

CHT Care Homes.

Fraame Healthcare Case Study



Who are CHT Care Homes?

Providing high quality residential care for older people in the Auckland region is the mission of CHT Care Homes. Its reach extends throughout the upper North Island, encompassing twenty-two sites including its head office.

Although this work is motivated by the provision of ideal care of the elderly rather than purely profitability, CHT Care Homes still needs to ensure optimal operational efficiency.

The Challenge

Managing the CHT Care Homes encompasses a huge workload in any circumstance, given a 1000+ strong staffing complement, ongoing expansion work in construction of additional rest-home beds, scoping out additional capital purchases, plus a highly regulated compliance regime.

“We still have to be concerned about efficiencies and streamlined processes,” CHT Care Homes says, adding that a return on capital invested is always required.

“Occupancy is a key driver of this, which is impacted greatly by having quality facilities and by hiring skilled staff.”

By installing FileVision CMS, CHT Care Homes has benefitted from its smartly structured, scalable document management capacity, comprehensive maintenance and contractual compliance functionality.



The Benefits:

CHT Care Homes has found that, rolled out site by site, FileVision CMS is working to professionalise information handling to a greater extent. It also aids staff by bringing current versions of documents, policies, contracts and maintenance requests together in one place.

“Staff can see that time is saved this way. It’s now simpler and quicker to find a document online, and a lot of information can be automatically archived,” CHT says.

“We can see huge benefits from using the software in terms of managing the sheer volume of data we have to deal with. We can pull this from several sources, and save it all in the same, central repository, which is fantastic, especially for staff from all sites to be able to retrieve the correct versions of forms quickly.”

CHT Care Homes also utilises FileVision CMS to automate the signaling of contractual compliance demands that they can use to kick-start contract renewals and associated workflows to the right staff at the right time.

In addition, FileVision CMS customisable data modules have been configured to allow CHT Care Homes to capture routine and urgent maintenance requests by staff on the fly using any portable device. This allows them to capture and link photos and automatically route requests to the correct maintenance team member. Maintenance requests can be linked to supplier details where quote and invoice details can be added as required. Sophisticated dashboards allow for management of Maintenance Requests and monitoring of workloads.

They’re aware that CHT Care Homes has so far “touched no more than the front end of FileVision CMS,” but that it’s a crucial part of CHT Care Homes overall IT strategy to have all types of information well integrated and flowing optimally.

The first foray into the process of installing and integrating FileVision CMS at CHT Care Homes was to set up a new directory system for the entire organisation. This was done in order that the 2,400 folders and thousands of files could be transferred and retrieved logically and identically by staff at the different sites.

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They're enjoying the reliability the software allows them. that's good, they say, is "the certainty that when you go to look for certain electronically stored documents, they'll be there. With our old system, staff might have inadvertently dragged and deleted a folder, or at least have deposited it somewhere hard to find. FileVision CMS means we're not spending any valuable time recovering files

"FileVision, is very intuitive and easy to understand, which brings CHT Care Homes immense benefits, and integrates corporate information much more easily for us, such as letting us manage all of our supplier contacts from one central source, and have them accessible to staff from everywhere," CHT Care Homes says.

With the simultaneous tasks of managing a lot of people, a large number of building facilities, and copious contracts, CHT Care Homes. CHT Care Homes is improving the flow of electronic documentation; resulting in the easy integration across of the CHT Care Home's corporate systems.

"It's streamlining us, making our information systems less cumbersome and more secure."

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