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# LAURA FERGUSSON TRUST CANTERBURY

The Laura Fergusson Trust Canterbury is a 30-year-strong, charitable, not-for-profit organisation aimed at assisting individuals facing one or several lifestyle impairments. The Trust operates a residence in Ilam, Christchurch, which currently caters for 35 permanent clients. Clients can be anyone over 16 with a physical, sensory or neurological impairment, who therefore face barriers to inclusion, involvement and independence.

The Trust's mission is to enhance the lives of these clients, and to rehabilitate wherever possible, so that maximum independence is achieved, given individual circumstances. Emphasis is placed on enabling clients to experience ordinary, age-appropriate life events.

A staff of 60 are employed by the Trust, ensuring 24/7 surveillance and depth of targeted care of the 35 permanent residents.

Because no two clients face the same set of physical, neurological or sensory parameters, in any one day up to 15 variously specialised staff members can be working with any one long-term or short-term client. Professional ramifications are obvious. High standards demand accurate, current client documentation, accessible only to clinical and care professionals, plus the client and family.

# THE ISSUES

Internal and external pressures were impacting on the Trust Centre's operations.

## Internally

Up until August of 2009 the Canterbury Trust didn't possess a server. Emails were accessible only by 'team leaders.' Five distinct teams together operate the Trust residence: the Clinical or Nursing team, the Rehabilitation team, the Residential team, the Administration (financial & operations) team, and the Environmental team.

Computers were not available to support staff or coaches. Documents were all on paper, typed by an administration staff member and then filed. Policies and forms were kept in ring-binders.

Paper documentation and archiving systems were not the most efficient or interactive way of holding individual's records. Separate specialists working with the same client would have to access correctly archived paper copies, and this was sometimes difficult and time consuming.

Therapists risked working in information-isolation, rather than being adequately 'in the loop' with other therapists over a client's goals. This meant that work-flow management could be problematic. Reminders, actions, evaluations and reviews could be conceivably be delayed.

The Laura Fergusson Canterbury Trust board also had some governance requirements for which they drew up a wish-list. An ideal information technology system for the Trust's Centre would:

- Hold all residential records
- Trigger all quality and risk management actions and documentation
- Have the capability to be integrated with the MYOB accounting system
- Aid good human resource management
- Aid building and facility management by triggers at established times

## Externally

Reporting/Health-and-Disability Sector compliance requirements were forcing the issue of improving the system by establishing electronic documentation. Both CEO Sonia Pratt and the Trust Board needed to be able to establish that the Trust's Centre was meeting its obligations. These were/are:

- To demonstrate accountability and success to stakeholders
- To monitor opportunities for improvement
- To manage the Trust's limited resources
- To cope with compliance-related restraints

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## TAILORING THE SOLUTION

CEO Sonia Pratt was on a mission to find the ideal IT package for the Trust's Centre, its Board, staff and clients. She identified the ideal characteristics of such a solution.

An IT system would be selected only if it was simple to learn, seemed familiar, was well supported by experts, and fulfilled its basic documentation, relationship-linking and work-flow criteria.

Importantly, the IT would minimise time spent paper-chasing, and reduce possibilities of operational omissions. Staff time would be released for extra quality work with clients.

## THE POSITIVES ADD UP

Five months since the implementation process was initiated, several positive outcomes are evident. Sonia Pratt says FileVision is already delivering 85 per cent of hoped-for results. Further technological capacity remains.

Senior staff members have already gained an additional 1-2 hours each day as a direct result of paperwork being translated to online client documentation. Staff administration time has reduced from fulltime to one day weekly, as typing volume is down by 75 per cent, and archiving reduced by two hours weekly.

Staff are now locating and using the appropriate online forms. Previous to FileVision they would spend considerable time going to the main office, sourcing the correct version, completing the form and filing it in a set security area. Now within minutes this is done electronically on their PC, and a workflow has commenced as a result.

Where investigations into incidents are required, these are now speedily completed.
Other than extra staff time spent with clients, the latter also appreciate the extra security and confidentiality the FileVision system allows their records, Sonia believes.
Some features and capacities of FileVision are yet to be fully explored. More is yet to be achieved once the accounting system also becomes integrated online.

### FileVision Selected

Sonia Pratt was "immediately comfortable" with Fraame's FileVision solution, the coaching help on offer, and the solution's scope and simplicity.

*"I wanted the daily demands of the technology to be simple enough for all staff, of 22 different nationalities, to use. I didn't want it to cause disruption or stress to the point where any of the staff gave up on it or refused training. Fortunately, no-one did."* Sonia Pratt

*"The great beauty of FileVision is that it has freed up staff time. I can now quickly and easily track down who's working on what. So the solution hasn't just made what we do more professional and better informed …. it's made life easier too."* Sonia Pratt.

### DAA GROUP REPORT TO THE MINISTRY OF HEALTH

*"The organisation has made a significant investment in FileVision – an electronic patient and operational management system which is used to manage all aspects of day to day service, quality, analysis and reporting requirements"*

*"The system is comprehensive, with excellent reporting and analysis functions which are increasingly being used for quality improvement activities".*

*"The service has customised it's e-forms including an innovative risk management tool. "FileVision has also provided a fully traceable document control and management system".* Laura Ferguson Trust DAA Group Report April 2010


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