Improving Quality of Care Through Technology
Murry Mercier

- Sr. Account Manager – Senior Living
- Assisted Living Guide from Colorado
- 14 years experience in Senior Living
- Information Systems Undergrad, MBA
- Eden at Home Instructor
- Alzheimer’s Association Certified Trainer
- Colorado Culture Change Coalition
Objectives

- What is Senior Living?
- What is an Electronic Health Record?
- Why would this be good for our communities?
- 9 areas of impact to daily operations
- When does the benefit outweigh the cost?
- Overcoming barriers
Senior Living – Providing a Home

- Senior Living is a growing term
- Non-Skilled Long Term Care businesses
- CCRC’s
- Independent Living
- Home Health
- Adult Day Programs
- Supportive Living
- Assisted Living
- Memory Care
- Hospice
What is an Electronic Health Record?
An integrated electronic health record uses advances in technology to help you better manage care documentation, deliver a consistent personalized experience, and improve business processes.
Why Were Electronic Health Records Developed?

- To enable Senior Living Communities to use technology to **serve the needs of all of their members** (residents, family members, staff, physicians, pharmacy, Lab etc.)
- To help **improve operational efficiencies**
- To help **reduce move outs and hospitalizations**
- To help organize all of the **demands for information** your organization manages
- To help improve the **quality of care & quality of life** for residents
The Electronic Health Record: A complete record of information

Resident Experience
Information you document on the resident Full medical chart, progress notes, care plans, RX orders, diet/other orders, eMAR, assessments, etc

Clinical and Financial Workflow
Your work processes… streamlined Care level management, service creep - change in condition, unscheduled tasks, incident reporting, med pass, full resident lifecycle, standard operating procedures, billing, A/R, Collections, Trust Accounts, etc

Decision Support
Information that supports critical thinking Personalized care, risk identification, reports, dashboards, alerts, suggestions, thresholds, drug interaction, analytics, etc.

Interoperability:
Pharmacy, Lab, other applications, EHR Repository – some real time, some periodic.
Electronic Health Record and Interoperability

MARKETING & RELATIONSHIP MANAGEMENT
Increase occupancy by managing your leads, referral sources, and related tasks more efficiently.

FINANCIAL MANAGEMENT
Comprehensive tools to improve revenue cycle management.

ANALYTICS
Critical insights to drive care, services, and financial decision-making.

CARE MANAGEMENT
Deliver better care and services to enhance quality of life.

SERVICES & SUPPORT
Leverage proven best practices to ensure optimal utilization.

INTEROPERABILITY ENGINE
Delivering secure connections to third-party service providers and systems.

MOBILE TECHNOLOGY
Enabling individuals to access the right information, at the right time, in the right place.

POINTCLICKCARE CLOUD-BASED PLATFORM FOR LONG-TERM POST ACUTE CARE
Skilled Nursing • Senior Living • CCRC

SCALABLE • FLEXIBLE • CONNECTED

REGULATORY COMPLIANCE
Ensuring compliance with federal, state, and provincial regulations.
Focus on Driving Value

Maximize Profitability
- Increase occupancy
- Improve accuracy of care delivery documentation
- Unscheduled Tasks
- Service Creep

Manage Risk
- Avoid errors or missed documentation
- Enforce policies through automated controls
- Document Negotiated Risk

Improve Resident Experience
- Reduce manual data entry
- Ensure data is readily available
- Guarantee consistent care delivery

Increase Operational Efficiencies
- Integrate clinical and financial workflows
- Limit manual processes
- Improve staff productivity
Using technology to manage top priorities in Senior Living
Top Priorities of Providers

What do you think the most critical success factor will be to sustaining your business? Please rank.

1. Creating effective staff recruitment and retention strategies
2. Aligning staff resources & skills to different levels of care
3. Implementing technology to improve and personalize care
4. Enhancing marketing outreach efforts

Source: Senior Housing News Provider Insight Survey Results
What technology solutions do you believe will enable you to stand out against your competitors?

Response Percent (highest to lowest):

- Electronic Health Record: 63.6%
- Resident Monitoring: 61.8%
- Family Portal: 56.4%
- Customer Relationship: 56.4%
- Point of Care: 40.0%
- Wireless Nurse Call: 35.5%
- Property Management: 27.3%
- Remote Care: 26.4%

Source: Senior Housing News Provider Insight Survey Results
Key Drivers of An Electronic Health Record
Electronic Health Record Drivers

- Current paper processes
- Billing and payment uncertainty
- Low Staff Engagement
- High Staff Turnover
- Low Staff Empowerment
- Recruiting and Retention
- Demand for Quality of Care
- Know Your Residents Deeply
- Ability to Measure Performance
- Identify Change
Current Paper Processes OR Multiple Systems

- Redundant and duplicative
- Time consuming / less time for resident interaction
- Information is often inaccessible
- Does not provide for effective communication
- Capturing changes in condition and unscheduled tasks
- Provides no data analysis
- Leaves room for errors
- Data for clinical tools gathered poorly
Profitability

- Multiple methods of payment
- Often require complex calculations
- Dependent upon large amounts of clinical data
- Manual processes to collect data & bill
- Errors cause payment delays
- Lack of formal revenue cycle management process
Staffing

