

T3A2-A

Cameron Williams, Wen lu, Zachariah Bunkum-Shields



What problem are we trying to solve?

- Inconsistent Note-Taking - Methods and structures are inconsistent between support workers which lead to uneven documentation
- Incomplete Client Profiles - Gaps in information affect the quality of client care
- Increase in workload - This increases the workload in team leaders and increases stress due to these inconsistencies.
- Outcome - Current practices risk the well being of clients and the efficiency of the support teams they work with

What's Our Solution?

- Streamlining Note-taking - This platform increases consistency by ensuring structured note taking when entering notes. Reduces work of support workers in correcting their formatting.
- Complete Client Profiles - Access to the full picture of Client information by ensuring no gaps in progress notes and care plans.
- Reduces Workload - Minimizes the errors and discrepancies that can impact the work of team leaders.

Core Features of Support Hero

- Client Profiles - Immediate access to the client histories and recent progress notes. Allowing for workers to prepare and support Clients more effectively.
- Structured Note Entry - Guides users through entering their progress notes after a shift to ensure consistent documentation, therefore increasing note quality.
- Dashboard - At a glance workers can see their shifts and progress notes they need to complete
- User Authentication and Data Encryption to ensure privacy of Client information and notes

Who benefits from Support Hero?

- Support Organizations and Business - A streamlined system improves the efficiency of work and overall helps with increases in quality.
- Support Leaders and Admins - Direct control over worker note taking and able to monitor standards. Able to add new clients and workers to the system easily.
- Support Workers - Simplified access to the data that is important to them, with easier note taking reducing time spent note taking and increasing Client care.

Tech Stack for Support Hero

- Frontend - Will be using React to ensure a user-friendly, responsive experience
- Backend - Utilizing Node.js and Express.js for efficient data flow and server responses.
- Database - Using MongoDB for efficient and flexible storage.
- Other technologies used include Authentication with JWT and Encryption with Bcrypt.

