



eCommunity FAQ

What is eCommunity?

eCommunity is a workforce planning and scheduling solution tailored for community healthcare providers. It enhances productivity, patient safety, and staff wellbeing through intelligent scheduling and capacity management. Designed for dynamic workforce allocation, it ensures staff skills align with patient needs, providing a robust foundation for efficient community care.

What are the benefits of eCommunity?

eCommunity offers numerous benefits, including:

- **Skill Validation:** Matches staff skills to patient needs, reducing rescheduled visits.
- **Efficiency Gains:** Increases patient-facing time by leveraging resources effectively.
- **Admin Reduction:** Streamlines scheduling, saving time and reducing costs.
- **Staff Wellbeing:** Improves visibility, ensures balanced workloads, and supports lone worker safety.
- **Reduced Errors:** Minimises missed or duplicated visits.
- **Strategic Insights:** Identifies skill gaps and demand changes, enabling data-driven decisions.
- **Travel Savings:** Plans efficient routes to reduce costs and increase patient care capacity.
- **Data Transparency:** Facilitates commissioner dialogue with detailed clinician utilisation data.

What challenges does eCommunity address?

eCommunity tackles various community care challenges, including:

- Inefficient paper-based scheduling processes.
- Lack of real-time visibility of staff and patient needs.
- Overburdened clinicians with unmanageable workloads.
- System issues like crashes and errors in spreadsheet based shared scheduling tools.
- Difficulty maintaining accurate patient allocation records.
- Lack of audit trails and increased risk of human error.
- Time-intensive manual capacity and demand planning.

What features does eCommunity offer?

Key features of eCommunity include:

- Real-time capacity and demand insights.
- Staff tracking and dynamic redeployment.
- RAG interface to prioritise patient needs.
- Visibility into patient locations and travel times.
- Skill-based staff-to-patient matching.
- Comprehensive data on team performance and service demand.
- Mobile access to schedules and patient details.



Scan the QR code to find out more about the initiative

How is eCommunity implemented?

Implementation involves collaboration between RLDatix and healthcare organisations:

- **Structured Approach:** The implementation of eCommunity involves a structured approach, that ensures a smooth transition and successful adoption of the software. The implementation is typically divided into four key stages: Mobilisation, Readiness, Deployment, and Adoption.
- **Remote and On-Site Support:** Teams utilise virtual meetings and action plans to ensure successful rollouts.
- **Tailored Guidance:** Personalised solutions address each organisation's unique challenges.

What are the benefits of joining the eCommunity Initiative?

If you are thinking of joining the eCommunity programme to support your community operations at your organisations, doing so in time to join the initiative is the right time to do so. You will receive dedicated hands-on support, regular progress reviews, training resources and planning strategies. You will also be able to meet like-minded organisations who are implementing the solution simultaneously to share best practices, learning from etc.

"As a lead nurse, eCommunity has transformed how we manage our caseload. I can see exactly how many people are on the caseload, the number of deferred visits, and how many are canceled due to mismatched demand and capacity. It provides visibility into available hours versus required hours, highlighting gaps. For the first time in 10 years, we're able to have meaningful conversations about caseload management based on real data."

Sally Pilcher, Collaborative Lead Nurse, North Cumbria



What impact has eCommunity had on organisations?

Organisations like MPFT and GSTT have reported significant improvements:

- **Time Savings:** Reduced administrative workload and scheduling inefficiencies.
- **Improved Patient Care:** Ensures patients are matched with appropriately skilled staff.
- **Enhanced Safety:** Eliminates errors and improves allocation accuracy.
- **Efficiency:** Facilitates seamless workflows, enabling clinicians to focus on care delivery.
- **Transparency:** Provides actionable data for better workforce management and resource planning.

How can I join the eCommunity initiative?

Healthcare organisations can join the RLDatix Community Collaborative Initiative, gaining additional access to tailored support, resources, and expert guidance. However, you must be an eCommunity customer to do so.

Ready to transform your community care delivery?

Contact RLDatix or scan the QR code below to explore how eCommunity can empower your organisation.

