



Empowering frontline care teams with Teams Phone Mobile

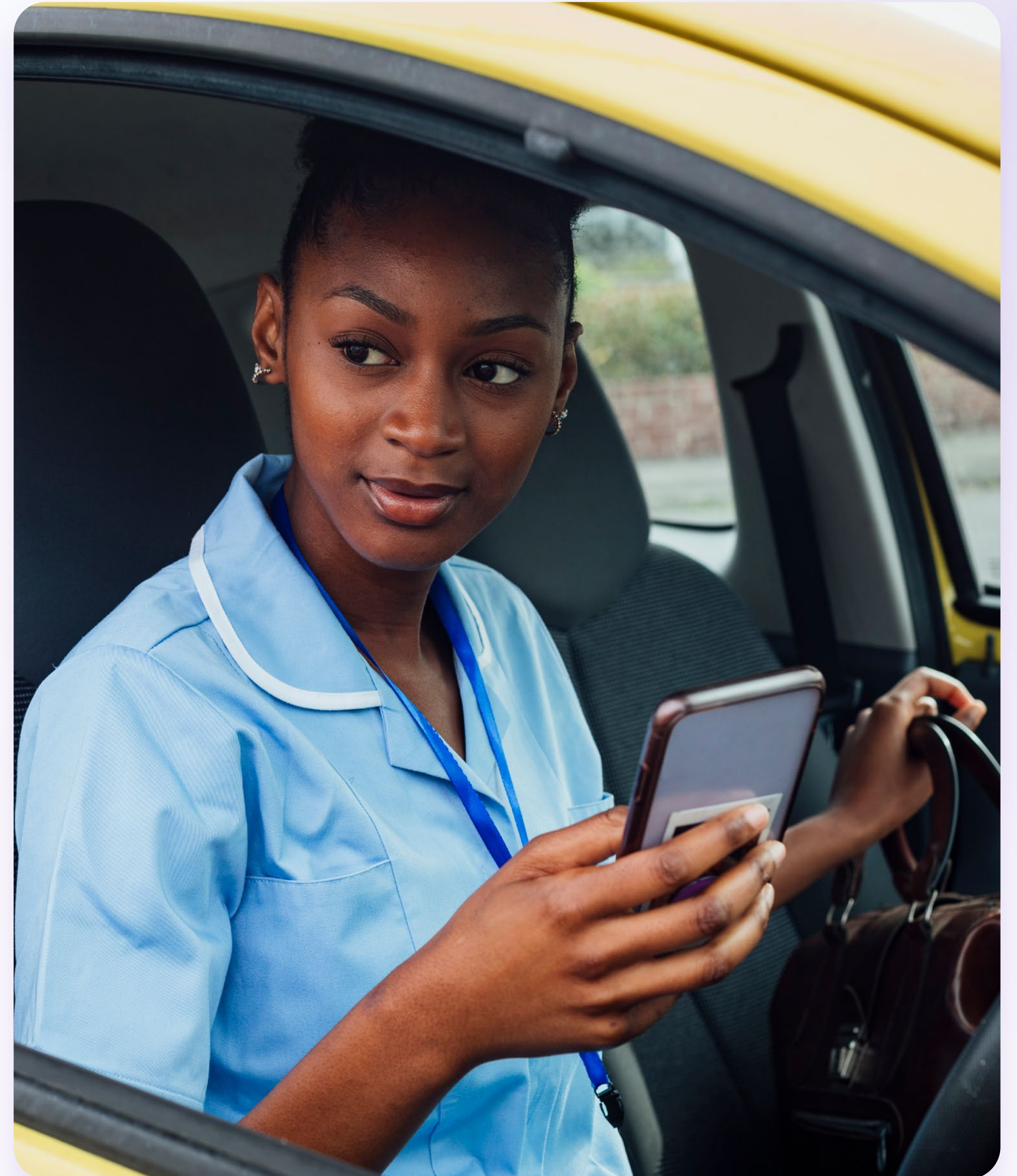
The challenge

A local NHS Trust wanted to raise the patient visit rate for its Occupational Therapy team and reduce employee burnout. The team relies on accurate data from multiple sources, to ensure their care workers arrive at a patient's home at the correct time, and with the right information and equipment to meet the patient's needs.

But too often, they would arrive on site to discover issues preventing this, which could be easily avoided with better comms. The patient might be unavailable, key data may be missing or incorrect, or a delay meant they were late for their next visit and unable to update the patient. Delays were often caused by the patients themselves, who were not comfortable answering a call from a number they didn't recognise. This meant the team had to arrange a further visit, wasting valuable time and resources, as well as letting the patient down.

Only 7% of organisations are fully equipping their teams with the analytic tools and resources needed to drive decision-making and autonomy.

Source: Harvard Business Review Analytic Services



The solution

The NHS Trust decided to empower its Occupational Therapy team and care workers by giving them Teams Phone Mobile. This immediately synchronised all communications with the back office, who were already using Teams. And it gave managers increased control and oversight to deploy care workers more effectively with new Microsoft 365 enabled tools.

These include Microsoft Power BI, which analyses data from multiple sources, including Teams Phone Mobile, to help boost operational performance. And Microsoft Copilot, an AI language tool that makes it easier for care workers, whose first language may not be English, to communicate with patients by switching mobile calls into the Teams app to enable real-time captioning and translation.

The results were transformational for the team and their patients, as using Teams Phone Mobile meant more cases could be resolved by care workers in a single patient visit. As patient satisfaction increased, so did morale in the frontline team and the pressure from their heavy caseloads was eased.

The benefit

Increased productivity: Having access to better comms on site has improved case completion.

Consistent communication: Therapists in constant contact with care workers and patients, with a number that auto-routes out of hours to increase patient safety.

Reliable coverage: Choice of Internet or Mobile-based calling provides better coverage for patients in remote areas.

Overtime cost reduced: Appointment scheduling has been improved to reduce patient visits.



Offices Worldwide

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November 2023

