

Fort Hudson Nursing Center eliminates over 75% of their paper-based processes with PointClickCare's fully integrated EHR solution.

Challenge

Fort Hudson needed to eliminate manual, paper-based business and resident care processes.

Solution

Fort Hudson chose PointClickCare's EHR, POC and eMAR solutions to electronically manage business and resident care activities to reduce errors and maximize appropriate reimbursement.

Results

Business and documentation processes have been simplified and streamlined, and paper has been significantly reduced.

Introduction

Founded in 1969, Fort Hudson Nursing Center (Fort Hudson) is a 196-bed not-for-profit skilled nursing care facility offering short-term rehabilitation and sub acute care. The center is dedicated to fulfilling the needs of seniors through its Resident Centered Care Philosophy, which identifies the best series of care activities for every individual's needs and abilities.

Results at a Glance

- Eliminated 75-80% of paper-based processes
- Improved documentation process using EHR, POC and eMAR
- Freed staff time to devote to patient care through efficiencies gained with electronic charting
- 5 day reduction for Medicare Part A and B claim submissions

In 2010, Fort Hudson made the decision to move to an Electronic Health Record (EHR) platform to streamline its business and resident care processes. After evaluating a number of EHR vendors, Fort Hudson narrowed their selection to PointClickCare for its suitability to the facility's needs and the completeness of the solution, including the Electronic Medication Administration Record (eMAR) and Point of Care (POC) solutions. Its ease of use was also a significant factor in making their selection because their employee population was accustomed to operating in a traditional, paper-based care environment. "Our staff was older and did not have a lot of computer skills," says Dawn Eddy, Assistant Director of Nursing. "They were really scared at first to use the system; however, it's so easy to use that our clinical staff has adopted it nicely."



Simplifying Processes to Improve Quality of Care

With a key goal of streamlining business and resident care processes, Fort Hudson has experienced just that with the September 2011 implementation of PointClickCare's EHR solution and its ability to support a number of process changes designed to improve the quality of resident care.

One of the first areas in which Fort Hudson saw notable improvement was medication administration using PointClickCare's eMAR. Today, eMAR is enabling Fort Hudson's Nurse Managers to have quick access to a single, accurate, and timely medication record for all of its residents. The color-coded clinical dashboard provides a real-time summary view of med passes, medication alerts, physician orders, and other relevant medication information ensuring that the most recent changes to a resident's medication requirements are captured and easily accessible at all times. "eMAR works far better than searching through large MAR and TAR binders and paper charts. Our Nurse Managers now have a holistic view for every resident to see if there are missed or overdue medications, recent changes to medication requirements, or missing medication signatures. All resident medication data is at their fingertips with just a few simple mouse clicks," states Eddy.

Another process improvement the facility experienced is the efficiency of shift changes for RNs and LPNs using the EHR's 24-hour report. Leveraged in the facility's daily meetings, the interdisciplinary team uses the 24-hour report to discuss changes to resident care plans or important care activities that need to be completed during a specific shift, which allows residents to receive the care they need at any given time – nothing is missed. "PointClickCare gives our nurses the ability to communicate resident information more effectively by easily accessing resident data right from their laptop in their daily meetings," comments Eddy.

Prior to PointClickCare, the facility's MDS coordinator, Debra Ritter, would complete a manual quality check on MDS assessments and submit the final versions using an antiquated dial up service. Today, all MDS assessment activities are performed in the core system with quality checks performed using the built-in verification functionality, which identifies potential errors in assessments prior to submitting to CMS electronically through the EHR. In addition, the MDS Coordinator has found the ARD planner beneficial in determining potential assessment submission

improvements to assist in increasing ADL scores. "Most of the time the RUG optimizer is right on target. I can really see the potential value for this tool in helping to maximize reimbursements," says Ritter.

Streamlining Documentation and Eliminating Paper

With the implementation of PointClickCare, Fort Hudson has significantly streamlined its documentation process for residents, which has freed staff time to focus on care activities instead of manual paper-based processes. Before the implementation, the facility struggled to get its nursing staff to consistently document resident care activities when using its old paper-based system. As a part of the EHR implementation, the facility implemented a new policy that staff must complete documentation before taking breaks during their shifts. To support staff with this new policy, Fort Hudson installed wall mounted, touchscreen Point of Care stations throughout the facility – enabling the effective capture of resident information at the moment a care activity is performed. "PointClickCare has given our staff a higher degree of accountability for resident documentation, which has positively impacted the quality of their work and resident care, as well as our reimbursements," comments Eddy. The system's built-in pop-up reminders also help to prompt clinical staff to deliver the right care activities, to

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the right residents, at the right time. "The system's real-time alerts and color-coding makes staff more aware of any overdue patient care activities. Any red flags that appear motivate them to complete their documentation – red is seen as a bad omen here," adds Eddy.

PointClickCare has also helped Fort Hudson reduce its paper usage by 75-80%. All patient records are electronically

stored in the EHR, where management and clinical staff have instant access to a complete resident record at their fingertips. Every nurse has a computer, MDS assessments are performed using a laptop, POC wall mounted kiosks are accessible throughout the facility, and staff only prints physician orders to store hard signatures in the paper chart and resident information that is needed to send outside of the facility, such as for a hospital visit. "Management no longer has to sort through boundless paper files and binders to review processes and ensure facility policies are being adhered to. Now that the nurses perform MDS assessments with a laptop, they are no longer running around doing audits and searching through paper-based patient records," says Eddy.

Improving Business Office Processes

Fort Hudson used a third party software prior to implementing PointClickCare's Financial module. At the end of each month, any changes or corrections to the MDS assessment had to be manually entered into the billing system prior to submitting to CMS. By using PointClickCare's Billing and Accounts Receivable functions today, the facility is benefiting from a fully integrated system that delivers a single, consistent set of data for complete and accurate financial management. As changes occur in the resident's clinical record, they are automatically captured in the Financial module, which eliminates the need for the business office staff to manually enter changes at month end. According to Fort Hudson's CFO, Jack Coburn, "the real benefit is the speed in which we are completing daily

and monthly billing tasks. With the decrease in manual corrections, we've seen a 5 day reduction for Medicare Part A and B submissions and an improvement in the number of submission errors, which means we're reimbursed more accurately and faster for our resident care activities." Now that Coburn and his team have gained efficiencies with their billing function and are no longer manually piecing together typical accounts receivable and payable transactions, their next step is to devote more time to implementing the Collections module.

Overcoming Adoption Barriers

When Fort Hudson Nursing Center made the decision to implement PointClickCare, they anticipated some resistance from their employee population who had always operated in a traditional, paper-based care environment. To prepare their staff for the new system, the facility delivered a comprehensive training program through in servicing and tutorials provided by PointClickCare. "Our clinical staff really understand and appreciate its capabilities, how much easier it makes their jobs, and how much more time they have to dedicate to patient care today," states Eddy.

Andy Cruikshank, Chief Executive Officer, has some friendly advice for independent not-for-profit facilities looking to adopt and implement an EHR, "we initially had visions of grandeur for our implementation, but quickly realized that a slow, methodical, and phased approach works best." Today, Fort Hudson has implemented all of PointClickCare's solutions offered in the core EHR platform, with exception to User Defined Assessments, which are next on their list.