

Windermere Care Centre streamlines the MDS verification process and improves coding accuracy with PointClickCare MDS Analytics *powered by* PointRight.

Challenge

Windermere Care Centre was seeking a way to improve MDS coding accuracy in order to continuously ensure quality data and most importantly, resident care.

Solution

Windermere Care Centre chose to pilot PointClickCare MDS Analytics *powered by* PointRight to reduce manual MDS assessment checks and save time.

Results

PointClickCare MDS Analytics enabled Windermere Care Centre to simplify MDS assessment verification processes and improve quality outcomes.

Introduction

The Windermere Care Centre is a privately owned 196-bed complex care facility funded by Vancouver Coastal Health and licensed under the Community Care and Assisted Living Act of British Columbia. The facility's goal is to provide the most pleasant and happy home atmosphere possible for its residents, whose population is increasing to heavier, more intermediate care requirements with compounding diagnoses. With these increasing resident care requirements, Windermere Care Centre needed a solution that would give them the ability to rely on quality data to make informed health care decisions for residents in order to provide the best possible quality of care.

Results at a Glance

- 75% reduction in time spent verifying and correcting MDS assessments
- Increased collaboration and sharing of information amongst nursing staff
- Greater educational opportunities for nursing staff to code more accurately
- Improved compliance with facility policies and procedures

Eliminating Time Consuming MDS Assessment Audits

Windermere Care Centre has a primary nurse assigned to each resident that is responsible for ensuring the completion of the MDS assessment, and a Director of Care who reviews and verifies them prior to submission. This interdisciplinary team has developed a series of manual assessment checks to identify and address MDS coding discrepancies prior



to submission. However, as with any manual process, performing these checks was time consuming and error prone, requiring nursing staff to spend an average of 4-6 hours per month researching inconsistencies for every 60 MDS assessments. *"That's why I was excited to participate in this [PointClickCare MDS Analytics] pilot project,"* comments Joanna Martin, RN, Director of Care at Windermere Care Centre. *"It would streamline the verification process for us and that's exactly what we found."* In the end, Martin is saving 3-5 hours for every 60 MDS assessment reviews every month. Plus, *"it was really easy to assimilate the verification process into our existing workflows. Nurses immediately embraced it and find that it's quick and easy to use,"* comments Martin.

Staff Accountability and Education Combined into One

Windermere Care Centre has taken the opportunity to make their clinical staff more accountable for their coding entries on a resident's MDS assessment. With a continual focus on improving quality outcomes, nursing staff are expected to print the MDS verification reports for each resident and review them with other members of the interdisciplinary team to reflect on the before and after picture. The reports are also used as an educational tool to demonstrate where coding errors were made or discuss other alternatives that could have been explored for enhanced care plan development.

For example, PointClickCare MDS Analytics brought a case to Martin's attention in which a resident's MDS assessment indicated the use of bed rails for transition aid and transfer (coded in Section G) as totally dependent in bed. After identifying this coding issue, Martin was able to re-educate nurses that when coding residents in this manner it is considered a restraint, which goes against Windermere Care Centre's no restraint policy. In turn, *"the nurses are learning a lot more about the reasons behind the MDS coding. The [solution] presents reminders and causes them to reflect on their practice. We've actually had some bed rails come down and*

that's a real quality improvement," adds Martin. PointClickCare MDS Analytics has also helped identify an opportunity to increase CMI values in the case of Section G1h, dining room supervision. Approximately 10% of Windermere Care Centre's residents require monitoring and supervision in

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the dining room, but staff never included this in assessments previously as a 1. *"Staff sometimes forget to record the 'no brainers' that are done out of habit to provide basic care and don't always think about translating these types of activities to coding properly,"* comments Martin. Since PointClickCare MDS Analytics brought some of these cases to light, nursing staff are more attuned to the repercussions of not accurately capturing a resident's condition on the MDS assessment. The whole team better understands the rationale behind some of the coding and how accurate coding impacts resource support, quality of care, and the case mix index.

Enhancing Peer-to-Peer Collaboration

Since implementing PointClickCare MDS Analytics, nurses at Windermere Care Centre are also collaborating and sharing information on a more frequent basis, which enables a continual peer-to-peer learning process. *"There's a lot more staff collaboration in the nurses' station. The nurses aren't feeling so isolated in completing their assessments and are frequently sharing their reports,"* explains Martin. The instant feedback from the MDS verification report naturally encourages the clinical staff to collaborate frequently in the nurses' station, resulting in more holistic care plan development for all residents.