

RehabCare



iplanit Case Study

Client Profile

RehabCare provides a wide variety of responsive health and social care services to over 3000 people of all ages and from all walks of life across Ireland. Services range from resource centre activities to support provided to individuals within their own homes. People who use RehabCare services include people with disabilities and their families, children and older people.

Choice, quality and personalised services are the cornerstones of RehabCare who pride themselves on the flexibility of their activities, which are all designed to meet the individual wishes and requirements of each person who accesses their services.

RehabCare is part of Rehab Group which has operations in Ireland, the UK and in Europe.

Challenge

As a provider of highly valued and personalised services, RehabCare needed a way to evidence the impact of their support services on the lives of the people they supported. They also wanted to support the inclusion and empowerment agenda across services and to enable this Rehabcare needed 1) A platform to allow service users and families to access "live" support plans 2) A service which allowed managers to access a live dashboard which provided an integrated picture of all outcomes, actions and plan related data to support their quality management, performance management initiatives and to demonstrate value to funders.

Solution

iplanit is an internet based service for providers who are focused on offering a high standard of services with a commitment to quality and person centred approaches. Having reviewed the options available in-house and within the wider marketplace Rehab decided that **iplanit** provided the best approach to allowing RehabCare put people in control of their lives and the support they receive and thereby enhancing the lives of every person they support. Following an initial pilot implementation, Rehabcare are now rolling out a national implementation of the **iplanit** suite across all regional operations. As part of the implementation, a number of Rehabcare

specific plan templates were configured to support a range of service requirements as were Rehabcare specific reporting needs.

Results

The **iplanit** service has been rolled out to 1,500 teams with a further national rollout to 2000 service users and teams in progress, right across Ireland. RehabCare management can now measure what matters to people most by using **iplanit** live data monitoring and reports taken directly from the point of care.

As a result of the implementation of the **iplanit** project, funders can see evidence of outcome achievement, service users and families can share their plans, update calendars and multimedia and collaborate with supporters. Management have regular reports to track quality of service delivery and access to statutory performance indicators and make these available to funders as needed.

In terms of benefits, Rehabcare have seen increases in quality metrics across corporate and statutory indices in addition to reduced administration costs, more efficient use of resources, greater outcome achievement rates and higher service user satisfaction.

The solution has been rolled out by the internal Rehabcare team supported by Aspirico consultants and the **iplanit** help desk.

Benefits

In addition to the service user, risk management, quality of service and management reporting benefits of the implementation, Rehabcare have benefited from a more streamlined process which has helped manage costs, and underpin good person centered practices across the organisation.

For more information email enquiry@aspirico.com and see www.aspirico.com