Data Flow Diagram - Level 0

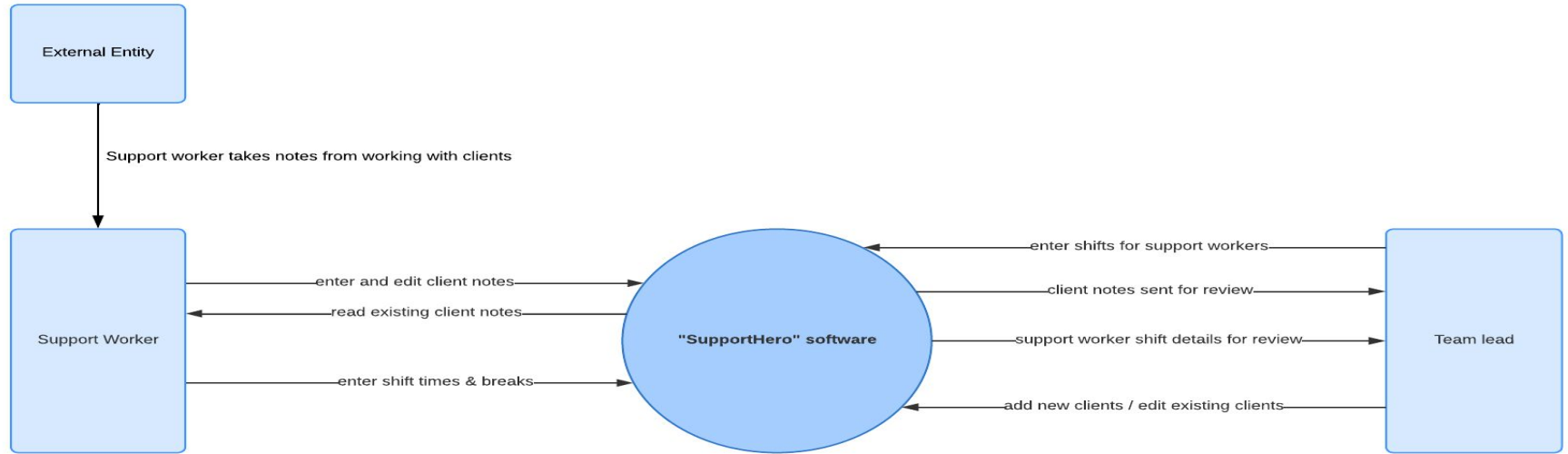


Diagram Key



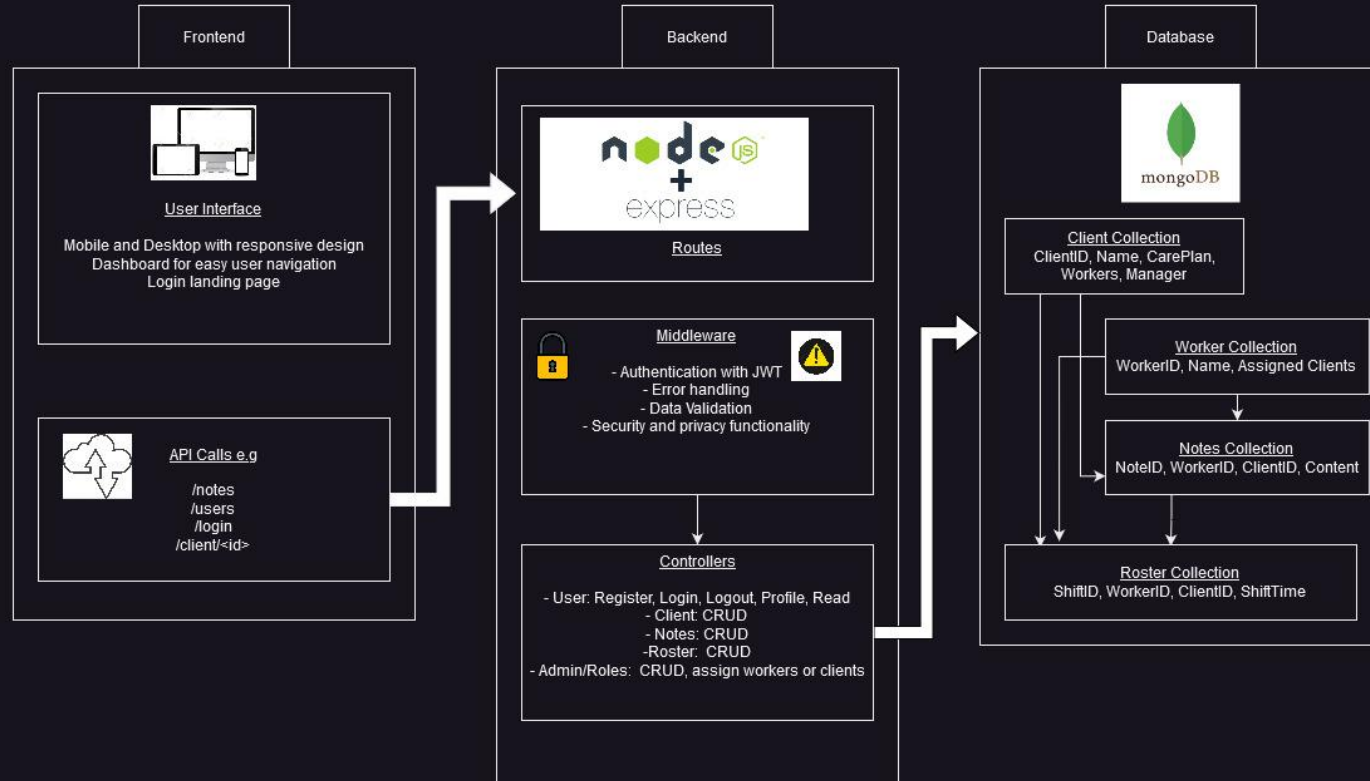
Process



External Entity

Application Architecture Diagram

Support Worker Note Taking Application



As a user, I'd like to be able to...

1. As a support worker, I want to log in to the application so that I can access and input client notes efficiently.
2. As a manager I would like to be able to assign a shift to a worker so that they can work with that Client
3. As a support worker I want to be led through the note taking process so that I do not need to remember the structure or worry about missing information

Acceptance Criteria for example User Stories

1. There should be a secure login page with appropriate authentication measures. Upon successful login, the support worker should be directed to their dashboard.
2. There needs to be a way for managers to be able to see the list of workers, and clients and assign them to each other. So that workers are able to see the details about Clients they are working with.
3. Workers when entering progress notes should be led through the process. After choosing a shift they wish to enter notes for, they need to be presented with different text boxes to enter different information. These should not be able to be left blank, and hints should be provided to ensure that the workers knows what information needs to be entered.

