



CLIENT SNAPSHOT



Organisation Name
Care On Call



Organisation Purpose
Community and in-home
healthcare provider



Primary Challenge
Fragmented systems and
manual processes limiting
key oversights



Implementation Journey
Phased rollout with
ongoing support and
improvement



ionMy Modules Used
Governance, Compliance,
Incident Management,
Audit & Surveys, HR /
Workforce Management,
Quality Management, Risk
Management, My Hub



Client Rating
9/10

AT A GLANCE



Improved Accountability



Enhanced Visibility &
Decision-Making



Stronger Governance &
Audit Readiness

“

*The system has improved
visibility, accountability,
communication and audit
readiness across the
organisation.”*

1



ABOUT CARE ON CALL

A Growing Community Care Organisation with a Commitment to Quality

Care on Call is a New Zealand-based provider of community and in-home care services across both the North and South Islands.

The organisation supports people living with disabilities and clients requiring both short and long-term support within their own homes and communities.

With a geographically dispersed workforce of support workers, nurses and coordinators, maintaining consistent quality, communication and compliance across regions is critical.

Services Include

- Personal Care
- Home Management
- Complex Clinical Care
- Disability Support Services
- Community-Based Care Coordination

Care Philosophy

Care on Call focuses on person-centred care — supporting independence, dignity, safety and quality of life while meeting rigorous healthcare and compliance obligations.





2 THE CHALLENGE

From Fragmented Processes to Organisational Visibility

As Care on Call continued to grow, the organisation faced increasing pressure to improve visibility, accountability and consistency across operational and quality processes.

Key workflows such as incident reporting, investigations and compliance tracking were spread across disconnected systems and manual processes.

This created:

- Duplicated effort
- Delayed follow-up
- Inconsistent reporting
- Reduced visibility of risks
- Growing administrative burden

Operational Challenges Included

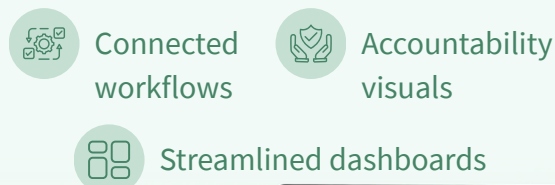
- Manual tracking of incidents and complaints
- Limited visibility of trends and overdue actions
- Time-consuming compliance reporting
- Difficulty maintaining consistent workflows across regions
- Managing confidentiality across a large distributed workforce
- Supporting staff with varying levels of digital confidence

“The organisation needed more than software. It needed a structured governance and quality framework that staff could realistically adopt.”

BEFORE



AFTER





3



THE IMPLEMENTATION JOURNEY

A Structured Rollout Focused on Adoption, Support and Continuous Improvement

Care on Call approached implementation as both a technology project and a cultural change initiative.

The rollout followed a phased and collaborative implementation strategy, ensuring workflows aligned with operational and compliance requirements from the beginning.

Key stakeholders were engaged early, helping ensure practical usability and stronger long-term adoption.

Key Implementation Elements

- Phased implementation approach
- Role-based training
- Hands-on practical learning
- Internal guides and process documentation
- Microsoft Teams support channel
- Continuous feedback and refinement

Real-World Challenges

Like many healthcare organisations undertaking digital transformation, Care on Call experienced:

- Staff resistance to change
- Learning curve challenges
- Workflow adaptation
- Permission and access complexities
- Balancing implementation alongside daily operations

What Made the Difference

Ongoing support, practical training and responsive collaboration between Care on Call and ionMy helped steadily build confidence and capability across the organisation.

“Ongoing support and follow-up were just as important as the initial training.”



4 THE TRANSFORMATION

One Connected Governance and Quality Platform

Today, ionMy provides Care on Call with a centralised platform supporting operational governance, compliance and quality management.

Modules Implemented

- Governance
- Compliance
- Incident Management
- Audit & Surveys
- HR / Workforce Management
- Quality Management
- Risk Management
- My Hub

Operational Improvements Achieved

1. Structured Incident & Complaint Management

Investigations, actions and follow-ups are now managed through clearly assigned workflows with stronger accountability and visibility.

2. Improved Confidentiality & Security

Role-based permissions ensure staff only access information relevant to their role or region.

3. Better Organisational Visibility

Dashboards and analytics provide real-time oversight of incidents, actions and outstanding records.

