



The 2018 IT Awards organized by the Japan Institute of Information Technology (JIIT) recognized the Service Navigation System as a system that could change the future of nursing care and gave it the "IT Business Award."



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Focus 3

Setting sights on greater numbers of people who need nursing care

Implementing the Service Navigation System

Changing the future of the nursing care setting with the Benesse Method

At the core of system development is the conviction that nursing care is a creative line of work

In 2017, Benesse Style Care developed the Service Navigation System, a recordkeeping platform for nursing and caregiving that would revolutionize the style of services provided in nursing care settings. Developing this platform in-house, the development project was launched in 2012 and after five years of repeated testing and validations it was ready to fully go live. Currently the platform has been rolled out to all of the company's roughly 320 nursing homes throughout Japan, with the exception of two Li-Re locations, and it is being used for the services provided to over 16,000 residents (as of August 2019).

At the core of the Service Navigation System is the conviction at Benesse Style Care that nursing care is a creative line of work. You need to have specialized knowledge and skills to be able to work in nursing care, and nursing and caregiving staff, care managers, rehabilitation therapists, and other specialists form teams to create the services that allow each of the residents to live in ways that suit their own personalities. Because of their conviction to deliver such services, the greatest emphasis in development was not simply to accomplish the goal of improved productivity, but rather to produce

a tool that would enhance the quality of nursing care services.

The defining feature of the platform is that it executes PDCA cycles to establish services that have never been provided before, based on various resident care data gathered on a daily basis. As such, the Service Navigation System really is a tool that amplifies the creativity of nursing care staff.

Leveraging the realizations and actions of staff to improve quality of life for residents

Nursing care settings have traditionally maintained recordkeeping sheets for each floor, on which staff would write down the names of the residents and things like what they ate and their water intake. Because of that, keeping and checking the records consumed a significant amount of time. The Service Navigation System centrally manages all of this information for each floor and makes the information available for viewing and sharing at any time on computers and smartphones. Details of the care being provided can be entered simply by touching the corresponding location on the screen, and the status of residents is displayed in the form of easy-to-understand icons.

However, the purpose of this system is not simply to take work that was analog and convert it to digital format. Rather, it aims to encourage staff to “realize” things and be the impetus for turning these realizations into “actions.” Just as its name implies, the system is implemented with the intention of guiding (= navigating) staff toward exercising more creativity in their work. Staff can provide services based on what the Service Navigation System informs them about things like changes in the weight of residents over certain periods of time, and points to be aware of when providing care to them, thereby improving their quality of life (QOL).



Care that should be provided is listed as icons on timetables

occurrence of other accidents. The timing to perform procedures to renew nursing care insurance plans has also been made clearer. Since the life circumstances of residents and the points to be aware of in caring for them can now be recorded accurately and in detail, all staff members can immediately share this information and use it to take even more appropriate action.

Of course, the system is also generating productivity and efficiency effects. Time and effort spent checking record sheets and reports has been reduced, while information is now shared and coordinated more smoothly. Each staff member can now take the time that would have gone toward these tasks and use it instead to revise care methods or spend more time with residents. This is how services are being improved for the nursing homes as a whole.

New “realizations” are achieved through communication within nursing homes

Implementation of the Service Navigation System has brought about big changes in the nursing care settings at Benesse Style Care. This can be observed in how staff now communicate with each other more actively than ever before, and in how the new realizations that this leads to are being put into practice by each and every staff member. The system also comes with a function to record and verify future recurrence prevention measures step-by-step whenever accidents occur, which is also helping to pre-emptively prevent the

Leading the path to an ideal future for the nursing care industry

Benesse Style Care will continue working to develop and evolve the Service Navigation System as a tool for seeking out ways to provide nursing care services that are even more in tune with residents and can continuously support them in the lifestyles they want to live. For example, we would like to work on connecting it to other IT solutions to improve the accuracy and efficiency of nursing care operations, such as analyzing accumulated data to find ways to reduce accident occurrences.

With our vision of leading the path to an ideal future for the nursing care industry, we will set ourselves at the forefront of the industry by developing, evolving, and utilizing the Service Navigation System.

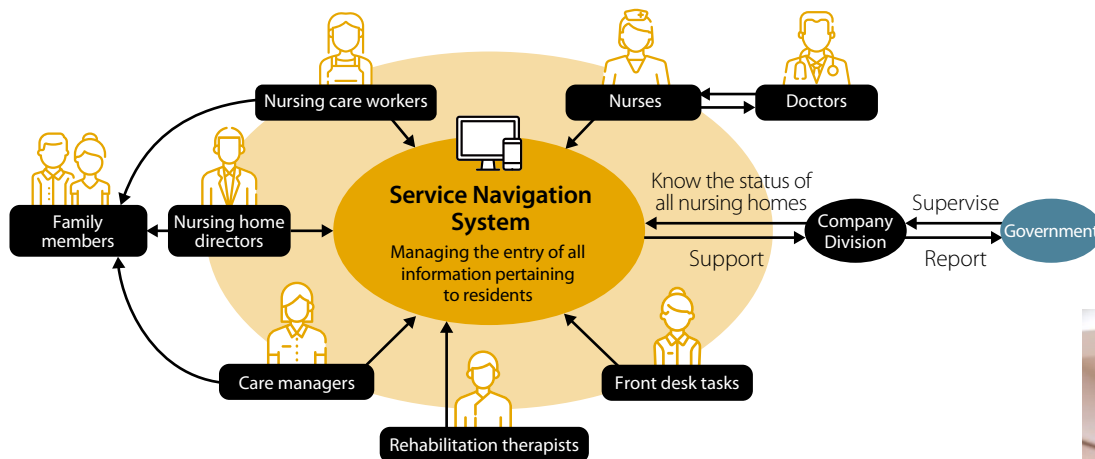
See more about this project in easy-to-understand format with these videos and HTML articles
<https://www.benesse-hd.co.jp/en/ir/library/ar/2019/focus/service.html>



Five characteristics of the Service Navigation System

- (1) Improved productivity
- (2) Compliance
- (3) Information sharing and coordination
- (4) “Realizations” about residents
- (5) Accident recurrence prevention

Information sharing and coordination between different job types in the Service Navigation System



Smooth information sharing and coordination during shift changes



Check and enter information via smartphone