Wireframes - Login

Fairwell Support worker Management Platform

Username

Password

[Forgot Password](#)

Login

Wireframe - Enter Notes

My rosters My clients Notes Logout Hello, Emily

Client 1 / Add new notes

client name

work info

client's mood

challenges

interventions

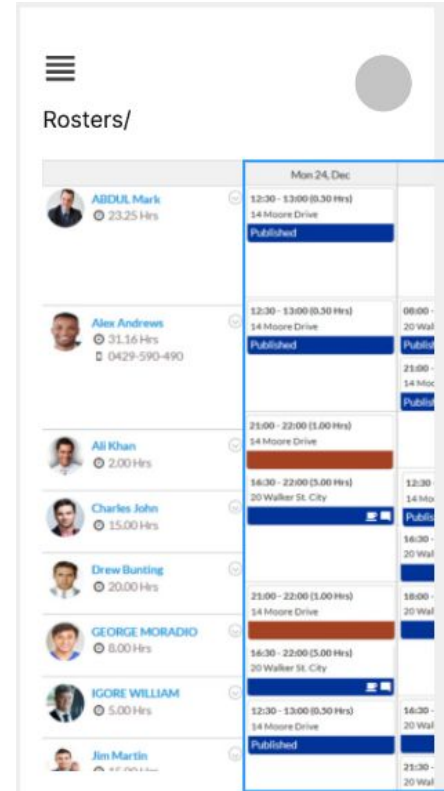
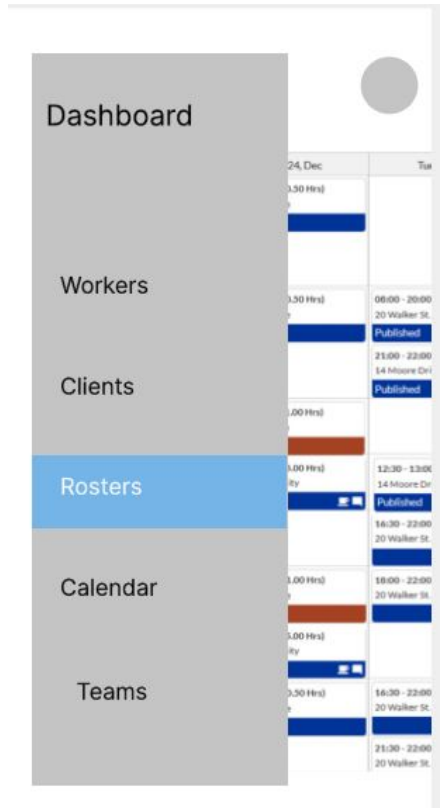
future recommendations

Add Notes Cancel

Wireframe - Client List

[illegible]