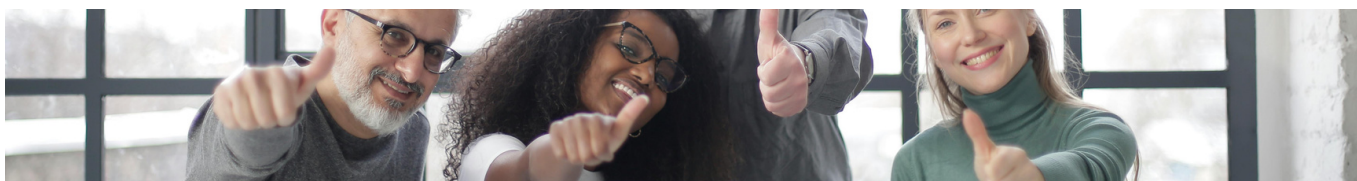
4. Centralised Meetings & Actions

Meeting agendas, documents and follow-up actions are now managed within ionMy.

5. Stronger Audit Readiness

Audit evidence, responsibilities and due dates are now centrally visible and easier to manage.

“The organisation recently underwent Nga Paerewa auditing, with ionMy supporting the demonstration of compliance.”





5



IMPACTS & BENEFITS

Creating Accountability, Visibility and Continuous Improvement

ionMy has helped Care on Call move from fragmented administration toward a more connected and accountable operational model.

Key Benefits Experienced

1. Improved Accountability

Actions, investigations and responsibilities are clearly tracked and visible.

2. Faster Investigations

Structured workflows support more timely incident and complaint resolution.

3. Better Decision Making

Trend analysis and real-time oversight support proactive quality improvement.

4. Improved Staff Oversight

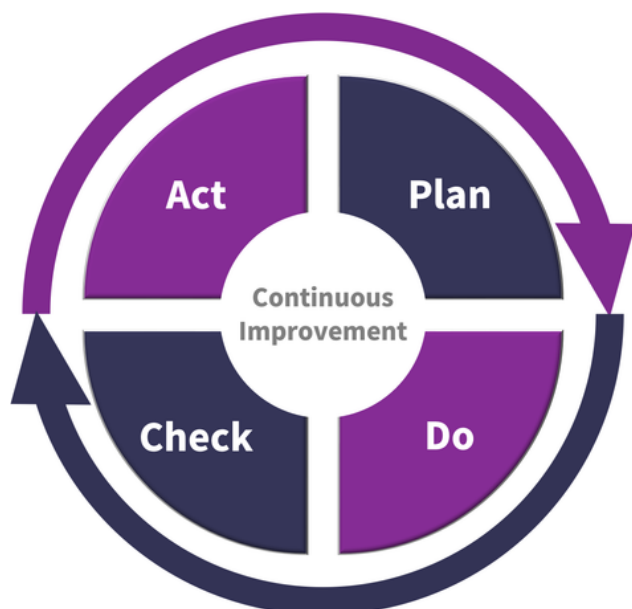
Managers now have clearer visibility of overdue actions and operational risks.

5. Enhanced Audit Preparation

Evidence, workflows and records are more organised and accessible.

6. Stronger Communication

Field staff, coordinators and managers are better connected operationally.





6 STAFF EXPERIENCE & CULTURAL SHIFT

Building Confidence Through Visibility and Simplicity

As staff became more familiar with the system, feedback increasingly shifted from uncertainty to confidence and ownership.

The release of improved dashboards and analytics tools was particularly well received by operational teams.

Positive Feedback Included

- Easier visibility of outstanding actions
- Better personal task management
- Improved monitoring of operational records
- Simpler follow-up management
- More user-friendly workflows

Cultural Outcome

The organisation is continuing to expand usage of ionMy into:

- Corrective Actions
- Company Libraries
- KPI development
- broader quality initiatives

“The long-term benefits outweigh the initial implementation effort.”

7 THE FUTURE

Continuing the Journey Toward Predictive Governance and Quality Excellence

Care on Call continues to expand its use of ionMy as part of its broader commitment to operational excellence, governance maturity and continuous improvement.

The organisation plans to further develop KPI visibility, corrective action management and organisational knowledge management capabilities.

Overall Experience Rating

9 / 10

Recommendation

“Definitely yes. ionMy provides a structured and centralised system for managing incidents, risks, compliance and quality activities.”