

## Rockwood Terrace Improves staff accountability, resident care, and business office processes with PointClickCare's fully integrated EHR solution

### Challenge

Rockwood Terrace needed to eliminate manual, paper-driven clinical practices, improve business office processes, and re-dedicate staff time to resident care activities.

### Solution

Rockwood Terrace chose PointClickCare's EHR, POC, and eMAR solutions to electronically manage and improve business, billing, and resident care activities and practices.

### Results

Reductions in paper usage and improvements in business office and resident care processes.

### Introduction

Rockwood Terrace Long-Term Care is a licensed 100-bed facility offering 24-hour nursing and personal care. Operated under the Ontario Ministry of Health and Long-Term Care Association in the County of Grey, this home has a dedicated team of registered nurses, registered practical nurses, personal support workers, and therapy aides, all dedicated to developing care plans that are tailored to meet the needs of every unique resident in the facility.

### Results at a Glance

- Eliminated up to 28 sheets of paper per resident per month
- Reallocated 6-8 hours of paper-based administration activities per month to resident care
- Increased Case Mix Index (CMI) value from 1.02 to 1.0546
- Improved documentation process using EHR, POC, and eMAR
- Gained efficiencies with electronic charting, including physician documentation

In 2009, County of Grey made the decision to adopt an Electronic Health Record (EHR) platform for its three homes, including Rockwood Terrace, to improve overall business operational efficiencies and quality of resident care. After evaluating a variety of EHR vendors, the County of Grey selected PointClickCare for its ability to improve business office processes, quickly and easily provide resident information and updates to clinical staff, and ensure that the right care was being delivered to the right resident at the right time. "One of the other reasons PointClickCare was chosen is its ability to interface with so many other programs, which is a bonus when looking to add onto the system," comments Karen Kraus, Administrator, Rockwood Terrace.



## Fear Factor... What Fear Factor?

Like many long-term care facilities operating in a manual, paper-based environment, the mere thought of adopting an Electronic Health Record (EHR) to document daily care activities can be overwhelming for the clinical staff. Rockwood Terrace was no different. Many of the facility's clinicians had significant hesitations with the onset of the facility's PointClickCare implementation. "Our staff was very nervous about documenting resident care activities incorrectly, but when they actually began using the system we heard, 'Wow! That was easier than I thought it would be,' so often. PointClickCare is very easy and intuitive to use, which put those fears to rest very quickly for our team," says Lucy Elliott, Director of Care, Rockwood Terrace.

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## Streamlining Processes

Rockwood Terrace is experiencing a number of benefits as a result of moving away from their paper charting with Point of Care (POC). The facility has eliminated up to 28 sheets of paper for each resident per month and redirected an average of 6-8 hours per month in nursing staff administration time for paper-based monthly sheet completion, and printing and filing documentation in charts back to direct resident care. In addition, the facility's copycat charting days are long gone with an easier and more accurate charting process. "POC eliminates the ability for our staff to copy a previous entry in a resident's chart," comments Elliott. "There is no more monkey-see, monkey-do with our documentation process." The facility has experienced ADL score improvements and a shift in CMI values

from 1.02 to 1.0546 as a result of POC's ability to enable nursing staff to quickly and correctly document care activities right at the resident's bedside.

Rockwood Terrace, and its two sister homes, are also leveraging PointClickCare to benchmark indicators across their facilities. "We are always monitoring the data across all of the facilities to see where one may be performing better than the other," comments Kraus. "This has allowed us to continuously make modifications to our processes to improve the quality of care we deliver to residents."

## Actively Involving Physicians

Physician engagement with the EHR is typically a difficult task for many facilities, but Rockwood Terrace has been extremely successful in getting active involvement. "We've made the process for physicians to actively use PointClickCare as easy and accessible as possible. Quality of care is improving because they can access resident data and make informed modifications to their care at any time, whether in the facility or not," says Elliott. Physicians are actively using PointClickCare to access and check resident information, as well as transcribe notes into the system using Dragon, a voice recognition software that integrates with PointClickCare. "The ability to access our information offsite has proven invaluable to not only our physicians but also for our managers, pharmacists, and occupational and physical therapists. The access to each department's charting as we review and plan for the next quarter's care for our residents is an amazing time factor plus our residents benefit from this truly interdisciplinary approach. The right hand really does know what the left hand is doing."

## Driving Accountability

PointClickCare is also helping Rockwood Terrace provide staff with more accountability for their care activities. "If a family member inquires about a loved one's recent care activities, I love that I can easily access everything about a resident at a moment's notice," says Elliott. "I no longer need to search for the paper chart and can address family inquiries immediately to demonstrate the level of care their loved one is receiving – a definite plus!"

POC is also helping to drive accountability. All staff is required to document a new task at the beginning of their shift to confirm that they have reviewed the shift report and resident care plans. Plus, the system's built-in real-time alerts help front line staff better manage care tasks to be completed during their shift – nothing is missed. "Staff gets busy and it's easy to

lose track of what needs to be accomplished,” states Elliott. “With POC, we no longer rely on verbal information sharing with hopes that important details get tracked and completed for residents. The combination of these tools and procedures help our staff to deliver the right care to the right resident at the right time.”

## Improving Medication Management

Rockwood Terrace is experiencing one of their biggest benefits through their eMAR implementation, which automates and tracks all resident medication administration activities, from

alerts for missed or overdue medications, changes to the resident’s medication requirements, and missing medication signatures. “Those that have not signed for every pill or entered every order, every month in pen cannot truly appreciate the time savings and increased reliability and accountability eMAR offers,” comments Elliott. eMAR has eliminated the need for most manual audit checks and as a result, the facility has saved one full time person’s hours on an annual basis, which in turn has been allocated to resident care activities.