Wireframe - Roster View Mobile



Wireframe - Team Leader view

Dashboard


Workers

Clients

Rosters

Calendar

Teams

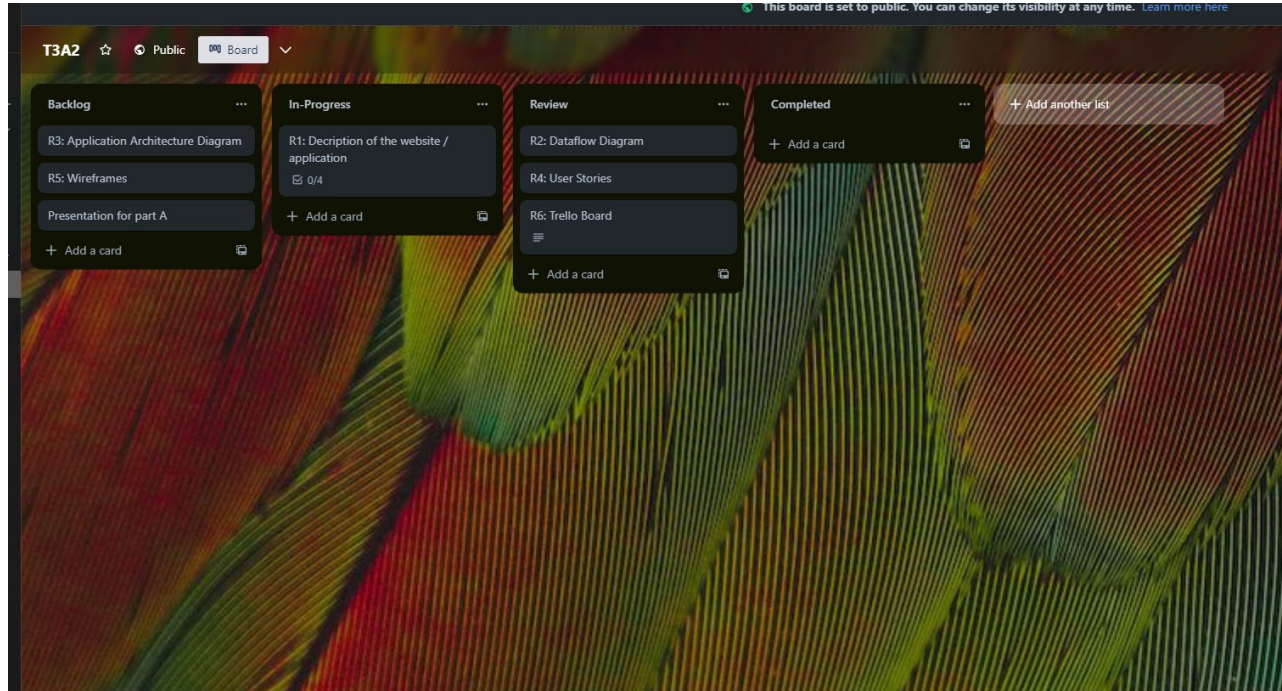
Welcome, 

Teams

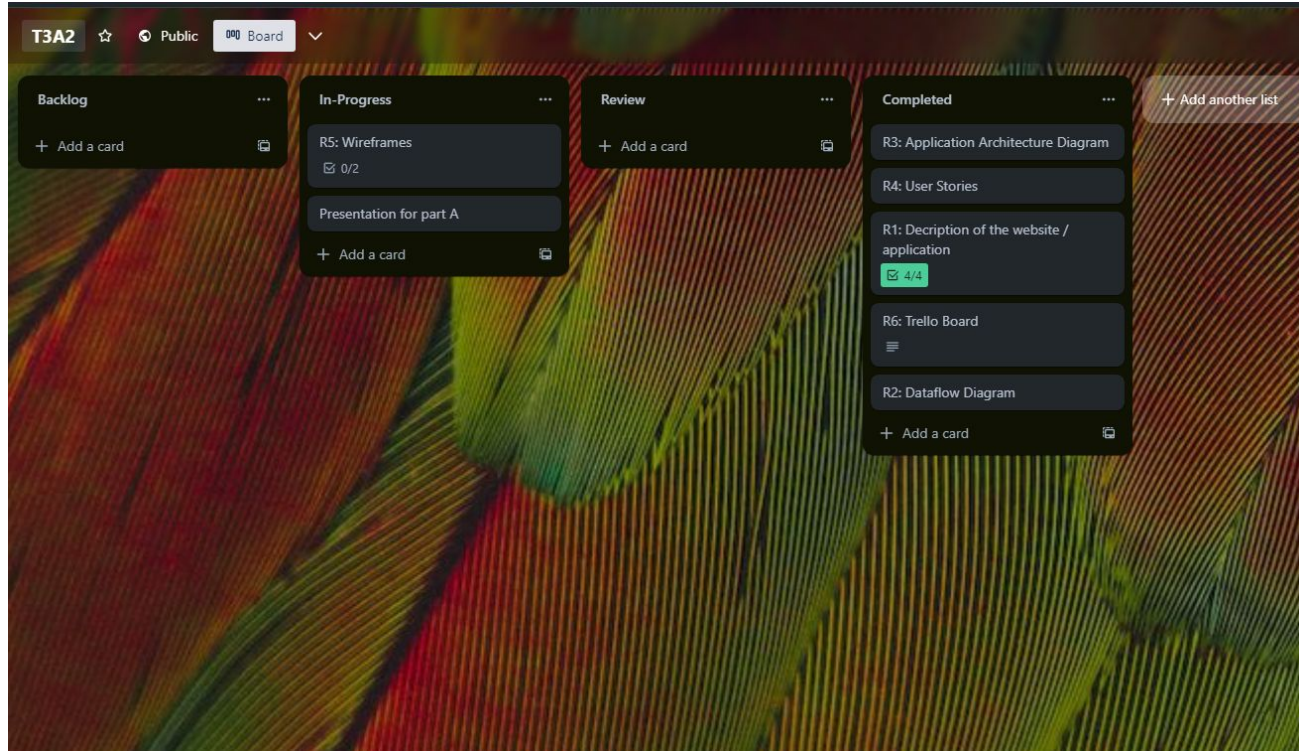
+ ADD NEW TEAM

id	Leader	Crews	Clients		
1	A. B	crew1	view	update	x
		crew2			
		crew3			
2	A2. B	crew2	view	update	x
		crew3			
3	A. B2	crew13	view	update	x
		asds			

