Transformation and Training For a Mobile Workforce

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This Presentation

...is about

☑ challenges implementing a mobile working solution
☑ sharing valuable lessons learnt
☑ top tips from clinicians, transformation and IT

...is not about

☐ a solution or software
☐ the best device to use
Central London Community Healthcare Trust

Our vision is to lead out-of-hospital community healthcare and our mission is to give children a better start and adults greater independence.

- 4 London boroughs
- 3,000 clinical and support staff
- 1.5 million patient interactions every year
- 160 sites in our communities
- 70 different health services
Challenges of mobile working

- Different specialist teams
- Multidisciplinary health professionals
- High expectations
- Clinicians see using the device as a barrier
- Rotational programmes
- New Starters
Face to Face Contacts as a proportion of total contacts

% Face to Face Contacts

Average
Quotes from our clinicians

“It has made me feel more professional and my practice more up to date. I feel so much more productive and on top of my workload demands.”

“I am able to take images and annotate these. For example, leg length discrepancies for orthotic referrals, posture for seating assessments, wounds to share with DN or GPs.”

“The client can now be a part of the clinical reasoning with equipment selection by looking at the options on TECS and arranging the equipment delivery with the client present.”

“I have been able to search for information on the internet whilst present with a patient in their home in order to give them an answer to a query.”
Our transformational tips

The tips are from three key perspectives:

1. Clinicians
2. Transformation
3. IT
Collaborate

Clinician centred

Mobile change agents

Capture creativity

Stakeholder buy-in

Change work culture

Monitor and measure

Flexible device management

Multi dimensional training

Hosistic support
Clinicians are comfortable with using mobile technology.

Clinicians would not go back to paper-based recording.

Using the technology in their clinical and non-clinical daily tasks.

We now have over 150 mobile clinicians.