

Buffalo Lake Healthcare Center wanted an EHR vendor who could streamline clinical and billing office activities and guarantee disaster and regulatory readiness.

Challenge

Buffalo Lake worked with a small, local EHR vendor for many years, but with MDS 3.0 looming on the horizon they needed a vendor they could rely on to meet the regulatory changes.

Solution

The small, independent facility chose PointClickCare to streamline clinical and billing processes, provide disaster recovery support, and ensure future regulatory compliance.

Results

Improved staff accountability, maximized RUG case mix, and time savings for staff to focus on what matters most – delivering quality care to residents.

Introduction

Buffalo Lake Healthcare Center (Buffalo Lake) is located in the quiet town of Buffalo Lake, Minnesota. Founded in 1960, the small independent facility is focused on providing unparalleled healthcare services that respects the uniqueness of each individual and their needs.

Results at a Glance

- POC improves accountability and eliminates copycat charting
- MDS module increases RUG case mix, as much as \$57/day per resident
- Case mix analyzer and ARD planner aides in maximizing RUG case mix
- Mobile – MDS enables bedside MDS interviews
- Saves billing office 1 day/month in therapy billing activities
- eMAR reduces medication fulfillment by 1 day/month

This skilled nursing and assisted living facility was no stranger to operating on an Electronic Health Record (EHR). For many years, they worked with a small, local installation-based vendor solution. However, with the imminent approach of MDS 3.0, there was a looming fear that their vendor was not going to be ready. The facility decided it was time to re-evaluate their EHR solution and requirements.

Buffalo Lake took time to fully assess what features and functionality were truly needed from a new EHR system and vendor in order to improve operational efficiencies, enhance quality of care, and reduce business risk. "In 2003, we experienced a tornado so we wanted a web-based system that would enable us to still have access to and restore our resident data if a natural disaster struck again," says Kendra Hiles, Director of Nursing. After careful evaluation of solutions and conferencing with its Minnesotan peers, the facility made the decision in June 2010 to implement all of PointClickCare's solutions, including clinical, financial,



Electronic Medication Administration Records (eMAR), and Point of Care (POC), in both its 49-bed long-term care and 18 assisted living residences.

Broadened Clinical Horizons

With its previous vendor, Buffalo Lake leveraged the EHR's basic features and functionality only for licensed nursing staff. After moving over to PointClickCare, the facility expanded beyond this feature and provided access to the complete system, including POC and eMAR for all clinical staff. This posed a fear-filled challenge for the facility as the majority of staff, aside from the licensed staff exposed to the previous EHR solution, had never worked in a computer based environment. "We had numerous situations where our staff had never used a laptop or didn't know what a computer mouse was," comments Hiles. "As a result, staff was pretty resistant, some even threatening to quit, but now they are big advocates of the system and act as peer to peer trainers for new hires. In fact, we have had no turnover in our professional nursing staff since implementing PointClickCare."

Another bonus that Buffalo Lake has found with PointClickCare is the significant paper savings the system provides. Everything pertaining to the resident chart is housed within the software. "I don't feel like I'm getting carpal tunnel anymore from lifting charts," says Hiles. The facility is leveraging the ability to scan other documentation, such as lab results, and upload the files into the system. The paperless environment through POC is also helping to eliminate copycat charting. Hiles is using the System Dashboards to monitor the information entered into each resident record to work with staff in identifying where there may be documentation challenges and taking the opportunity to provide further training.

POC is also providing more accountability for the care activities staff is documenting in the system with its reminders for signatures and warnings when blood pressure, height or weight limits are out of appropriate limits. Hiles adds, "our team even gets territorial over keying information into the system for a resident."

Simplified MDS Process

For the first time, Buffalo Lake is getting reliable and accurate Activities of Daily Living (ADL) coding using PointClickCare. According to Nancy VanderVoort, MDS Coordinator, by establishing an internal process for staff to document late loss ADL activities twice during the

day and evening shifts and with all episodes at night, they have been able to increase their RUG case mix. "In one resident case, we are just one ADL index score away from getting our reimbursement up to \$57 per day." With the use of the ARD planner and case mix analyzer she has been able to easily monitor ADL scores during specific reference periods. "This has allowed me to ensure accuracy and monitor for coding errors to maximize the highest RUG case mix possible," comments VanderVoort. The facility is also leveraging PointClickCare Mobile – MDS, an Apple® iPad® application designed to conduct MDS interviews, which gives staff the flexibility to conduct assessments and capture real-time resident information directly into the EHR from anywhere, at any time.

Just one word, eMAR-ific

Integrated with Omnicare, eMAR provides on demand medication fulfillment, eliminating the need for phone and fax orders. Prior to this, medications were delivered every 28 days, taking nurses a full day to inventory pills and ensure all medications for residents had been delivered. "eMAR is also allowing nurses to enter orders on the physician's behalf so we are no longer dealing with difficult handwriting and the errors that occur from illegibility," says Hiles. eMAR is saving the nursing staff medication preparation time because the system automatically provides the information needed to deliver the right medication, to the right resident, at the right time. Hiles adds, "the PRN follow-up reminder is helping us to ensure that all medications are delivered and followed up on in a timely manner to our residents."

Improved Billing Office Efficiency

Julie Pederson, Billing Office Manager, is also benefiting from PointClickCare. She saves one day per month in manual billing data entry for each resident's therapy treatments, which is handled by an outside therapy company. Now she spends just 10 minutes per month uploading a file she receives from the therapy company directly into PointClickCare. Pederson is also enjoying the detailed information presented in the billing module, which allows her to easily determine where and why there is a change in resident billing. "When family members contact me to discuss a difference in a resident's bill, I can easily answer those questions because of the level of detail in each line item in PointClickCare," comments Pederson.