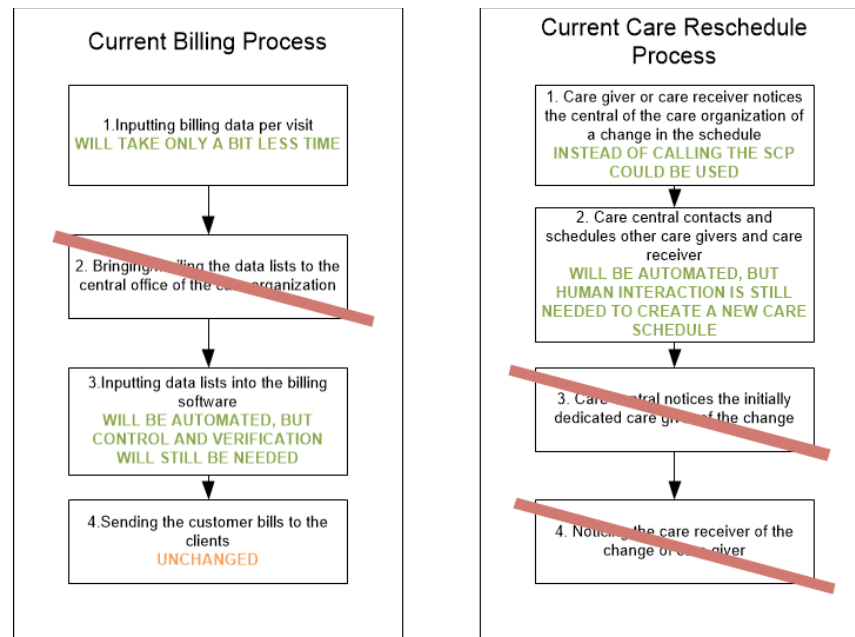# Multimedia Appendix 2: Future process breakdown



Following data of the new processes was validated by field experts involved in the research project.

### Table 1: Input for the Billing process when a smart care platform is integrated

| Description data parameter | Value | Unit |
|---|---|---|
| Time needed for inputting data per visit | 1 | min/visit |
| # visits per month per FTE | 62 | visits/month |
| Frequency of data list delivery by the care provider to the care organization administration | 0 | deliveries/year |
| Cost of envelopes to send the lists | 0 | euro/year |
| Time needed for inputting one line of the data list into the back end system | 0.05 | Min/data line |
| # care givers in 'Interregio Gent' (full time + part time) | 1719 | persons |
| Full Time equivalent of the total amount of care givers | 881 | FTEs |
| Total amount of data lines inputted in the backend system by the central administration (March 2014) | 88000 | data lines/month |
| % rework due to mistakes in inputting | 4% | of # data lines/month |

### Table 2: Input for the Rescheduling process when a smart care platform is integrated

| Description data parameter | Value | unit |
|---|---|---|
| Time needed by the care receiver to inform the care central | 1.5 | min/call |
| Time needed by the care provider to inform the care central | 0.33 | min |
| Telco costs needed to inform the care central (in case the care provider calls with own mobile) | 0 | euro/call |
| chance that that a visit needs to be rescheduled | 15% | Of planned monthly visits |
| # visits per month per FTE | 62 | visits/month |
| Chance that it the care receiver informs the care central him/herself | 70% | |

| | | |
|---|---|---|
| Time needed to inform other care provider | 0 | min/contacted care provider |
| Costs Telco for the care administration | 0.01 | euro/min |
| Average amount of care actors to contact (number of calls to make) | 4 | |
| time needed to make the new care schedule | 4 | min |

The new process would lead to following resource usages exclusive the investment in a smart care platform!

### Table 3: Resource usages for the billing process when a smart care platform is integrated

| Description data parameter | Value | unit |
|---|---|---|
| Total time needed per FTE when inputting billing data when he is with the care receiver (time is paid by care receiver) | 744 | min/year |
| Total time needed for the care administration to put in all the billing data of the care givers into the back end system | 51859 | min/year |
| Costs for the care administration to put in all the billing data of the care givers into the back end system | 14693 | euro/year |
| Costs to provide each care provider with 12 envelopes to send the data lists once a month | 0 | euro/year |
| Total cost for the care organization caused by the current billing process | 14693 | euro/year |

### Table 4: Resource usages for the rescheduling process when a smart care platform is integrated

| Description data parameter | Value | unit |
|---|---|---|
| Total time needed per care provider to contact and discuss the new care schedule with the permanency station (central office) | 11 | min/year |
| Total cost of wages for the care organization to pay for the time needed of each care provider to contact and discuss the new care schedule with the permanency station (central office) | 2498 | euro/year |
| Total costs for compensating the telecommunication cost of the care providers when they called with their own device to the care central (now included in investment for mobile subscription) | 0 | euro/year |
| Total telecommunication costs for the permanency station due to calling to the care providers(central office) (now included in investment for mobile subscription) | 0 | euro/year |
| Total cost for the wages of the people of the permanency station (central office) | 140679 | euro/year |
| Total cost for the care organization caused by the current care rescheduling process | 143177 | euro/year |

### Table 5: Total cost of billing and care rescheduling processes when a smart care platform is integrated

| | | |
|---|---|---|
| Total cost for the care organization caused by the future billing process | 14693 | euro/year |
| Total cost for the care organization caused by the future care rescheduling process | 143177 | euro/year |
| Total cost of the future billing and rescheduling processes | 157870 | euro/year |