



Anita Sifft, HARTMANN care adviser, shows Hermine Popanda, responsible for incontinence management at the Dreifaltigkeitshof nursing home, the advantages of using HILMAS controlling software, which enhances the cost-efficiency of incontinence management.

# Heartfelt Old-Age Care with HILMAS

The Dreifaltigkeitshof in Ulm is an institution run by the Evangelische Heimstiftung and relies on the HARTMANN Incontinence Management System to optimize its entire incontinence management process chain. A growing number of the Heimstiftung's total of 51 old people's homes and nursing homes have chosen HARTMANN in recent years as their exclusive product supplier. They are also increasingly using HARTMANN's comprehensive systems solutions.

Hermine Popanda, one of the three officers responsible for incontinence management at the Dreifaltigkeitshof, is impressed with what the HILMAS software can actually do, namely, draw up management plans by residential wing, make cost comparisons, generate comparative statistics on the use of products before and after optimization of incontinence management, for example by means of training, requirement budgets, inventory controls, invoicing by individual resident and much more. "With the online version we can even run your database on our HARTMANN server, and you simply manage the information via the Internet," explains Anita Sifft, HARTMANN care adviser.

The Dreifaltigkeitshof can house 158 persons, but at present has only 141 residents, because double rooms can also be used as singles. Among the 123 women, needless to say, the 18 elderly gentlemen are all the rage among the 123 ladies. The average age is 87.7 years. About 100 residents are incontinent; most need level 1 or 2 of care, and only a few need level 3.

Thus far, nursing staff in each residential wing calculated their requirements in terms of incontinence products on a fortnightly basis. The number of products used was then cross-matched with inventories, the shortfall calculated for the next two weeks, and the results sent to Kornelia Menden-Gräter. In her dual function as director and head of care services, she faxed the orders to HARTMANN. The orders were then delivered on pallets to the central storage area. There, Hermine Popanda distributed the corresponding supplies to the care workers in the individual residential wings every two weeks and then disposed of the packaging.



The incontinence management for the residents is always a central consideration during discussions when one shift of care workers hands over to the next.

## IT applications tap cost-efficiency potential

HARTMANN sales representative Dieter Thierer is responsible not only for the Dreifaltigkeitshof account, but also for other institutions of the Evangelische Heimstiftung, which buys via its subsidiary ABG Altenhilfe Beratungsgesellschaft. "Most of the ABG's homes now place their orders through our internet platform and also take advantage of other services," Thierer comments.



Director Kornelia Menden-Gräter is not the only one who is happy to hear that HARTMANN has joined up with its customers to develop individual solutions. At many of the institutions, sales representative Dieter Thierer has encountered great interest in integrated offers.



Does the resident really have to be completely wrapped up? Or is a pad sufficient? Appropriate incontinence management is always a central topic in training sessions with adviser Anita Siff. Precisely in this area there are considerable opportunities to make savings while at the same time improving individual care.

Director Kornelia Menden-Gräter has also already decided to reorganize various things in the home. In order to be able to devote herself more fully to her management tasks, she has employed a Head of Nursing Services. "I have wanted to introduce HILMAS for a long time now, but have not been able to do so because of time constraints," she explains. "This will now be the job of the new Head of Nursing Services." Obviously, this will also lead to changes in the ordering process.

In addition, Ms. Menden-Gräter intends to rely on a new logistics service. By way of a test run, one morning a container trolley with incontinence products, the so-called "rolling shelf", was delivered. "When I saw the container, I was really impressed," she recalls, and she most definitely wants to introduce the service this year.

Things will also change considerably for Hermine Popanda and her colleagues. Using the HILMAS controlling software she will find it much easier to draw up provision plans, statistics and cost spreadsheets, but in the future she will no longer have to handle distribution of supplies from the central storeroom. This is because the "rolling shelf" service delivers all the incontinence products directly to the residential wing storeroom without the outer packaging.

## Lots does not help lots, it costs lots

According to Kornelia Menden-Gräter, Anita Siff's regular training sessions are very important. After the introduction of HILMAS, the adviser can in future focus more directly on those wings which are not operating in-budget. "When I use HILMAS and see at one glance how many of which products are being used where, I can see straight away who is oversupplied. This is where we then need to train staff and counteract things," suggests Ms. Menden-Gräter, as oversupplying simply spells lots of unnecessary costs.

She is more than satisfied with the products from HARTMANN. "Always cutting-edge, always being advanced further," she states. It is not for nothing that the Dreifaltigkeitshof has been a HARTMANN key account for almost 20 years now. And HARTMANN is now exclusive supplier of incontinence products to 41 of the 51 institutions of the Evangelische Heimstiftung.

## Info: HARTMANN Incontinence Management

HARTMANN considers itself a partner of old people's homes and nursing homes. Alongside its products, an increasingly important role is being played by a specialized logistics range, such as the "rolling shelf" delivery service for example. Services like advice and training help support customers in organizing their entire incontinence management process chain. HARTMANN also offers its customers controlling instruments such as the HILMAS software to make certain that optimal and economical care is being provided.



The advantages of professional incontinence management speak for themselves.

Silvio Klein, a care worker for the elderly, nurse and mentor for 11 trainees, believes that continual product development leads to a better continence situation in the institution and a better quality of care for the residents. "Handling is becoming ever simpler for me and my colleagues, and more importantly the residents are enjoying an enhanced quality of life," he comments. For example, with the correct care, incontinent residents can better sleep through the night.

He also states that the incidence of bedsores has decreased among residents, because with the right products skin hardly gets wet anymore and the products facilitate air circulation. "We are proud of our bed sore statistics. We see pressure ulcers almost exclusively in those residents who have already been suffering when they first arrive here." Silvio Klein has made it a personal goal: to ensure that bedsores heal quickly with good care.



The less time Silvio Klein has to spend drawing up schedules, the more time he has for talking to the residents. Like Ernst Schlumberger, who, after reading the paper, likes to discuss local politics.