

Q&A CASE STUDY:

# NIGHTINGALE HOMECARE USES MOBILE PRINTERS TO POWER PRODUCTIVITY AND IMPROVE PATIENT CARE

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**Jean Gonyor**

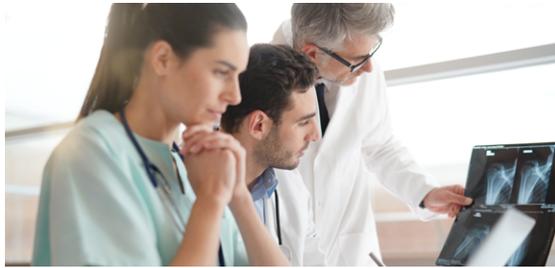
Administrator at Nightingale



## Mobile Printers Help Nightingale Homecare Achieve the Right Doses of Productivity, Compliance, and Uncompromised Care

Nightingale Homecare is a top-rated, Medicare-certified agency that has been serving clients in the Phoenix area for more than 20 years. The agency's healthcare professionals and caregivers provide a wide range of in-home services for seniors and disabled adults including doctor-ordered home care, skilled and non-medical private duty, and physical, occupational, and speech therapy.

Jean Gonyor, MS, MBA, RN, NE-BS, CHCA, Administrator at Nightingale, discusses how Brother PocketJet® mobile printers have been helping Nightingale [improve the patient and clinician experience](#) while [supporting better productivity](#).



**Q.** Can you briefly describe how the mobile printers fit into Nightingale’s overall technology strategy?

**A.** For the past year, we’ve been using an integrated software platform that has all the functionality we need, such as real-time scheduling, electronic visit verification, documentation at point of care, and GPS. The Brother mobile printers are compatible with this system and the laptops our clinicians use. We’ve equipped each of our nurses and therapists with their own printer.

**Q.** What tasks are the printers used for most frequently?

**A.** First and foremost, for patient medication lists. The nurses enter everything on their laptop right in the patient’s home, and then leave a paper copy for the patient and family. The clinicians also may want to print out an updated patient care plan to leave for the caregivers, or some educational material for the family and caregivers. They’re also great for printing out forms that need to be signed at the bedside to meet Medicare compliance regulations.

## On-the-spot Care Documents



Medication lists



Patient safety and care instructions



Consent forms



Drug interaction forms



Physical therapy instructions



Plans of care



Medical test results



Transferred patient medical records

## Q. How do the mobile printers support better patient care?

A. Certainly a computer-generated, printed medication list will be clearer to read than a handwritten one, which helps prevent medication errors. And having the ability to edit a care plan in real time and then print it for the rest of the care team is huge for care coordination. It can be a challenge to keep the correct, most up-to-date care plan in everyone's hands, especially in the case of long-term patients with several different caregivers.

## Q. How do the printers contribute to clinician productivity and satisfaction?

A. Think about it. It can take 20 minutes to enter all of a patient's meds into their computer. If the nurses then have to write it out on paper to leave in the home, they're doubling their time spent on the same task. The ability to save 20 minutes per visit throughout the day adds up to having time to see an extra patient. The added advantage is that the less time the nurses have to spend on administrative tasks, the more time they have to focus on what they're there for: providing patient care.



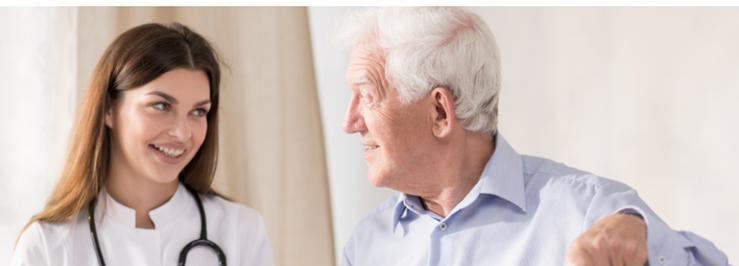
### Home Health Fact 1:

To meet the latest CMS CoPs standards, home healthcare agencies and clinicians must provide written care plans and instructions to patients.



### Home Health Fact 2:

Accurate patient documents at the point of care ensure utmost patient safety and facilitate team care among multiple caregivers.





### Home Health Fact 3:

Using mobile printers to print patient documents in the home, clinicians can save 20 minutes or more per visit, enabling an extra one to two patient visits a day.



### Home Health Fact 4:

Lightweight mobile printers from Brother easily fit within caregivers' toolkits while delivering extreme ease of use, outstanding durability, and simple plug and play capability.

#### Q. Which features of the Brother mobile printers does your team find especially valuable?

A. The printers are small and compact, which makes them easy to carry. That's critical, because our clinicians already have so much in the toolkits they travel with, including a wound supply kit, a blood pressure cuff, glucometer, scale, gage belt, and tape measure. The fact that the printers are thermal and don't need ink is also important. We're in the desert, which means the ink would be likely to dry out, constantly causing problems. Last, but definitely not least, it's very simple and easy for our IT department to get new employees up and running with the printers right away.

To learn more about how Brother Mobile Solutions' next-generation mobile printing solutions can help your agency deliver quality care and boost clinician satisfaction, please visit [www.brothermobilesolutions.com](http://www.brothermobilesolutions.com).

## Watch

### The Urgent Need for Mobile Printing in Home Healthcare

A Q&A with Dave Crist, President,  
Brother Mobile Solutions