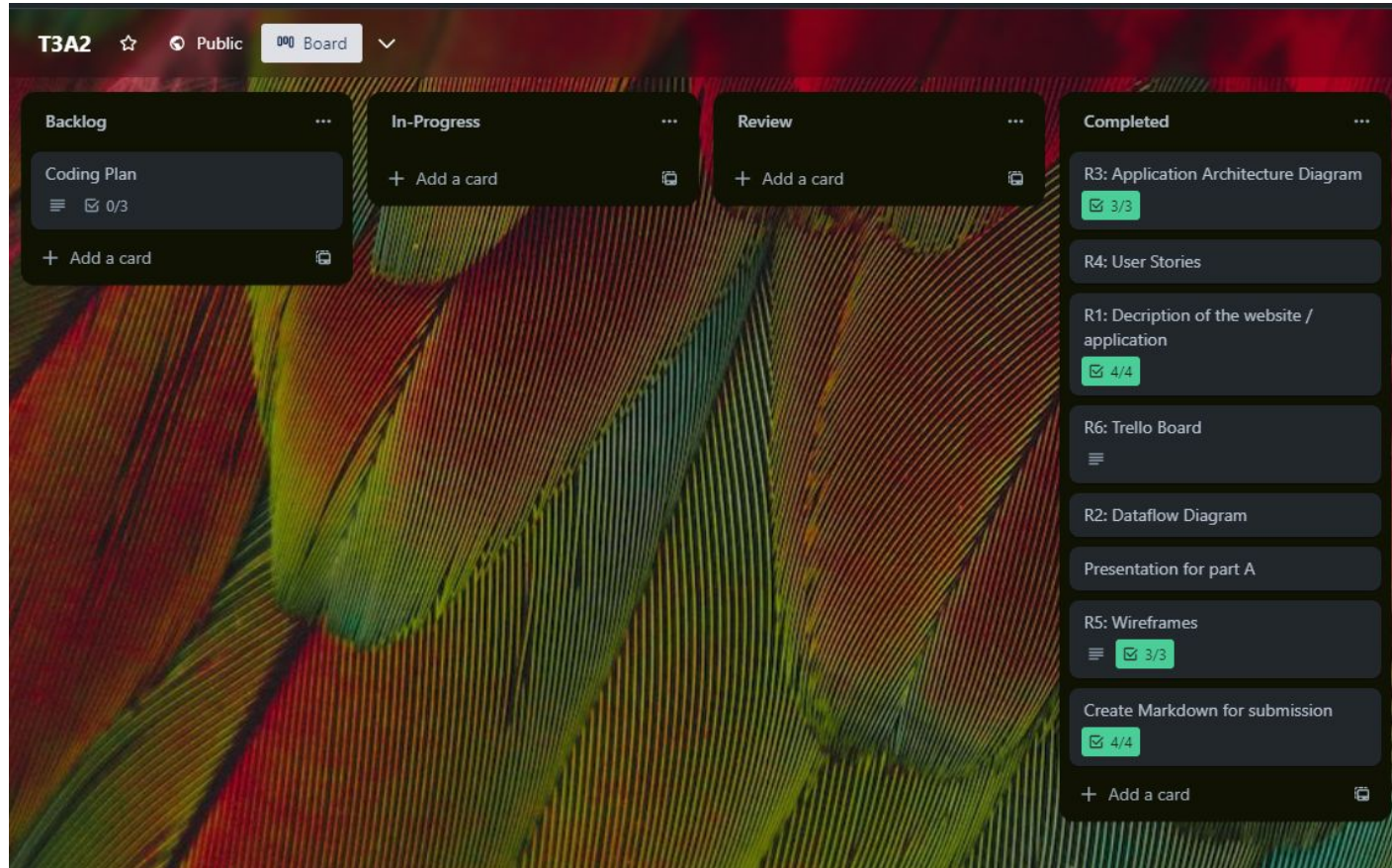
Progress so far - update one



Progress so far - update two



Progress so far - update three



Thanks for listening!

Any questions about Support Hero?

