



Case Study

CAREFOR'S COVID-19 STAFF SCREENING CARE PATHWAY



Overview

Carefor is the largest not-for-profit charitable home and community services organization in Eastern Ontario. Recognized as a leader in health system integration, our mission is simple – to meet clients’ holistic health needs for high quality home care and community support services in equal partnership. Supporting thousands of people from the upper Ottawa-Renfrew border to the Quebec border, the majority of our clients reside in the Ottawa area.

Our staff work with people in need, in their homes and in the community – these people are our neighbours, friends and family. Often elderly and vulnerable, our clients and their families rely on us in countless ways, including in-home health care and personal support services, meal delivery, non-urgent medical transportation, respite and adult day programs for people living with dementia. We also have residential care homes and palliative care programs, such as a hospice and palliative day programs. While diverse, what ties our programs and services together is a desire to help people lead their best lives. Through caring and professionalism, our staff make people’s lives better each and every day.



The Process

Carefor sends login credentials to all of its staff members. Members who have previously used Aetonix have our app installed in their smartphones. For first-time users, they are instructed to download our app to their preferred device. The validated COVID-19 screening questionnaire from Ontario Health is displayed. If members report any symptoms or don't meet the travel or exposure related conditions, they fail the screening test. They are coded red. Otherwise, they pass the test and are coded green. Those coded green may return to work as normal. The screening workflow resets every midnight. Every staff member must answer the questionnaire in the morning before going to work, regardless of their status.

Those who are coded red receive instructions on how to self-isolate and how to get officially tested at a centre. A designated screener follows up with them within 48 hours to set a return to work (RTW) date. If the test results have not been entered into the app yet, the screener follows up with them within 72 hours after the first meeting to remind them to do so. Upon receiving the test result, the screener sets a new RTW date. For confirmed cases or those awaiting test results, they are coded yellow and may proceed to work with new conditions. For frontline workers, they must wear full personal protective equipment (PPE) and continue to self-screen daily using our app. For office staff, they must self-isolate for 14 days and work from home while continuing to self-screen daily.

The Buildup & Benefits

Carefor's staff uses our virtual care platform, aTouchAway™, to remotely coordinate care for its clients. It maximizes the efficiency and reach of its many care team members, which includes RNs, RPNs, PSWs, therapists, companions, etc. It allows one care team member to see multiple patient cases on their smartphones or tablets, irrespective of how far their clients are situated. Where in-person visits weren't immediately possible or deemed necessary during COVID-19, this proved extremely helpful in keeping in touch with clients.

With COVID-19's grip on society, the ability to remotely coordinate patient care became more valuable due to isolation mandates set by the government. Carefor exists to provide compassionate quality care to all. The majority of its client base are elderly, who are most susceptible to the disease. It needed a solution to triage its staff members so they would not come into work as unknowing carriers. We created the COVID-19 Staff Screening Care Pathway to precisely deal with this issue. We had similar pathways for screening patients when the first wave of COVID-19 hit us. We had no problems extending this triaging system to staff members as well via the COVID-19 Staff Screening Pathway.

Continued Service

The risk of staff shortage is minimized as care team members are triaged every day on their health status. It's easier to manage isolated incidents here and there, rather than replacing a whole contingent of staff who have been exposed to community spread.



Easy Triage

A signal-based colour system allows easy triaging of staff members. The admin can see an overview of the statuses of all staff members from a dashboard. They also have access to any notes from their accounts that provide further details.



Collaboration of Multiple Actors – Staff, Screeners and Supervisors

The screener does not act by themselves. At every step of the way, they are able to connect with the supervisor or manager of the staff on decisions and updates.



Quick Onboarding

The staff do not have to register, we preregister them into our system and provide Carefor the log in details. They are only asked for staff ID and phone number. Staff ID can also be preset and is used for identification. The phone number entered is used to follow up with them.



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Carefor’s mission is simple – to partner with our clients’ in providing high quality home care and community support services. With a large ‘remote’ workforce, we had to move quickly and be innovative in our response to the pandemic. In partnership with Aetonix, we were able to achieve this by designing and deploying a self-screening tool that helps us manage the health of our 1,200+ employees as they continue to deliver health care, safely to seniors living at home.

Amy Boudreau, Director of Integration and Sustainability

aTouchAway™
by Aetonix



At Aetonix, we know that choosing the right digital tool to empower your chronic and complex care patients to self-manage their health at home can improve outcomes and reduce the strain on you and your team -- as well as the overall system. The right technology can prevent costly emergency room visits, hospital admissions and other clinical interventions.

aTouchAway™ is an innovative software platform built to manage the care of chronic and complex patients at home by connecting the entire circle of care to ensure effective, accountable and coordinated care. aTouchAway is the only home health platform that offers secure video and text communications, a robust Workflow Engine, integrated Care Plan management, and comprehensive reporting dashboards – all in one secure digital platform.

Contact us today to learn more about how **Aetonix** can help you and your organization deliver the best care

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