



Staying on top of your day with nooa

Today, we're with a triplet of care workers from Sunshine Home Care, as they go through their busy day. Just 4 months ago, they introduced nooa to streamline communication for their entire service. It's worked wonders and now, they love using pinboards, messages and tasks to stay on top of things.



Zahra

First, we follow Zahra as she visits clients. She has been working as a **CNA** for just over 2 months and likes looking after people who need help.



Linda

Next, we take a peek at Linda's everyday work. She worked as a RN before joining Sunshine, and was recently promoted to **director of nursing** after more than 4 years at the service.



Janet

Finally, we look over Janet's shoulder. She has been working in **administration** for 2 years now, and enjoys the fast-paced environment - even more so, when things go smoothly.





Visiting clients with Zahra

7:30am - My day begins

Luckily, it's already bright. As always, I first check my schedule to prepare for today's clients. 5 visits for the day. I look forward to seeing Mrs. Williams in a couple of minutes. I take a look at nooa: I can pick up new protective gear in the office. Let's get going.



News

"New PPE available for all staff. Please pick up your set until the..."

Direct message to Linda

"I noticed a little bit of blood in Mrs. Williams' bed this morning. It was..."



Direct message to Linda

"Can you have a look at my documentation? 📷"



7:40am - Visit with Mrs. Williams

To Dos for Mrs. Williams: personal care and administer medication. That went rather smooth, but I did notice a bit of blood when I lifted her out of bed. I already put it in her records, but I have to inform Linda so she can decide on what to do next. I'll also ask her if I documented it properly, as I'm new to the system.

9:00am - Visit with Mr. Green

Mr. Green's wife just told me that he locked himself out twice. That sounds like the beginning of dementia, but I'm really not sure. What should I do? Lucky for me, we have a pinboard with guidelines for staff, where I can find all the information. Everyone contributes and shares information, which really helps all of us.



Practical instructions

"Profile: Dementia. How to recognize early signs of dement..."



Practical instructions

"Code of conduct: What to do when a client's condition gets w..."

Task from Janet

Please send me your availability and holiday plans for the next 3 month...



9:55am - On the road

New notification from nooa: a task from Janet. I should let her know my availability for the next 3 months by Friday. It's good that I don't have to keep that in mind - so I can stay focused on my clients!

11:35am - Visit with Mr. Lewis

Prepare lunch for Mr. Lewis. His daughter is also here. She wants to know if we can postpone the visits on Tuesdays by about an hour and if we can administer the medication for her father going forward. He forgot to take his medicine twice last week and she can't be around to help him. As I'm not yet qualified to make that call, I'll post her requests on our 'Client requests' pinboard so the office can take care of it.



Client requests

"Mr. Lewis wants to move backward his Tuesday visits by an hou..."



Client requests

"Ms. Lewis wants us to administer her father's medication from no..."

Direct message to Linda

"Mrs. Miller has a complaint about yesterday. Apparently she didn't..."



Direct message from Linda

"Thank you for forwarding her complaint. Can you take a pictur..."



Direct message to Linda

"Sure, here you go: 📷"



12:30pm - Visit with Mrs. Miller

No problems so far, but I have a hunch with my last client, Mrs. Miller. She was discharged from the hospital only last week. Indeed: the first thing she tells me is a complaint about my colleague's visit yesterday. Apparently she didn't receive her medication. I check the records - yesterday's report is missing. And her medication plan seems off. I let Linda know about the complaint and the medication plan. She'll get to the bottom of this in no time.

1:40pm - Finished for the day

I sit back and let the day pass through my mind. Have I forgotten anything? A quick look at nooa answers my question. One task is outstanding: Availability for the next 3 months. I write Janet a message and let her know. Check. I quickly send a message to my favourite colleague and wish her all the best. With everything done, I log out from nooa. Off to start the afternoon with the kids - without work on my mind.



Direct message to Janet

"Dear Janet, I am only away next month for the first two weeks. S..."



Direct message to colleague

"I hope you got through the day like me :). How is your schedul..."





In the office with Linda

8:30am - Start the day

The smell of coffee wafts over as I sit down in front of my PC. New notifications from nooa: Zahra shared a potential risk with Mrs. Williams and sent the photo of her documentation on the issue. She is doing really well so far - it's only her 2nd month with us. A new message comes in: a client's daughter informed us that her dad's condition has worsened and he was admitted to the hospital. I'll take care of it.



Direct message from Zahra
"I noticed a little bit of blood in Mrs. Williams' bed this morning. It was..."



Direct message from Zahra
"Can you have a look at my documentation? 📷"



Direct message from client
"My dad is in the hospital. We won't need your help this week..."

Direct message to physician

"Good morning Mrs. Wilton. We noticed blood in Mrs. William's..."

Direct message from physician

"Hello Mrs. Smith, thank you for letting me know. I was planning..."

Answer to client

"Dear Mrs. Moore, I'm sorry to hear about your father. We wish..."

Scheduling

"Mrs. Moore just informed us that her dad is in the hospital. Please..."



8:45am - Sort out urgent tasks

As always, I sort out urgent and important things first. I send a message to Mrs. Williams' physician. Usually, she is very prompt with her answers and today is no different. She planned a visit to Mrs. Williams later this week, but will now move it forward. Great to have her check on that - you never know. Next, I send a kind reply to Mrs. Moore and inform the staff about the change in schedule.

11:35am - New customer request

Zahra is with Mr. Lewis and posted two requests on our pinboard. Karen can take care of the first; the second is about Ms. Lewis wanting us to administer medication for her father. I create a new task to discuss this with his physician later - we might have to adjust his care plan anyway. Since nooa, it's so easy for me to organize all those little things that come up during the day.



