



**Deloitte.**  
Digital

**ConvergeHEALTH™**

# Connect *for* PUBLIC SECTOR

**Improving healthcare relationships across the care continuum,  
built on Health Cloud**

## **Innovative Patient and Caregiver-Centric Home Care Product**

Traditionally, patients receiving and caregivers delivering home healthcare have dealt with a complex system navigating care outside of the hospital. Critical healthcare data as well as coordination suffers from a lack of transparency and cohesive data with patients and caregivers. In Home Health Care, there is often coordination between a home health care agency where you will have a regulated worker (e.g., field nurse) delivering and/or training a family member with administering ongoing care.

ConvergeHEALTH™ Connect for Public Sector encompasses an innovative Home Care solution that seeks to bring disparate data together. As a Salesforce ISV Managed Package, the solution is built on top of Salesforce's Health Cloud and delivers a virtually unparalleled home care coordination experience.

## **Operational efficiency and improved customer service**

The Connect Solution's Home Care product brings the concept of the "Circle of Care," connecting the caregiving

elements with scheduling components to create a seamless picture of the home care experience. This cohesive view allows the agency delivering home care to have a full view of the caregiving experience, connecting all parties within the "Circle of Care."

The solution includes several features:



### **Comprehensive Functionality**

Deloitte's innovative solution has built-in best practices based on home care agency processes.



### **Built on an Open API platform**

The product integrates with legacy back-end systems to leverage existing data and content.



### **Future-Proof Platform**

Releases automatically pushed to the client three times a year, at the same cadence as Salesforce Health Cloud, so your system is always up to date.



### **Highly Extensible**

The mobile component allows field nurses to capture data offline, which is key in remote areas without internet connectivity.

Globally, home care is a service that is largely provided by local governments and delivered by regulated health care professionals. The goals of home care are to help hospital systems decrease costs, allow patients to maintain or improve their health status and quality of life, assist patients in remaining as independent as possible, and support families managing a loved one's care.

The Connect Solution addresses many of the challenges that home healthcare experiences, including:

- Issues associated with physical spaces and socioeconomic differences, such as increased risk of infection, poor nutrition, and risk of physical injury depending on safety and cleanliness of the home
- Higher risk of medical error with patients or caregivers administering medication
- Lack of standardized process at home compared to receiving care in a medical facility

## Product Impact

- 1 **Decreased handle time:** staff can direct customers to manage their health profile via centralized data portal.
- 2 **Increased visibility into performance:** reporting functionalities provide a full view of a patient's "circle of care," enabling identification of high-risk patients via ready-to-use dashboards that home care workers can monitor.
- 3 **Increased staff efficiency and satisfaction:** the cloud-based solution allows for multitasking and remote work, further enabling staff efficiency.
- 4 **Reduced implementation time:** primarily configuration-based and built upon a common platform, the solution can be rapidly deployed, helping to reduce development time and speeding up the realization of benefits.

For More Information, please contact:



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