



MEMO

Date: February 29, 2024

To: WRHA Home Care and Community Staff

From: Tara-Lee Procter, Regional Lead – Health Services, Community and Continuing Care, WRHA

CC: Pat Younger, Executive Director, Community Health Services, WRHA
Luba Bereza, Director - Health Services, Home Care and Palliative Care, WRHA
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Subject: Procura Mobile App Rollout Starting March 4, 2024

Hi everyone,

We are happy to share that we are in the midst of planning for the rollout of the Procura mobile app for home care direct service staff.

The first important step is to swap out everyone's current phone with a new smart phone equipped with email and data. This will be done prior to launching the Mobile Procura Application on the new phones.

Next Steps

The first area to begin receiving new smartphones is the Fort Garry community area. This is scheduled to begin on March 4, and will progress through each community area and home care office over the next few months.

The Procura Mobile App will then be rolled out in a staged approach to your new smartphone beginning with the Fort Garry community area and progressing through each community area and home care office. We anticipate this phase of the rollout to begin in May.

Why the Procura Mobile App?

We have heard repeatedly during engagement sessions and meetings with staff over the past few years that improvements to scheduling, safety, and communication between office staff and staff in the community are much needed. The need for real-time access to client schedules and enhanced communication within the home care team was also highlighted in the recent external review of Home & Palliative Care services.

The Procura mobile app is a well-established tool within health care that will be an important part of helping us improve in each of these areas.

The app will allow for:

- Immediate online access to schedules including real-time changes, updates or cancellations
- Automated mileage tracking, which identifies the best route to client homes
- Improved ability for staff to accept available shifts
- Improved safety for staff working alone through checking in and out of visits

These improvements will contribute to:

- A reduction in cancelled visits
- An overall reduction in paperwork

All of which will ultimately help us provide quality care to our clients.

Addressing Your Questions

We have heard from a number of you regarding the use of this app and how it would impact your work.

The goal of implementing this technology is to improve your work experience, and the experience of the clients we serve. It is a tool to improve communication between offices and yourselves, allowing you to more efficiently access and share the information you need to provide the best care to your clients.

An FAQ addressing specific questions related to the implementation and use of the Procura mobile app, along with other resources supports will be available in the coming weeks on [the WRHA Professionals' site](#). We also encourage you to reach out to your manager with questions.

We'd like to thank you as we make this change and work towards an improved experience for both staff and clients. Your hard work and dedication are always appreciated.