護理人員資料

個人評估

- ➔ 心理評估
- ➔ 健康評估
- ➔ 社交評估
- ➔ 環境評估
- ➔ 治療評估



Detail System Feature
Communication Management
Notice board
Client Management
Client personal information management
Client card printing
Client Progress note
Vital Sign record
Memo
Individual Care plan Management
Assessment
Individual Care plan
Service Management
Ad-hoc service management
Individual Service plan
Service record management
Upload Service record
Service Calendar
Suspend / Resume Service

Payment Notice printing
Meal management
Meal plan management
Meal record management
Meal delivery management
Meal Calendar
Suspend / Resume meal service
Meal setup
Route setup
Staff Management
Staff information
Staff card printing
System parameter management
Account Management
Client's account information
In / out transaction management
Receipt management
Day end settlement
Home Care App

System overview

The purposes of this Home Care System are to record the needs of Client, convert them into Care Plans, generate the service works, and then issue debit notes & receipt after the service is completed.

First of all, the client information including the health record is gathered and input into the system. The staff will evaluate the client situation and work out care plans which best suit their needs. With the care plans, the system will generate the service work plan and the duty roster table. The service worker will perform the service to Client and record the status after completing the jobs. Then, the system will base on the actual hours and rates to issue related financial statements to Client. Lastly, Management can monitor the performance of the whole process by viewing those statistical reports produced by the System.

The major component of the system is described in the following sections.

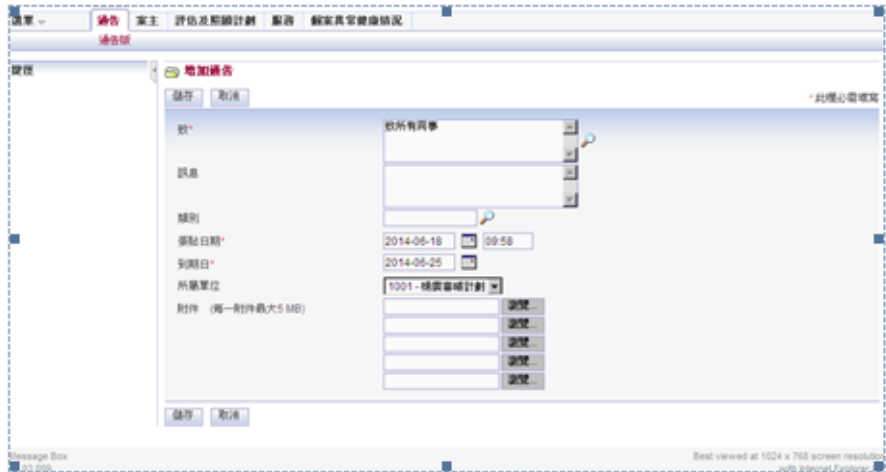
Notice Board

This function assists the operation by notifying all staffs or particular group of staff for certain events, reminders, and notices.

Function include:

- Each Unit has their own setting by categories
- Each Unit manipulates its categories dynamically
- User can create/update/delete their notices according to the access rights
- Notices are generated by System automatically or manually
- The visibility and duration of notice record is controlled by their related attributes

Sample Screen:



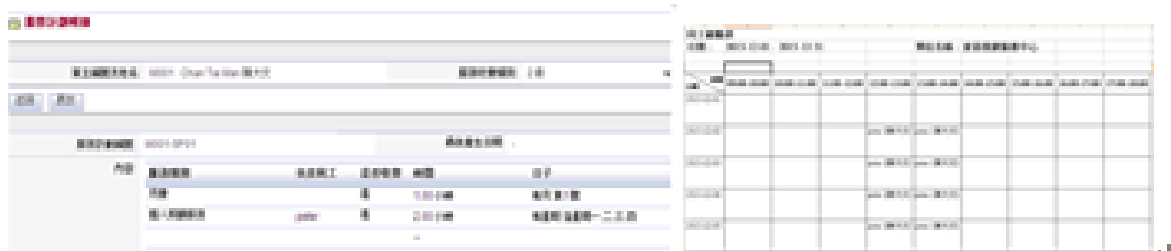
General Service

Service works are generated according to the Client care plans. Care workers are assigned in the duty roster which shows the work plan of each individual worker or those time slots that are available / occupied for service.

