

More time for care: How an Austrian senior residence reduces daily workload with myneva



Industry:

Inpatient care and support

Challenges:

- Time-consuming gathering of information and coordination
- High documentation workload
- Error-prone processes

Solution:

myneva.carecenter with ELGA integration (Austria's electronic health record system)

Results:

- Faster access to relevant information
- Significant time savings in day-to-day work
- Improved team communication
- More efficient documentation



What is senior residence Strasswalchen?

Senior residence Strasswalchen is an inpatient care facility in Salzburg, Austria with 60 residents across various care levels (1–7). In addition to care, the facility provides essential services such as food service, housekeeping, and laundry. The focus is on needs-based care for residents as well as the organization of a structured and reliable daily care routine.

What challenges does senior residence Strasswalchen face in inpatient care?

Like many inpatient care facilities, senior residence Strasswalchen has faced various organizational and structural challenges in recent years and has identified key requirements in day-to-day care:

- **Time-consuming gathering of information and coordination:** Before using digital interfaces, the team had to rely on residents or their relatives to bring medical records with them. Missing or delayed information often had to be obtained by phone, which created additional work and made quick decision-making more difficult.
- **High documentation effort:** In day-to-day care, numerous assessments, such as those regarding pain or malnutrition, must be recorded and documented. In addition, medical orders must be entered into the care documentation. This requires time and resources and

increases the workload in daily care.

- **Error-prone, paper-based documentation:** Handwritten entries were sometimes difficult to read and prone to errors. This was an additional challenge, especially in a team with diverse language backgrounds.
- **Staff shortage in care:** The industry has a limited pool of qualified staff, which makes efficient daily care processes essential.

These challenges show the conditions under which facilities like senior residence Strasswalchen operate today: there is a heavy documentation burden and time-consuming coordination, while resources are limited.



Nadja Areh Gruber is a licensed healthcare professional and has served as director of care services at senior residence Strasswalchen since 2022. For the past year and a half, she has also served as the facility's manager, gaining firsthand experience with the organizational and care-related challenges of daily operations.

“It takes weeks to inform a team of over 50 employees verbally – digitally, it’s much faster.”

Nadja Areh Gruber,
Senior Residence
Strasswalchen

What benefits has senior residence Strasswalchen seen with myneva?


Since the team at senior residence Strasswalchen started using myneva.carecenter and connecting to ELGA, Austria's national electronic health record system, their daily workload has been noticeably reduced. In particular, the ELGA connection makes previous medical records, medication lists, and doctor's reports available much quicker – even right at the admission of new residents. This allows care to be prepared in advance and eliminates the need for most coordination by phone.

Digital documentation also provides significant added value. By eliminating handwritten entries, sources of error are reduced, and a better overview of daily operations is achieved. Documented information is also traceable at any time and accessible centrally.

The digitization of key processes further reduces the workload. Prescription requests, billing, and care costs can be organized directly within the system and processed with significantly less effort. For example, medication requests are digitally recorded and bundled, allowing orders to be processed more quickly and in a more structured manner. This saves time and reduces manual steps in daily operations.

Planning also becomes more transparent: A digital calendar is available for each resident, in which all appointments are centrally recorded. This provides a quick overview of upcoming appointments and events.

In addition, myneva.carecenter improves communication within the team, as information can be targeted to specific professional groups and care reports can be sent directly via message. This speeds up the transfer of information and facilitates coordination in daily care.



“With myneva, I can get an overview of 60 residents at a glance to see which appointments are important today and when they take place.”

Nadja Areh Gruber,
Senior Residence Strasswalchen

Senior residence Strasswalchen: Ready for the future with myneva

Looking ahead, senior residence Strasswalchen sees further potential in using digital solutions – particularly through the acquisition of additional modules in myneva.carecenter. These include the palliative care crisis form and related assessment questionnaires, which enable structured end-of-life care. The end-of-life planning dialogue and additional assessment tools – such as those for pain history and pain logs – are also intended to support care processes even more effectively in the future.

Furthermore, there is significant interest in using myneva care. Nadja Areh Gruber sees great potential particularly in AI-supported speech recognition, as content can be captured more quickly and recorded in the respective native language. The feasibility of technical implementation within the existing IT infrastructure is currently being evaluated.

With myneva, senior residence Strasswalchen is continuously refining its processes with the goal of improving the quality of care and ensuring reliable care for residents.

Conclusion: Senior residence Strasswalchen and myneva

For Nadja Areh Gruber, working with myneva means one thing above all else: a noticeable reduction in the workload of her daily routine. Staff spend less time on the phone, benefit from reduced administrative burdens, and thus gain valuable time to care for residents.

At the same time, myneva.carecenter is seen as a solution that is constantly evolving and growing alongside the increasing demands of care – in part through modules that can be deployed and expanded individually. For Nadja Areh Gruber, there is no question that these investments are worth it:

“I am certain that working time is always more expensive and harder to find than purchasing a module that truly and noticeably reduces the workload for employees in their daily routines.”

With myneva, senior residence Strasswalchen is well-positioned to continue providing efficient and sustainable daily care.

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