Client request

"Ms. Lewis wants us to administer her father's medication from now..."



Assigns new task to herself

Call Dr. Fry: Should we administer the medicine for Mr. Lewis and...

12:20am - Handling customer complaints

New message from Zahra. I like how dedicated she is to deliver a good service to our clients. Apparently, Mrs. Miller didn't receive her medicine and the medication plan seems to be flawed. I reply to Susan and immediately try to get to the bottom of this. I check our care software: no report of a visit yesterday and the medication plan indeed seems off. This is the second time this happened after someone was discharged from the hospital. I fix everything and assign myself a task to make sure it won't happen again. nooa really helps us stay on top of these issues so things run smoothly.

Direct message from Zahra

"Dear Linda, Mrs. Miller has a complaint about yesterday. I ch..."

Direct message to Zahra

"Thank you for forwarding her complaint. Can you take a pictur..."

Assigns new task to herself

Discharging process: Establish new process to ensure that medication...



2:00pm - Support & Training

To keep everyone informed about best practices, I regularly go through our "Practical instructions" pinboard and make sure that everything is up to date. I noticed a new "like" from Zahra on the dementia post and some questions on the other topics. It's great to see how much this is being used, especially by our new team members. I also post a summary of the training on the new hygiene measures we implemented last week.



Safety and compliance

"Dementia: How to communicate with a client in an empathic and..."



Practical instructions

"Risk assessments: Reasons and procedures. 📄"



Safety and compliance

"As already discussed in the training session, you can find the new hygi..."

3:00pm - Wrap up

I call Mr. Fry, Mr. Lewis' physician. I describe the situation, and he fully supports that we should take care of the medication from now on. I create a new task for tomorrow to set everything in motion: call Ms. Lewis, adjust the care plan, discuss with Karen who should be responsible and, if needed, schedule a short training session. After that, I set nooa to "mute". Time to head off.

Assigns new task to herself

Mr. Lewis: 1. Call Ms. Lewis to talk about the new service, 2. Adjust c...





In the office with Janet

9:00am - Getting started

The kids are in school and I start my day at Sunshine, as usual, at 9 o'clock sharp. Linda is already in the office. I prepare a cup of coffee and get going. There are a couple of new notifications from nooa on my PC: new posts, direct messages and a task that is due today. The usual awaits: schedules, client requests and covering sickness. But that's quite alright - it's what I'm here for.

Task due today



Schedules for next month: Ask for availability from staff. Need to kn...

Scheduling



"Mrs. Moore just informed us that her dad is in the hospital. Please..."

Direct message from client



"Our neighbor, Mr. Johnson, is home-bound. Can you visit him a..."

Direct message from Jess



"Good morning Janet, I don't feel well at all. Could you find a replac..."

Assigns new task to herself

Replacement for Jess. Mrs. Moore's dad in hospital. New client. Adjust...

Scheduling

"Can someone fill in for Jess tomorrow morning? Her shift co..."

Answer to client request

"Dear Mrs. Roberts, I will send someone over. Can you give me..."



9:20am - Manage sickness and client requests

First of all, I create a new task for myself to update the schedule with Mrs. Moore's dad and Jess' replacement, once I've found one. Then I post a request for a replacement for Jess to our nursing staff - hopefully someone can fill in for her tomorrow. Finally, I reply to Mrs. Roberts to inform her that we are on the case and ask for additional information, so we can choose the right person for the new client admission procedure.

9:55am - Time for scheduling

Next week, I have to prepare the upcoming schedules. I create tasks for our care staff to send me their availabilities for the next 3 months by Friday. This way, I always know who hasn't answered and I can follow up quickly. What a difference nooa makes!

Assigns new tasks to care staff



Please send me your availability and holiday plans for the next 3 month...

Client requests

"Mr. Lewis wants to move backward his Tuesday visits by an hou..."

Direct message to Sam

"Hello Sam, I wanted to check with you if you could start later on Tu..."



11:35am - New client request

We have a request from Mr. Lewis' daughter. She would like us to come an hour later on Tuesdays. I'll first have to check with Sam, who is assigned to Mr. Lewis on that day.

12:20am - Schedules & requests

Reply from our client: her neighbour needs assistance with ADLs. I know the right person for that. Plus, there is a new comment on my post from this morning: Kat can fill in for Jess. Check. Sam also replied to my message with good news: she can move Mr. Lewis back since her other client wants an earlier slot. Double check. Managing client and staff requests has become so much easier, especially with pinboards. Now I just need to update the schedules and send them to the team. Finally, I can share the news with the clients. They'll be very happy.

Direct message from client



"Sure, she needs help with household chores, especially cleaning..."

Comment on "Scheduling"



"I can fill in for Jess tomorrow. My mom can take care of the kids!"

Direct message from Sam



"Hey Janet, no problem, I can switch Mr. Lewis and my later client on..."

Scheduling



"New schedule for this month: You can also find the schedule in..."

Assigns a new task to staff members

Update the missing record and get the client's signature for the 17th...



12:45am - Billing

I didn't like doing billing at all, but things have changed with nooa. I take a look at the service record sheets. One record seems to be missing and there is no signature of the client on another. Since I work part-time, I can't always hope to reach people by phone. Good thing we have nooa.

1.00pm - Wrap up

I go through my tasks and notice one is outstanding. Since I already completed it, I can just mark it as "Done". Let's call it a day, log out and head off home!

Completes task assigned to herself



Find replacement for Jess for tomorrow. Adjust current schedule.