Function include:

- Each Client has a service profile showing their subscribed services and time schedule
- Service works are generated according to Clients service frequency, hours, rates
- Service appointments can be generated by the System automatically or manually
- Service arrangement rosters can be viewed in calendar view and manipulated by drag & drop operation
- Checking of “problem” appointments
- Scheduled records contain all service appointment in different state
- Front-end mobile devices capture all completed services and extra Client health information (e.g. pulse, blood pressure, etc.)
- The difference between scheduled and actual service records are handled
- The executed records are converted to billing records
- Each care workers has an on-duty hours and holidays schedule
- Manager of care workers can record comments for completed services

Sample Screens:



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Client

Client information is the fundamental data of the System. It includes client general information, body information and health history. It also serves as a basis for care plans and service work records generation.

Function include:

- Case intake data is collected as client intake records, and can be exported as PDF and Excel format
- Client closed data is collected as client closed records, and can be exported
- Client basic data is collected as client profile records, and can be exported
- Client health data is collected as client health records, and can be exported
- A mechanism is provided to handle the Individual Care Plan of Client
- When case is closed, client data and financial data are preserved for three years and seven year respectively. This mechanism can be done automatically or manually

Sample Screen:

【返回】 【添加】

【私人资料】 学生档案管理系统 - 管理学生档案系统

私人资料

姓名	Chen Yuxian 陈宇先	性别	男	头像	
所属单位	华中师范大学信息技术教育中心				
身份证号	350104	籍贯	福建人	身份证号	350104
出生日期	1981-01-01	籍贯	福建人	身份证号	350104
毕业学校		籍贯	福建人	身份证号	350104
身份证号	110	籍贯	福建人	身份证号	350104
婚姻状况	未婚	籍贯	福建人	身份证号	350104
民族	汉族	籍贯	福建人	身份证号	350104
学历程度	小学及以下	籍贯	福建人	身份证号	350104
籍贯		籍贯	福建人	身份证号	350104

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【返回】 【添加】

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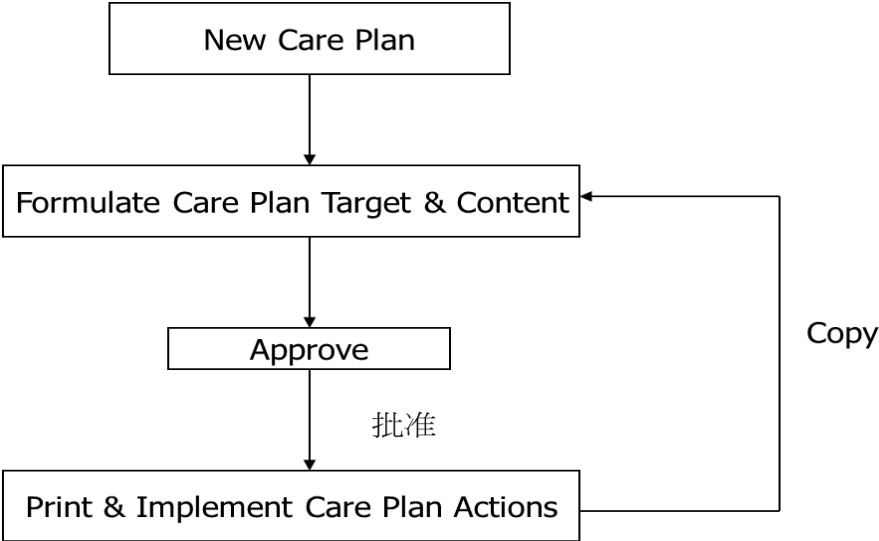
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籍贯		籍贯	福建人	身份证号	350104

Care Plan:



Workflow for Care Plan:



Staff

The System stores the basic information of care workers.

- The major features of this function meet most of the requirements as follows. Others can be fulfilled with enhancements.
- Staff basic information is collected as staff profile records and can be exported
- A mechanism is provided for user to amend its own personal data and password
- A mechanism is provided for administrator to amend user's personal data and password

Report / Statistics

The System produces basic operational and statistical reports. Enhancement is needed in order to fulfil the pilot NGOs' requirement.

Function include:.

- Generate Client Service Record Report
- Generate Staff Duty Roster
- Generate Staff Service Record Report
- Generate Client Evaluation Report
- Generate Client Statistics Report
- Generate Client Evaluation Summary
- Generate Case Statistics Report

Finance

Based on service completion records, the System can generate the payment slip to each Client.

