

Rest-Home Management System

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This paper describes an Information System project, for our client, Rex Brown, who is the director of several rest homes in the Otago area. The client requested a total information system to replace an existing, older system that his organisation has problems with, and has been using less as a result. The organisation would like to replace its aging management system and paper based recording. The existing system is out of date, and often does not get the information it needs put in by the staff, partly because it is not easy to use by new staff, and because of the shortcomings in the system itself. The management and staff of the rest homes in question would like a new easier way to use system that solves the problems of the existing system while providing an efficient means of managing the aspects of the business.

Everything that happened within the rest home that had to do with the Residents is required to be recorded, this includes daily progress notes of how the resident was doing, accidents, general well being and anything else the staff considered important.

The specification of the system allowed residents' information to be altered and viewed, progress notes for residents to be stored, appointments to be made, cancelled and reminders produced, various alerts to show upon user login and fully printable reports on the various data stored within the system. A particular challenge were the legal requirements of the system.

The system was developed using a Software Development Lifecycle (SDLC). The group found the analysis stage extremely important and all opted to work in the rest home to gain experience of the tasks. This led to strong empathy and good understanding of their users requirements. The system was implemented in VB .Net and

was installed in stages over the months before project completion.

"I write to express my grateful thanks for allowing Leith House to be involved in the third year project that has produced such fine work. I was very happy working with the three students who were involved with this huge undertaking. They were so professional and thorough in their approach. This program gives our business a first class professional care package which actually runs the whole of the staffs' day, enabling them to better deliver the care in a more structured way". Also, the Health and Disabilities Act has required that we have a system that documents the outcomes of all actions and there are hundreds of these every day. It has been so difficult in the past to be able to measure and portray to the H&D that we meet their requirements. We now have confidence that we have a superb way of proving that we do meet their requirements and deliver the highest care to our residents.

We have now the tools to achieve great results.

I am indebted to your department and am delighted with the excellent result that will be ongoing for many years to come". Rex Brown

