

Spectrum Health **Dublin, Ireland**



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Introduction

Dublin-based Spectrum Health is Ireland’s leading provider of Allied Health Services, whose holistic approach to overall wellness includes providing a diverse array of services from Physiotherapy, Psychology and Counselling, and Speech and Language Therapy to Corporate Wellness programs and Podiatry/Chiropody.

Founded as The Physio Company in 2007, Spectrum Health took shape in 2012 as the organization branched out into additional services. In late 2018, Spectrum selected Penelope as the client information system for a new Physiotherapy-led case management service.

Penelope’s flexibility and configurability were key factors in Spectrum’s decision to go with the system, as was the software’s ability to track the patient journey clearly from intake to discharge, and its ability to automate processes for staff and clients alike.

We caught up with Emily Poole of Spectrum Health to learn more about the organization’s experience working with Athena Software, and using Penelope to help roll out its new program and improve engagement with their clients.

What was your deployment experience like?

We had a really short lead-in time - that was dictated by us - which made it a tricky start. The Penelope team provided amazing support to get the system up and running so quickly.

What issues has Penelope helped your organization solve?

Penelope gave us the tools to set up a brand new service. From there it has opened doors to other contracts, as we now have the capabilities to provide personalised case management pathways depending on the needs of the client.

How would you explain Penelope to someone who has never used it?

Penelope is a customisable system that allows patients to enter at one point and can ensure certain things happen along their journey to discharge. It helps with patient engagement and ensures a smooth patient journey from start to finish.



Irish health services organization Spectrum Health use Penelope to track the client journey in their physiotherapy program from intake to discharge.

What measurable benefits have you seen since implementing Penelope?

As we used Penelope to start a new service it is difficult to outline improvements, although it has helped us secure three separate contracts that have added additional profit to our baseline. It has also allowed us to increase the scope of the services we provide, and in doing so has created four jobs into a brand new team.

Would you recommend Penelope to other organizations?

Yes, we have found the team to be very helpful and patient. We now understand the system a lot more and have the capabilities in-house to build pathways and to streamline existing pathways.

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