Function include:

- Service Confirmation
- Issue payment slip for service users based on services and meals in a specified period
- Breakdown by service by Centre
- Payment slip printout and export functions

Finance functions and Sample Screen:

收據號碼	客戶編號	客戶名稱	日期	查詢日期	主要收據號碼	付款方式	支票號碼	金額	已結金額
M000114000025	M00020	梁家輝 PING CH KUI	2014-05-15			現金		400.00	0.00
M000114000024	M0006	林琳	2014-05-15			現金		988.00	0.00
M000114000023	M0004	陳一廷 Chan Yik	2014-05-15			現金		988.00	0.00
000114000018	UAT003	甄耀光 LEE YU HAI	2014-02-27			現金		484.00	0.00
000114000019	UAT009	林潔	2014-02-27			現金		11.73	0.00
000114000013	UAT002	李麗儀	2014-02-27			現金		665.00	0.00
000114000012	M0005	陳一廷 CHAN YIK YIK	2014-02-27			現金		110.00	0.00
000114000011	M0004	陳一廷 Chan Yik	2014-02-27			現金		2,128.00	0.00
000114000010	M0004	陳一廷 Chan Yik	2014-02-27			現金		2,128.00	0.00
000114000009	M0004	陳一廷 Chan Yik	2014-02-27			現金		2,128.00	0.00
000114000008	M0007	陳子恆 CHAN SIU HAN	2014-02-27			現金		182.00	0.00

Front-end mobile application

The System has developed applications for mobile devices in order to capture the necessary information (e.g. arrival and departure time) during home care services.

Feature highlight

- For Android and iOS devices
- An authentication mechanism is provided to increase the level of security
- The front-end application is kept on working without internet connection, and the data collected can be synchronized back to Server later
- The roster for care worker can be synchronized from server-side to client-side mobile device automatically or manually
- Care workers can update their own service record using the mobile device

Sample Screens:



Functional areas and process scope

ec-Home (智顧家) Home Care System supports multi-centres and multi-users modelling. Each service unit can only view their owned cases and service records. The connection between the app and the server will be encrypted in order to ensure the data security. Moreover, the website of ec-Home (智顧家) Home Care System can only be accessed by dedicated fix IP for ensure the network security. User no longer needs to consider the system maintenance routine job such as data backup and daily monitoring because ec-Home (智顧家) IT team will provide all the system monitoring and data backup service for our customer to ensure the system can be run in a smooth and stable way.