• Onboarding
• Disengaged
• Spend too much time on paper charting and documentation
• Not enough valuable time with residents
• Heavy workloads
• Generic task lists
• Multiple manual processes
• Outdated or ineffective technology
• Lack of empowerment
Demand for Quality of Care

• Reactive rather than proactive
• Needs of resident and family
• Negotiated Risk Agreements
• Adapt to best practices and operational guidelines
• Adherence to policies through workflow
• Engage physician involvement
• Positive industry image
• Competitive Advantage
Ability to Provide Performance Data

- Critical analysis of organizational data in one place
- Business analysis for efficiency and cost control
- Financial analysis for profitability
- Clinical and financial data instantly available
- Complete resident record
- Utilization Scorecards
Key Benefits

**Save Time & Money**
Eliminate paper charts, binders, and faxes; once and done data entry; automate assessment and data collection; streamlined workflow processes

**Ensure Compliance**
Reduce risk for resident harm adherence to documentation policies; accurate, complete, and timely information for care team

**Resident Experience**
Improved legibility and reduced risk of errors; instant access to information for entire care team; more time spent with residents
Electronic Health Resident Record and 9 Daily Operations
The Big Nine

- Marketing
- Business Office Management
- Direct Care
- Wellness Coordination
- Physicians and Practitioners
- Activities and Life Enrichment
- Dining Services
- Community Oversight
- Resident Experience

**Result:** Productivity, Engagement, Livelihood
Marketing / Customer Relationship Management

- Track your leads
- Consolidate all notes
- Complete marketing assessments
- Collect information
- Store documents
- Access on the run
- Information flows directly into resident record on move in

**Result:** Keep track of your prospects!
Business Office Management

- Document storage
- Automate billing
- Monthly recurring charges
- Monthly care fees – direct link to clinical assessment
- Capture additional a la carte fee’s
- Aging reports
- Annual tax letters
- Collections

Result: Keep track of your money!
Direct Care

- Efficiently manage daily tasks
- Self Accountability – Ownership / Engagement
- Document tasks directly to chart
- Communicate changes quickly
- Manage intervention
- Care Plan/ Service Plan access

**Result:** Resident Experience, Staff Engagement, Proof
Wellness Coordination

- Tool for daily work
- Complete access to all information
- Track direct care staff workload in real-time
- Track medication deliver in real-time
- Monitor staff education needs
- Rearrange task assignments to better utilize staff
- Manage assessments / reassessments
- Create thresholds for notification
- Remote access
- Better decision making

Result: Productivity, Engagement, Livelihood
Physician / Practitioner Access

- Tool for daily work
- Complete access to all information
- Remote access / Mobile access
- Better decision making
- Direct order entry
- Direct progress note entry
- Electronic signature

Result: Productivity, Engagement, Livelihood
Activities and Life Enrichment

- Role based access to resident information
- Access to activity calendars
- Track attendance/participation
- Manage community activity needs

**Result:** Resident Experience, Staff Engagement, Proof
Dining Services

- Role based access to resident information
- See residents’ preference
- See residents’ allergies
- See dietary orders (if applicable)

Result: Resident Experience, Staff Engagement, Safety
Single system for community operations management
See for yourself… quickly
Guide your community with certainty
Recognize risk
Maneuver in and out of the weeds
Execute investigation

Result: Grow Confidence
Resident

• Trust that everyone sees the same information
• Have transparency into care
• Keep information organized in case of questions
• Support resident in elder phase of life
• Spend more time on resident relationship, less time on tasks

Result: Find a home
Cost Benefit
Cost Benefit

- Resident Satisfaction
- Community Reputation
- Community Relationships
- Total Occupancy
- Paper / Multiple Systems
- Staffing Hours / Turnover

- Overburdened Staff
- Under Trained Staff
- Providing Unknown Services
- Administrative Hours
- Lack of Information
- Surveys – tags?
Overcoming Potential Internal Barriers
Prepare

• **Hard Cost Savings**
  - Paper reduction

• **Soft Cost Savings**
  - Process efficiencies
  - Staff satisfaction / retention

• **Budgeting**
  - Plan/allocate by phases

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**EHR Success**
Have a Hardware Plan

- Multi-purposing devices
  - eMAR and mobile EHR
- Hardware Partner
- Leasing options
- Plan for expansion
- Backup Connections - Infrastructure
- Disaster recovery plan
  - Review policies regularly with staff

EHR Success

Funding

Hardware
Software As A Service Convenience

- Device agnostic
- Pay-as-you-go options
- Bundled packages
- Vendor partnerships
Gain Staff Buy-in

- Roll out strategy
  - Start small
  - Peer to peer training
  - Re-train
- Get excited
- Incentives for champion users
- Physician involvement
- Around the clock IT Support
**Key Benefits**

**Save Time & Money**
Eliminate paper charts, binders, and faxes; once and done data entry; automate assessment and data collection; streamlined workflow processes

**Ensure Compliance**
Reduce risk, adhere to documentation policies; accurate, complete, and timely information for care team

**Resident Experience**
Improved communication, reduced risk of errors; instant access to information for entire care team; more time spent with residents
Murry’s Six Core Senior Living Workflows

- Customer Relationship Management
- Service Package Management
- Care Delivery Documentation and Notification
- Progress Note Documentation
- Incident Management
- Orders Management & eMAR
Questions?

Murry Mercier

Murry.Mercier@pointclickcare.com