



Digital pen and paper solution creates security for elderly

FACTS

Customer: Solna Municipality, Sweden

Challenge: Secure good documentation when Solna Municipality takes care of elderly.

Solution: The Mobipen Care solution, developed by Catrel using Anoto Digital Pen and Paper technology. 330 digital pens have been deployed in Solna. The solution is being used in many other Swedish towns as well. All in all, 3000 digital pens have been deployed.

Benefits: Ease of use for the home help staff, families get exact information about how their relative is treated and the home help managers get a precise picture of how their service is working.

“We want to make things more secure for those receiving care, their relatives and for those who work in home help.”

Liane Wallerstedt-Johansson, former head of Solna’s home help service

Simplicity and Security

Staff taking care of old people in their homes often don’t have time to get to grips with complicated IT-solutions, but as they are dealing with a group of vulnerable people the need for good documentation is paramount.

In Solna, a suburb of the Swedish capital Stockholm, the local council has found that a solution based on Anoto technology has revolutionised their processes.

The Mobipen Care solution, developed by Swedish company Catrel using Anoto technology, is simplicity itself from a user’s perspective.

This is vital in the home help service, where many of the workers are not used to IT and sometimes stay in the job for relatively short periods.

For Liane Wallerstedt-Johansson, the former head of Solna’s home help service (now retired), the benefits of Mobipen Care could be summed up in one word: security.

“We want to make things more secure for those receiving care, their relatives and for those who work in home help,” she said.

By properly registering every visit and every service provided for the patient in both written and electronic form, patients’ families can be reassured about the level of care being provided, and care managers can help ensure that procedures are being followed. The digital pen means that there is an instant, contemporaneous account of the care provided that can be incorporated directly into the home help service’s computer records.

Three components

Mobipen Care has three components: digital pens, binders with special forms and docking stations for the pens.

When care assistants visit people in their homes, they take the pens with them and note in the binders with special forms in the patients' homes how the old person is being cared for. They make a record of when he or she has eaten, showered, and note any other observations, such as whether he or she was feeling well.

Staff also use the pen to make a note on a sheet of paper by the door as to when they arrived and when they left. Both this and the binder remain in the home to give families exact information about how their relative is being treated. This can be particularly important in cases where the old person has dementia, and cannot remember whether care assistants have visited. Families can then be sure of the care that their relatives have received.

As the pen looks feels and writes like any other pen, this process is straightforward for the staff. The fact that the pen is also storing everything they write in digital format goes by unremarked.

A precise picture

Then comes the clever bit – all this information is saved in the pen, and is taken back to Solna Home Help's office. Here, the pen is put in the docking station, and the information on it is transferred to the council's computer system.

This enables care managers to get a precise picture of how the home help service is working, and makes it easier for elected councillors to ensure that money is being spent effectively.

Magnus Larsson at Catrel says that the solution is cheap when compared to the alternatives.

"If you look at how much it would cost to equip this kind of operation with PDAs, Mobipen is significantly cheaper. The solution is so simple that very little training is needed to use it, and the pen itself is pretty cheap," he says.

Used in more than 30 Swedish towns

The solution is now being used in more than 30 Swedish towns, for example Sundbyberg, Kristianstad, Lomma and Karlskrona. In Solna, 330 digital pens are being used. Altogether, 3000 digital pens are being used in different Swedish towns.

Partner profile:

Catrel AB, with HQ in Norrköping and sales office in Stockholm, Sweden.

www.catrel.se

Customer profile:

Solna Municipality, Sweden, with 58 000 inhabitants.

www.solna.se

Anoto Digital Pen and Paper technology

An Anoto Digital Pen looks and feels like a normal ballpoint pen. However, it contains an integrated digital camera, an advanced image microprocessor and a Bluetooth® transmitter. Any paper can be used with a digital pen, if the Anoto dot pattern is added to the layout before printing the paper. The Anoto dot pattern consists of numerous black dots that can be read by the digital pen, but are almost invisible to the naked eye. The pen reads the pattern and registers what and where the user writes.