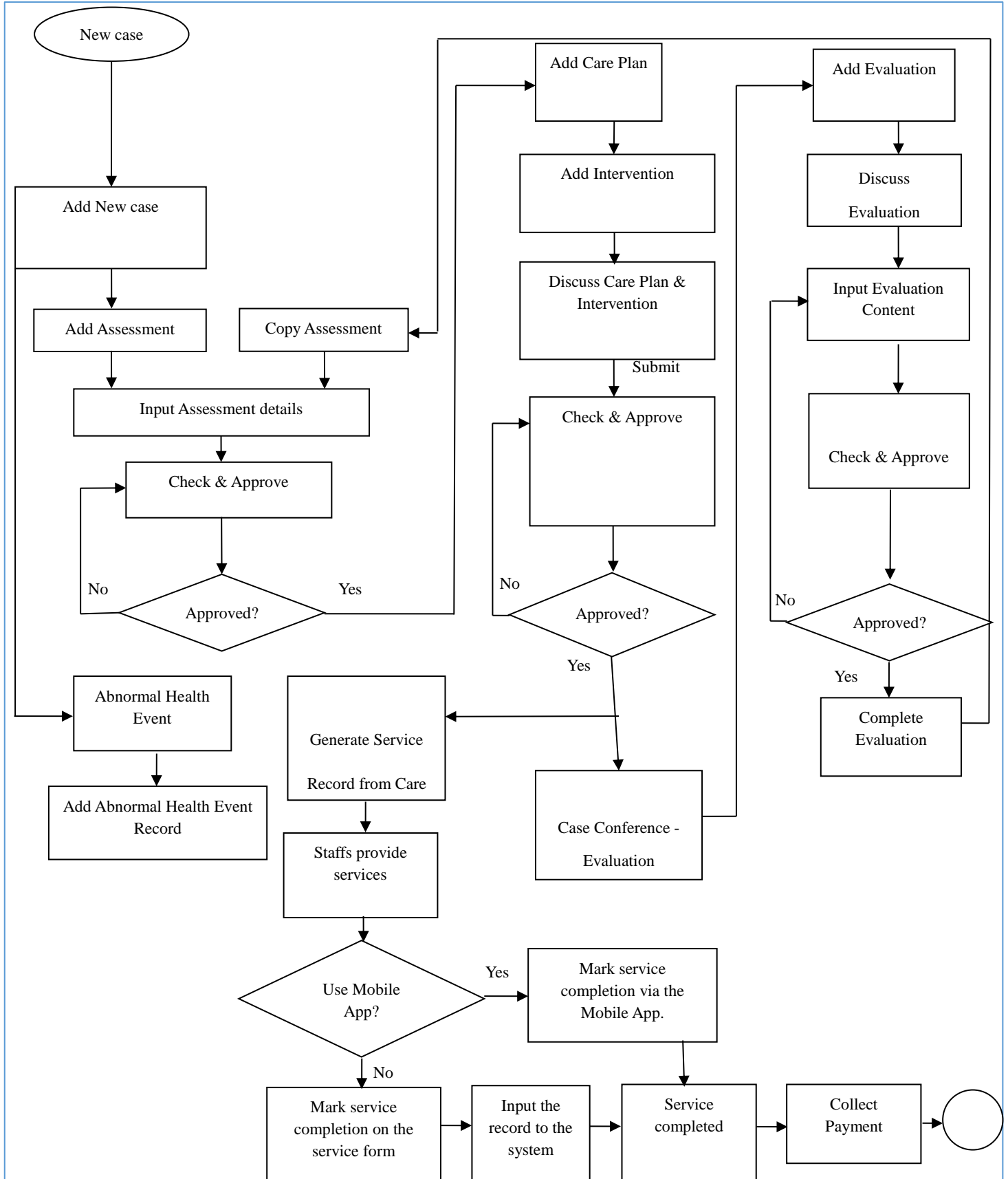
ec-Home (智顧家) user not only use the ec-Home (智顧家) Home Care System web version to handle their job, but also use the App to record their job status and the related information. It can reduce the transportation time and a lot of paper work.

Core Functional areas

- Member Intake
- Assessment
- Care Plan
- Service Record
- Duty Roster for service tasks
- Progress Note
- Vital Signs Record
- Statement Generation
- Receipt Generation
- Daily Collection Settlement

Process Scope

The process scope is illustrated with below diagram



Home Care system Coming Soon Feature

1.1 Service User App

- Care plan and review

Family/ caregiver can have more idea on the care plan such as overall intervention and training interval. It can encourage them to take a more active role in managing care.

- Service calendar

Family/ caregiver do not need to call the service unit for checking the service schedule.

- Centre notice

Through the centre notice function, family / caregiver can get the instant message such as public holiday / bad weather service arrangement. Besides, the app can acts as a channel to promote center events to family / caregiver.

- Vital signs

Family/ caregiver can view the recent vital sign and understand more about the health status. It can give the Family/ caregiver to manage the daily diet and activity.

- Billing information

It can help the NGO to save cost for printing invoice and also promote the eco-friendly message to family / caregiver.

- Progress note

Family / caregiver can read the progress note which is shared by professional staff (such as therapist and nurse) for rehab training.

1.2 SMS alert

For the service users and caregiver who do not have smart phone, system will have a SMS function for sending service reminder message. If service user needs to reschedule the service, she can simply reply to the message. The office staff will call the service user for new arrangement.

1.3 Service Dashboard

By using service dashboard, centre staff can get the instant information such as number of service complete, number of staff on duty and number of cancelation service. All these instant information can assist the centre staff in decision making and understanding each service status.

1.4 Staff tracking feature

When the service user requests an ad-hoc service or emergency help, office staff can use the staff tracking function to find the nearest staff and send a new job message to her through App. The staff

needs to acknowledge the job for confirmation.

1.5 Service schedule on staff's App

Professional staff can check the specific service user schedule for increasing the flexibility of service arrangement.

1.6 Food projection

System can project the amount of food in the coming week and calculate the actual amount of each day. Therefore, it can help to save cost and reduce the kitchen waste.