

# CVM™ MobileConnect

## A Clairvia Care Value Management Solution

**CVM MobileConnect improves nurse satisfaction and productivity by bringing real-time schedule access and self-service scheduling functionality to today's smartphones**

In the practice of nursing today, providing quality patient care at the lowest cost requires highly efficient time management and information access. Rigorous daily workflow requirements—including many time-consuming tasks and routines unrelated to direct patient care—and inadequate, fragmented, or delayed communication make it difficult for nurses to optimize their time and efforts with patients. Given these challenges, healthcare organizations are increasingly relying on mobile technology to streamline inefficient processes, improve workplace productivity and satisfaction, and help caregivers manage their time at and away from work.

Supporting healthcare organizations' mobile strategy is Care Value Management (CVM) MobileConnect, which extends the advanced, caregiver self-service capabilities of CVM's staff and patient management software to today's smartphones. Through a software-as-a-service (SAAS) model, CVM MobileConnect provides healthcare enterprise and hospital organizations with three valuable, cost-effective mobile functions.

### Shift Swapping

All nurses, at one time or another, need to change a near-term shift assignment because of a professional or personal conflict. But finding another nurse to agree to a shift swap and confirming the exchange, amid the fast-moving dynamics of a nurse's day, isn't always easy. Finding a replacement can involve time-consuming call attempts to the staffing office, the inconvenience of having to access a desktop computer, and numerous daily interruptions. When calls are returned, they can interfere with patient care and other nursing duties, and be distracting to the nurse, other healthcare employees and patients.

The mobile Shift Swap feature in CVM MobileConnect allows caregivers—while they're on the move, at any time and place—to use their smartphones to switch assignments with co-workers. In seconds, a nurse can send an exchange request to co-workers. Once another nurse agrees to the swap and it's updated in the schedule, both nurses receive rapid mobile notification. There are no delays and no confusion.

### Time-Off Requests and Confirmation

The need or desire to communicate doesn't always take place in front of a computer. When nurses realize the need or desire for time off, they are likely to be on the go. CVM MobileConnect gives caregivers the anytime, anywhere means to view vacation accrual information, submit time-off requests and quickly gain request status (approvals or denials). Since submitting requests as early as possible increases the likelihood of a time-off approval, nurses have an incentive to send the requests in the most timely and reliable manner: through mobile connectivity. Staffing office personnel appreciate receiving the submissions electronically—rather than on paper, by phone or email—as it increases efficiency and accuracy, and prevents unnecessary holdups.

### Real-time Schedule Access and Assignment Sign-Up

With CVM MobileConnect, nurses gain real-time access to their daily and monthly schedules and can sign up for assignments at any time and place, keeping them constantly aware of their responsibilities, and enabling them to instantly respond to shift openings, new assignment requests and other time commitments.

Ensuring continuously accessible, up-to-date schedules eliminates any uncertainties and supports effective time management, benefiting caregivers, patients and healthcare organizations. If nurses have to wait until the end of their shift to check their schedules, their ability to make timely, informed decisions is significantly impaired.



Optimize every moment™

With their ever-changing schedules always at hand, nurses can quickly rule out any work day conflicts, better plan their time, and better utilize their skills in care delivery.

**Benefits:**

- Improves staff satisfaction by providing convenient, always-accessible schedule information and functionality
- Streamlines essential staff scheduling processes, including assignment swaps and sign-up, time-off requests and confirmations, and access to the latest, most up-to-date schedules
- Supports greater focus on patient care
- Enhances employee and organizational efficiency

**Return on Investment:**

- Prevents missed appointments and schedule inaccuracies
- Eliminates confusion, caregiver workflow interruptions and wasteful delays
- Reduces staffing office and manager intervention and time-consuming phone calls to and from employees
- Promotes employee satisfaction and loyalty
- Integrates seamlessly with CVM Staff Manager functionality

**Important Facts**

- A recent study conducted by the Center for Health Information and Decision Systems estimates U.S. hospitals waste \$12 billion a year due to the effects of inadequate or delayed communication.
- During a nurse's shift, more time is often spent at the nurse's station than with patients. Some of this is the result of nurses having to use the station's centralized telephones and waiting for returned calls, and nursing time spent going to and from the station's centralized computer.

**Optimize CVM MobileConnect with the following integrated modules:**

- [CVM Staff Manager](#)
- [CVM Demand Manager](#)
- [CVM Patient Progress Manager](#)
- [CVM Outcomes-Driven Acuity](#)
- [CVM Demand-Driven Patient Assignment](#)
- [CVM Care Cost Manager](#)