

eNetwork Software mobile solution

*“We want to maintain high-quality patient care while spending less time on paperwork and less time driving to the office. This would give us more time to spend with more patients each day. IBM has the answer.”**

–Chief administrator for a large home healthcare provider

Home healthcare providers are facing pressure from managed care organizations, corporations, government, and consumers to control costs and, increasingly, to assume additional risk through fixed cost agreements. More and more patients are joining health maintenance organizations. Others are using preferred provider networks established by their insurance companies. To compete profitably for the right to care for the members of these organizations, providers must continue to offer the high-quality care patients expect at lower costs.

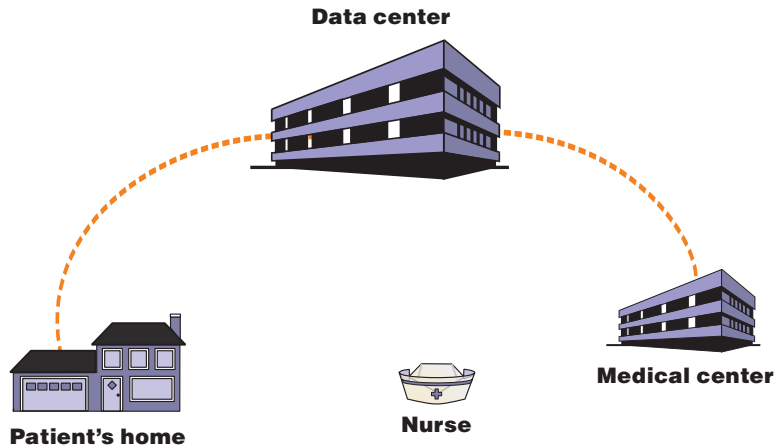
One way home healthcare providers could control costs is to improve the efficiency of home healthcare nurses and health aids. Currently, home healthcare nurses and health aids stop by the office every morning to pick up their daily patient assignments and treatment plans. As they visit and care for each patient, they complete all the forms necessary to update their patients' medical records and to submit these treatment forms properly to the appropriate government agency or insurance company for payment. At the end of the day, they return these forms to the office to be forwarded to the administrative staff for data entry, verification, and processing.



Healthcare

“I want my nurses to visit more patients in the same amount of time each day, and still maintain our high patient-satisfaction ratings.”

—Lead nurse, home healthcare provider



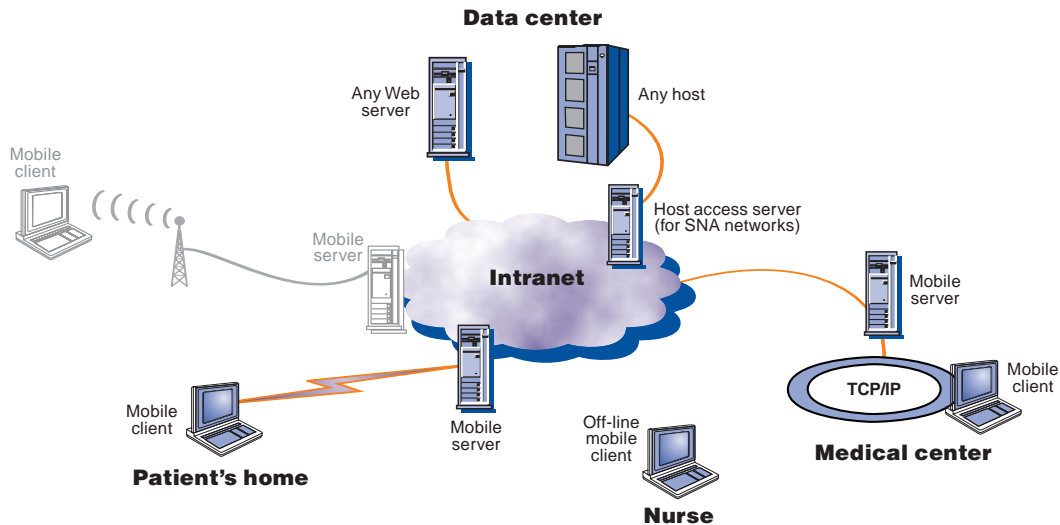
The chief administrator of a home healthcare provider decided that to remain competitive, she needed to find a way to reduce the time her caregivers spent traveling and completing paperwork. By doing this, she would increase the number of patients her nurses and aids treated per day without sacrificing the quality of care they provided.

The solution

Using notebook computers that they carry with them, nurses could receive their assignments and treatment plans electronically where and when they need them. The nurses could complete the necessary forms on their computers and submit them automatically at the end of the day from their homes. With less time spent on paperwork and driving to the office, the nurses and aids would be able to care for more patients each day.

The nurses could just dial into their company's network in the morning before visiting their patients and receive their patient assignments and treatment plans automatically, along with any mandatory software updates. Each nurse would only receive the information needed for assigned patients, minimizing the disk space needed on each laptop computer and the duration of calls in to the network.

As they visit patients, the nurses could complete and submit the appropriate forms on their notebook computers. Because they would not be connected to the network then, the forms could be queued for delivery. At the end of the day, the nurses could dial into the network, and the information they queued up



during the day could be sent to the company's network. Any new information that arrived for them could be downloaded. Nurses could subscribe to and receive updates of published files and training schedules.

The administrative staff could also work more efficiently because it would have less data entry and verification work. The staff could support more caregivers without hiring new people. And, the staff could submit claims to insurers more quickly, which could reduce the company's accounts receivable.

This home healthcare provider could build and deploy a home healthcare application for its mobile workers that would make efficient use of its network. This could reduce the provider's cost structure, which could better position it to compete with other providers. IBM has the solution.

eNetwork Software mobile solution

IBM® eNetwork™ Software mobile solution provides a platform for client/server applications for mobile users who are only occasionally connected. The IBM eNetwork Software mobile solution offers software to queue and send forms submissions, to queue and send software updates, and to let users choose which information to send and receive, and when.

Network view

By using the IBM eNetwork Software mobile solution, the home healthcare provider's information technology (IT) department could implement client software installed on each of the nurses' and aids' notebooks and server software installed on a PC server on their LAN. This would allow nurses to dial in to the LAN, download the information they need to their laptop computers, disconnect from the LAN, keep working with the information off-line, complete forms, update records, and then dial in at the end of the day to resynchronize with the central databases. The IT department also could create graphical versions of the necessary forms and an agent on the server to forward the information from the forms to the appropriate back-end systems.

Use of mobile technology is growing

Mobile and wireless experts predict that the percentage of worldwide information technology budgets allocated to supporting mobile and remote users will grow from less than 5 percent in 1996 to 30 percent in 2001, according to the Gartner Group. If you're interested in increasing your company's future growth through mobile solutions, investigate IBM eNetwork Software mobile solution. You'll find IBM eNetwork Software mobile solution could extend the reach of your enterprise to mobile workers, increasing the timeliness and availability of information with minimal capital investment or modifications to your existing systems.

For the latest mobile news, solutions, trials, or code, visit our Web site at

www.software.ibm.com/enetwork/mobile/

Send e-mail to: mobile@us.ibm.com or call +1 914 766 8799 for an eNetwork Software mobile sales representative.



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* This scenario is a composite based upon typical customer requirements and not intended to represent a specific customer engagement. Individual customers will have different requirements. Contact your IBM representative to discuss your specific needs.



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