



# Nurse Maude’s Journey towards Efficient Resource Scheduling and Improved Provider-patient Experience

## Nurse Maude

Nurse Maude is a diverse organisation providing community and acute nursing and homecare across the Canterbury Nelson/Marlborough and Wellington regions.



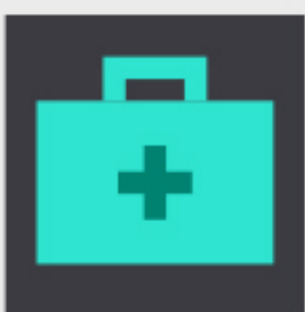
Founded in 1896



1,500 staff



Over 600 nurses  
working in the  
community



Delivering  
healthcare to  
more than 400,000  
people each year

Increasing growth and diversity of services created a need for better visibility, control, and efficiency. There was a need for a flexible and versatile system that can be easily maintained to reflect constant changes.

### Partner & Solutions



Nurse Maude partnered with Intergen, which enabled them to apply a broad digital change with Microsoft Solutions to improve care in a sector steeped in traditional ways of doing things.

- Office 365
- Dynamics 365  
Customer Relationship  
Management (CRM)
- Dynamics 365  
Resource Scheduling  
Optimization (RSO)
- Dynamics 365  
Field Services
- Resco

### Nurse Maude Embraces Technology to Enhance their Services



Automated rostering ensures the right nurse is with the right patient at the right time.



Referrals are allocated to the most appropriate nurse or support worker, considering staff workload, availability, location and skills.



Schedules are based on the most effective geographic way to complete patient visits.



24/7 availability and up-to-date system.



Improved visibility of where nurses are as they move through their daily caseload.



Replacement supplies for clients can be ordered from anywhere via a mobile device.



All staff gain access to the information they need before attending to patients, giving patients more confidence that relevant information is shared.



Areas of excellence in care are identified and areas requiring improvement are highlighted.



Creates a digital record of interactions.



## Forging Ahead.

The potential for analysis to further help patient care.

Nurse Maude is already looking at ways to use the digital data for research to get better outcomes for patients.

“Having the information electronically will help us understand better responses to treatments and outcomes. It will be a huge learning enhancement.”

- Jim Magee, CEO, Nurse Maude