

# Communicating with healthcare staff

Konnektive saves time and money for aged cared experts Benetas

*Aged-care provider Benetas wanted to improve the methods they used to communicate with their staff. Konnektive is a secure messaging app for businesses. It uses the device staff have on them all the time – their smartphone. Nurses and other Benetas staff download a free app onto their phone and then receive messages from their workplace targeted to their role or location.*

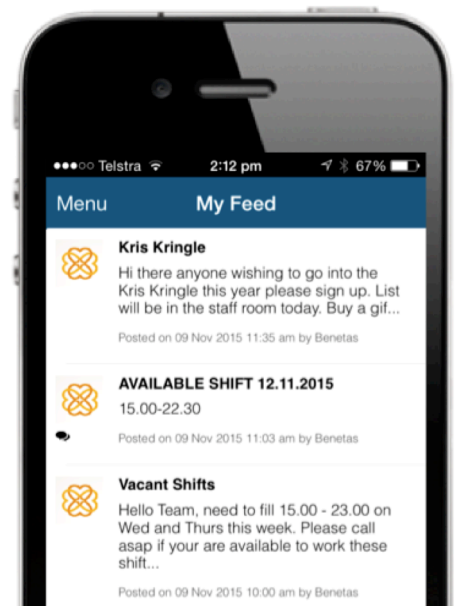
In August 2014, Benetas began communicating to staff using Konnektive.

Arpi Cseh, Benetas information technology and communications manager, suggested a change from the SMS messaging system, which charges for each SMS and increases with the number of users. Implementing Konnektive as a replacement communication tool would mean a savings of more than \$15,000 per year. But there was a hidden benefit in adopting Konnektive's smartphone messaging app.

"The computer-based SMS system was costing \$44 per day for just one site and increasing as we added more staff," says Paula Gibb, former residential facility manager at Gladswood Lodge, West Brunswick. "But [with the introduction of Konnektive] we also saved on average \$13,000 a month in staff agency fees."

The huge savings were higher than expected. Sending targeted group messages improved communication. It significantly reduced office staff time and effort. Plus Benetas staff could respond quickly, so expensive agency staff were not needed to fill vacant shifts.

"We are all informed at the same time when they send the messages. I've been picking all the shifts that are available. I'm casual, and my family just moved to Victoria, so extra shifts help with living expenses." – Nurse.



Konnective helps get the right message to the right people. It's easy to see and message groups. "If it is a team leader shift that is needed, you use Konnective to only message team leaders. If a kitchen-hand shift is needed, messages are sent only to kitchen hands," Gibb says. "In the past, staff used to receive irrelevant messages."

Benetas nursing staff are reaping the rewards of knowing they can get extra shifts if they need them by downloading Konnective to their smartphone and staying in touch.

Benetas see the most important benefit of all is for the residents. "Residents receive consistent nursing care from people they know and trust."

Benetas piloted the roll-out of Konnective to their smallest facility – Gladswood – with 65 staff. (A facility can have up to 250 staff.) They have 13 residential aged-care homes, with the majority of staff shift-workers, which can be a challenge to communicating and ensuring messages are received.

"Because we are a 24/7 business it's good to get information to those people you never see." Office staff with nine to five hours are responsible for filling shifts, explains Gibb. "Using Konnective has made our nursing staff who work nights or afternoon shifts feel a bit more included. Communication is much smoother."

"The distribution of vacant shifts is now a lot fairer as well," she explains. Whether staff are on duty, or off duty, they can receive the message on their phone and still have the chance to respond after hours. Because staff know to look for vacant shift notifications, more shifts are being filled.

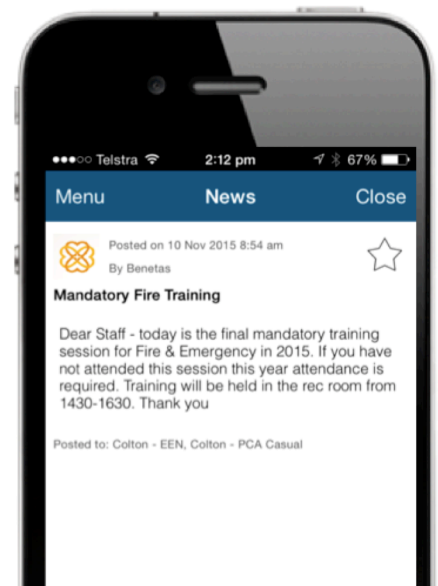
**"Just got Konnected today, my first impression was "this is so cool". This app makes communication a lot easier and clearer to read and understand." – Registered Nurse**

Konnective provides other features to help communication at Benetas.

"We started using it to remind people of compulsory training days or meetings," says Gibb, now the Benetas residential subject matter expert for business systems implementation. Benetas send urgent meeting requests and important alerts via Konnective.

"If we had an outbreak for gastro or influenza (which requires facility lock-down) staff were easily contacted," she says Gibbs. The message alert that sounds when a message is received is effective for ensuring messages are read.

Benetas is in the process of rolling out Konnective to its other facilities.



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