

PNC7 providing a platform for growth

The challenge

Poole Lifeline was established in the 1980s and provides community alarms, telecare and mobile response to more than 5,000 people in the area.

How has installing PNC7 monitoring software helped the organisation to re-evaluate its service delivery, streamlining processes and enabling them to adapt to change?

What we did

Poole Lifeline upgraded from PNC6 to PNC7 software in September 2014, and Service Manager was installed in 2015.

Service Manager

The Service Manager module supports the efficient running of a telecare service, keeping track of the delivery process from end-to-end, through assessment, referral, installation, change requests, asset and battery management and decommissioning. Service Manager also enables the recording of client outcomes, helping to evaluate the impact of the service as a whole and of any initiatives that may be in place, e.g. a Falls Management Programme.

Poole Lifeline also chose Case Manager and Information Manager, the capabilities of which are described below. However at the time of writing these modules are not yet embedded in service delivery, and this case study focuses on Service Manager.

Case Manager

The Case Manager module supports operators in managing activities such as dispatching responders, managing critical events (such as falls and ambulance call outs), managing general incidents, and monitoring equipment service tasks. Core capabilities include full remote reprogramming (for all Tunstall home units as well as most third party devices) and door entry management. Case Manager is vital for monitoring the quality of service delivery and measuring cost effectiveness by recording events and their outcomes (e.g. avoiding hospital admission).

“Service Manager has prompted us to review the way we work, and we’ve been able to streamline our processes as a result. This gives us more capacity and, along with PNC7’s additional functionality, enables us to look at opportunities to develop the service.”

Dee Shepherd, Manager, Poole Lifeline

Information Manager

Information Manager provides web portal access to reporting and business intelligence environments, delivering multiple operational reports from the monitoring centre database, essential to the delivery of compliant services. The dashboards component gives easy access to trended information on referrals, assessments, installation and response times, to enable efficient management of services and the ability to track performance against KPIs and SLAs. Bespoke reports can be tailored, saved, distributed and scheduled.

Key statistics 2013-2014

- 94,525 calls answered
- Mobile response service provided to 1645 clients
- Prevented the need for emergency services by attending and assessing 748 activations
- 99% of customers satisfied with the overall service
- 96% thought the service was value for money



Results

PNC7 has delivered many benefits to Poole Lifeline:

Platform for growth

The stock management functionality means the service is easier and quicker to use, all equipment is now inputted using a **barcode scanner**, rather than manually noting and inputting serial numbers, resulting in better stock control and more **effective asset management**. Working relationships with social services and health are developing further as the service helps them to use telecare to support their goals of timely discharge and independent living.

PNC7 supports the delivery of **value added services** such as lone worker monitoring and alarm monitoring using devices such as the CSL DUALCOM Safe Link which gives the centre the ability to expand the service and look at new opportunities i.e. monitor fire, security and environmental alarms.

Increased efficiency

Installers are now **mobile working using electronic tablets**, rather than filling in paper forms before and after visits. This saves time, reduces travelling, stops double entries and gives real time information on the installation process. It also means customers are live on the system from the moment the installer leaves their property, rather than waiting until the paperwork is processed at the monitoring centre.

Installers can view the work queues online whilst they are in the field, avoiding the need to phone in or return to the office before attending to the next call, making effective use of resources. This also **makes home working possible**, supporting flexible staff deployment.

Intuitive

PNC7 has been designed for **easy operation**, and operators at Poole Lifeline have reported the software as being easy to work with and navigate. It has also enabled processes to be simplified.

Reporting

Referrals are captured electronically in the field and are visible on the system in real time, leading to **greater accuracy in reporting**. Previously paper forms were completed and entered onto the system.

PNC7's analytics functionality provides detailed near real time views on operational compliances and Key Performance Indicators (KPIs) through dashboards. The system also provides the potential to generate reports on KPIs automatically, avoiding the need to create spreadsheets to **comply with the Telecare Services Association's Code of Practice**.

“ PNC7 has moved us into the 21st century; it enables us to be much faster and more efficient, and means information speeds straight to where we need it. We've already reduced our paperwork significantly, and I'm confident that over time we'll continue to make operational improvements and continue our journey towards paper free.

Dee Shepherd, Manager, Poole Lifeline



For more information on PNC7
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