



Case Study

peopleCare Inc.: focus on care

About

peopleCare

... a place where people care.

peopleCare is a family owned and operated group of three long-term care homes that has been providing care and services to residents of Tavistock, Stratford and Cambridge for almost 40 years.

For more information visit
www.peopleCare.ca

- ❖ 250 residents: 100 at peopleCare Tavistock, 60 at peopleCare Stratford, 90 at Hilltop Manor Cambridge
- ❖ 300 staff members, 20 managerial positions
- ❖ 3 Windows 2003 servers, 2 Linux servers
- ❖ 62 devices including PCs, servers, switches, network appliances and printers

www.ablewatch.com

Critical Connectivity

Brent Gingerich of peopleCare Inc. in Tavistock, Ontario understands the costs and benefits of creating and maintaining a progressive IT infrastructure for long-term care. The three peopleCare facilities are connected by a Virtual Private Network (VPN) and communicate information and access an externally hosted resident care and nursing application called MED e-care™ over the VPN.

“Connectivity is critical to our operation,” explains Brent. “Our nurses need to access the MED e-care electronic patient care records 24 hours a day, 7 days a week. And our payroll and accounts payable systems need connectivity between the three sites. In short, we need Internet/VPN uptime.”



Complicating the long-term care IT environment are Smart Systems for Health Agency initiatives. The Ontario Network for e-Health (ONE™) lets health care professionals share electronic patient information safely and quickly. “It’s important,” notes Brent. “We really believe in what the SSHA is doing – evolving technology in health care. Now we just need to integrate it with our systems and ensure we can access ONE products and services.”

Support and Resource Constraints

Supporting desktops, printers, servers, VPN and connectivity became a problem for Brent and his peopleCare team. “We can’t have a highly skilled nurse, dietician or administrator unable to access information or trying to fix a printer, it’s not a good use of their time. And I ended up as IT systems administrator/CEO... it wasn’t very productive for any of us but peopleCare couldn’t afford to hire an IT person with the level of expertise we needed.”

peopleCare had an arrangement with an IT support company to fix problems when they occurred. But Brent preferred a different relationship model. “First, their incentive was to have our equipment break or fail, because that’s how they got paid. Second, I wanted more of a partnership with an IT support company.”

Benefits

Cost Control

AbleWatch helps control IT costs with a steady, consistent fee. Brent Gingerich explains, "I pay a flat rate for AbleWatch to keep our systems running and it's in their best interests to keep us running with the fewest number of support calls. So our motivations align."

Cost Savings

peopleCare has implemented a number of IT infrastructure changes recently. Brent emphasizes "it would have cost a lot more" if peopleCare were not using the AbleWatch Fully-Managed solution.

Productivity

Nurses and administration have better connectivity and spend more time focusing on care than wrestling with IT issues. Staff have the right tools to do their jobs and Brent, as CEO, can focus on the priorities of the operation and long-term business strategies.

Morale & Retention

Staff focus on care, not IT. Brent believes this is key to attracting and retaining staff. "We need to make sure staff have the tools to do their job. Plus I think it's exciting for staff to see that peopleCare is involved in new initiatives and embracing technology."

SSHA Integration

AbleWatch is a Certified Delivery Program (CDP) partner with SSHA, able to help LTC homes implement and integrate with ONE products.

Professionalism

Implementing AbleWatch gives peopleCare a more professional approach to IT. "We're a professional organization," notes Brent. "Our technology is a critical component of a nurse's toolkit, AbleWatch helps us professionalize it and embrace new ways of doing things."

Partnership

"It's like peopleCare has a full-time IT department with a huge realm of professional expertise available to us, but at a low price," notes Brent. "Having a partner like Able-One evolve along with our organization is a great asset."

To inquire about AbleWatch or AbleWatch Fully-Managed

Email: info@ableone.com
Phone: 519. 570.9100 x251
Toll Free: 1.800.461.2253

www.ablewatch.com

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AbleWatch Remote Managed Services

AbleWatch provided an answer for peopleCare's IT issues and a partner peopleCare could count on.

AbleWatch Remote Managed Services is a product offered by Able-One Systems Inc. AbleWatch proactively monitors peopleCare's systems and Able-One IT professionals then maintain, install, support and troubleshoot networks and devices – often before the



peopleCare team is aware of a problem. Most problems can be fixed remotely, or an IT professional is sent to peopleCare homes to resolve network or hardware issues.

Brent Gingerich worked closely with AbleWatch to develop a customized monitoring and management program to support peopleCare's devices and maintain connectivity. The AbleWatch system was implemented in the Fall of 2006.

Brent notes, "Our systems are complex and unique, but the AbleWatch team had their very best people on it, learned quickly and were very attentive during the transition process. It was very smooth, very professional."

Brent is pleased with the consistent connectivity, support and productivity peopleCare is realizing since implementing AbleWatch. He is looking forward to additional collaboration on the next phase of SSHA implementation. "It's important that AbleWatch has embraced SSHA and become a partner," he notes. "It will definitely help when we implement ONE™ Mail in the spring."

Getting Started

AbleWatch is a service offered by Able-One, an IT service provider with over 19 years of experience. **AbleWatch helps LTC:**

- ❖ Address technical issues before they happen
- ❖ Fix failures immediately
- ❖ Gather information about system performance
- ❖ Integrate SSHA ONE™ with your systems
- ❖ Set up alerts to manage unexpected events or failures
- ❖ Make informed decisions about IT strategy.



Lotus.

