

Bulletin 4: Mobile Device Rollout Progress and Location Tracking Information

Date: April 16, 2024
To: WRHA Home Care and Community Staff
From: Procura Mobile App Project Team

These bulletins will be shared regularly to keep you informed throughout the Procura Mobile App rollout process. Bulletins and other information will also be posted on the WRHA Professionals' site.

Progress Update

We continue to work through step 1 of the Procura Mobile App Project rollout plan, which includes switching existing phones to new mobile devices.

For the most up-to-date mobile device rollout schedule, scan the QR code below.

If you were away when your team/community area was scheduled to have their phones switched over to the new mobile devices, please speak with your direct supervisor. They will arrange for you to attend a make-up session the week of April 29, 2024.

Why are we moving to Procura Mobile App?

The Procura Mobile App serves two main purposes:

- To improve home care client care
 - To improve the experience of home care staff to empower them to deliver the best care

For more information on the benefits of the Procura Mobile App, scan the QR code below.

Will management be using Procura Mobile App to track me throughout my work day?

With home care and the Procura Mobile App, you will not be tracked in real-time throughout your shifts. Your location is only accessed if a concern is raised through the home care program's existing processes.

Within home care, the process for client care using the Procura Mobile App will be as follows:

1. Check-in and check-out

Staff must use the check-in and check-out features in the app within one hour of starting or completing a client visit.



Managers and direct supervisors are not alerted to, nor following, each check-in and check-out in real-time. A manager or direct supervisor will only receive an alert to review and follow up if a check-in or check-out is missed.

2. Follow-up on missed check-in or check-out

If a check-in or check-out is missed, we will attempt to contact the employee via the following channels as deemed necessary by existing processes:

- Calling the employee
- Calling the client
- Checking the employee's location using Procura

The follow-up pathway may not be sequential based on the information available to your supervisor.

If an employee cannot be reached via these channels, the supervisor will escalate appropriately, including reaching out to staff and/or client emergency contacts or engaging Winnipeg Police Services when necessary.

After hours, the same process for client care will be followed by the after hours supervisor.

For more information on location information shared through the Procura Mobile App, scan the QR code and visit our FAQ.

Where can I find more information?



Scan the QR code to visit the Procura Mobile App Project web page for more information.

If you have any questions about the project or are worried about the upcoming change, please speak with your direct supervisor.