

JudE - Overview



**Judy loved
butterflies*

JudE Objective: Improve the care experience, care responsiveness, and care peace of mind -- for patients, caregivers, facilities, and family members -- *by leveraging modern and mobile technology to improve the notification, workflow, and resolution of patient, caregiver and facility requests.*



The Inspiration



My Mom...

JUDY J. HEGLUND

05/18/1948 – 12/26/2015



The Story behind the Inspiration



- My mom, Judy, suffered a major stroke. She lived out most of her remaining days being taken care of by caretakers in facilities and at home. We witnessed a considerable amount of opportunity to improve organization, information, efficiency and communication.
- Caretakers have a demanding job, and often a lean staff with frequent turnover. They need and deserve help!
- We believe the family, facility and staff share one common goal: the well-being of the patient.
- **This app will help accomplish that common goal and transform the experience for all involved in providing cost effective care.**



The Scenarios



Summary of Inefficiencies and Transformation Areas

- A lack of information for staff as they respond to a patient's call creates:
 - Confusion of what the patient needs
 - Delay in response time
 - Difficulty in prioritizing multiple needs
- A delay in acknowledging the patient's request creates:
 - Anxiety
 - Frustration
 - Lack of trust from patient and family
 - Complaints to administration



The Scenarios



Summary of Inefficiencies and Transformation Areas

- **Difficulty for Staff to communicate with one another, such as**
 - Needing to consult a nurse on a question or issue promptly
 - Needing help from another staff member
- **Lack of efficiency in documentation concerning the PATIENT**
 - Creates a loss of accuracy and detail of patient's care
- **Lack of efficiency in documentation concerning the FACILITY**
 - Has an impact on operations excellence, compliance and billing revenue
 - Such as
 - Logging care and work completed
 - Staff Schedules
 - Staff Certifications



JudE Objective

RECAP



- That's where the JudE app comes in to Improve the care experience, care responsiveness, and care peace of mind -- for patients, caregivers, facilities, and family members -- by leveraging modern and mobile technology to improve the notification, workflow, and resolution of patient, caregiver and facility requests.
- **Next – See the Overviews and Demos of JudE functionality and technology.**

