

HIV DAY CENTER

USING STORIICARE TO RECORD CONSISTENT CASE NOTES

A STORIICARE CASE STUDY



The HIV Day Center is a community that strives to address basic needs of individuals living with HIV/AIDS with respect, compassion and safety. The Day Center provides hot breakfasts and lunches five days a week and staff are available for counseling, information and help with problem-solving. Day Center clients have access to phones, a mail drop, computers, washer and dryer, clothing, a shower, and hygiene supplies.

The Day Center also provides therapeutic and recreational activities. Massages, haircuts, foot care and acupuncture are provided by volunteer practitioners. To improve and keep track of the personalized service they provide, a person-centered digital platform was required.





The Challenge



HIV Day Center was recording almost everything on paper which brought many challenges, such as lost data

AN ELECTRONIC SYSTEM WITH A USER FRIENDLY INTERFACE AND MULTI-STAFF ACCESS WAS NEEDED

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We did all of our intake on paper, and we also had our own database that we used. Throughout the years there had been some case noting on the database, but it was not consistent, so we would end up with no notes on the database. We would in reality use sticky notes and paper packets. So sometime things would get lost and there would be miscommunication.

Taylor Gleffe, Program Manager

Without an effective digital platform, the process of storing information was limited and not easily accessible to other staff members. In order to improve their processes at the center they started to look for a digital platform.



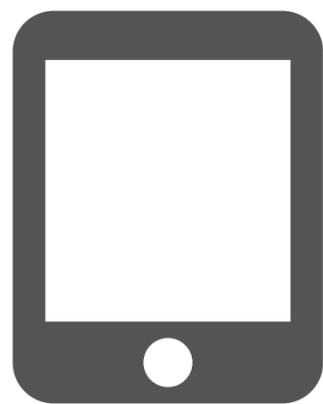
The Solution

A digital platform with a user-friendly interface and built-in customizability.

StoriiCARE

The Solution

StoriiⁱCARE



Digital EHR



Unlimited
Storage



Person-centered
design

"I think we just started seeing how much we really wanted to keep case notes about our clients instead of having to sending emails back and forth and searching through email threads. We wanted to have more solid proof and something that we could refer back to easier. Knowing that StoriiCare had a web-based platform that we could use whether on our phones or on laptops in or out of the center was helpful in our decision-making.

Taylor Gleffe, Program Manager





THE IMPLEMENTATION:

HIV Day Center shared a portion of client data with StoriiCare to prepare for importing. With support from StoriiCare staff, data was imported to their account in preparation for staff training. There were some challenges finding staff time to scan additional client documents, but over time these have been added to the StoriiCare system. Center staff really liked how user-friendly StoriiCare was and the benefits the transition offered. When training new staff, they found that training them on StoriiCare instead of older processes was significantly easier.



Versatile Support

StoriiCare offers data importing for new clients and easy access to support calls to train and assist staff members.

Direct Access to Staff Training and Support

"Being able to train all new staff on StoriiCare has made things so much easier."

Taylor Gleffe, Program Manager

Start a conversation

The team typically replies in under 10m



New conversation

The Benefits

SIMPLE AND USER-FRIENDLY FEATURES

"We use the Progress Notes and the Activity Calendars the most. It's been a pretty easy thing to teach folks how to use. The progress notes are super simple and we're all able to see what staff are doing with their clients. I really like how user-friendly it is. "

Taylor Gleffe, Program Manager

STORIICARE DIGITAL SIGNAGE

"Having the activities calendar displayed on a digital screen was really cool. We now have an announcement board through the slideshow of the public calendar and we have the monthly calendar too. Those were really cool implementations that we didn't even expect to see when starting with StoriiCare. The clients really enjoy when they can see what activities are happening for the month. Since the signage is a live feed, we can constantly change it - if something gets canceled for the day, participants know about it right away when they come in as they can see it on the TV."

Taylor Gleffe, Program Manager

PROGRESS NOTES

"The progress notes have been the biggest and most successful change for us because now all of our staff are able to go in and see all of the notes that we did either the day before or during that day. We're able to follow along with how we're supporting our clients. A client even told me that now every staff member knows what is happening with them instead of them having to remind staff. So we're all a lot more in the loop and able to have more successful conversations instead of having to continuously go over the same story. We also get a couple of steps forward in that we're able to more progressively help clients because we're all aware of their case. "

Taylor Gleffe, Program Manager

DIGITAL REGISTER

"Instead of having a paper sign in sheet, we now have all of our clients sign in on StoriiCare. We've been doing it for almost a year, and folks now know how to sign in digitally. It's really great feature that we've been using to move us away from paper."

Taylor Gleffe, Program Manager

The screenshot shows the 'Register' interface with a top navigation bar containing a back arrow, the title 'Register', and buttons for 'Access' and 'View logs'. Below the title is an information icon and the text 'Record attendance with optional signatures. Learn more here'. The main content area is divided into three columns: 'Participants' (3 Participants present), 'Staff' (57 Hours of care today), and 'Visitors' (57 Hours of care this week). A 'Register' button is located below the statistics. Below this is a search bar with a dropdown menu set to 'All Groups' and a 'Search' input field. The register list includes entries for Abraham Ayol, Alice Smith, Bill Rowntree, Annie Patton, and Dean Walter, each with a profile picture, name, and a 'Sign out' or 'Sign in' button. Scheduled attendance times are shown below each name.

Participant	Hours of care today	Hours of care this week
3 Participants present	57	57

Name	Attendance Scheduled	Action
Abraham Ayol		Sign out
Alice Smith	Attendance scheduled from 7:15am to 4:00pm	Sign out
Bill Rowntree	Attendance scheduled from 8:07am to 4:07pm	Sign out
Annie Patton	Attendance scheduled from 8:30am to 5:00pm	Sign in
Dean Walter		Sign in



StoriiCARE

Talk to us!

Find out more about how StoriiCare can help improve your quality of care!



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