

Senior Living residents' needs are growing faster than your budget. But you don't have to sacrifice your level of service and property investment to maintain healthy margins.



In today's fast-paced world, it is becoming increasingly more difficult to keep pace with the changing demands of the senior living market and remain competitive. To survive and thrive, you must continually seek new ways to improve your business.

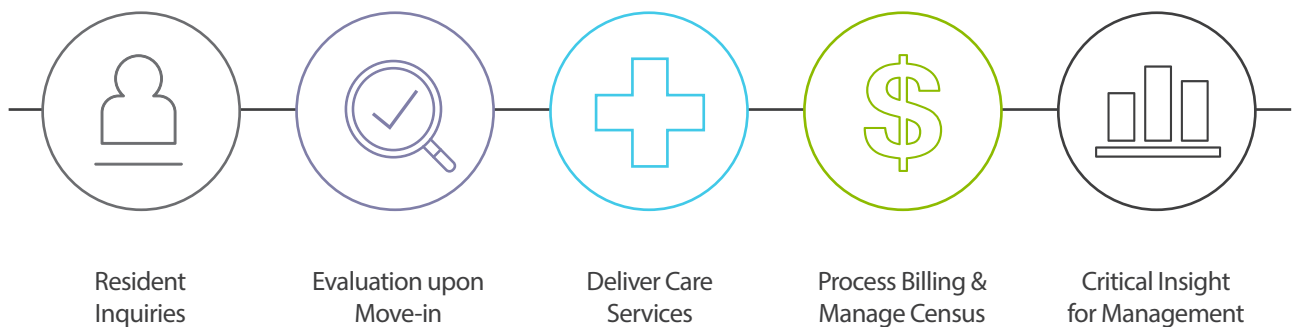


The aging population presents challenging times ahead. You don't have to go it alone.

More and more, residents resist the need to move along the continuum of care – they want to stay in your communities longer, where they can enjoy an independent lifestyle with assistance customized to meet their needs. But to keep them there, you must be able to deliver on your promises and satisfy their demands.

Connecting care services, billing and administrative processes across a single, cloud-based platform.

Every day, you balance a wide range of support services while providing a safe, social, and attractive environment for your residents. And you do all of this with limited staff and resources. But as the market shifts and residents age in place with more chronic conditions, you might be asking yourself -- how are you going to provide more advanced care at a reasonable cost? You need to find creative ways to minimize operating expenses, so that you can continue to invest in the residents' quality of life while protecting your bottom line. You need a partner to help you plan for, and thrive in, the challenging times ahead.





Let go of the headaches. Embrace new tools. Your staff and residents will thank you.

As the senior living landscape changes, we're committed to evolving and growing with you. Built by design to map to the shifting trends in senior care, our person-centered platform provides a holistic view to all involved in the care of the resident. Our integrated approach to connecting care services, billing and administrative processes across a single, cloud-based platform gives you real-time visibility into your entire operations, empowering you to intervene

promptly, improve billing accuracy, and enhance your decision-making capabilities. And you can accomplish all of this without compromising the hospitality services and property aesthetics that are fundamental to your mission and vision.

Our solutions not only help you gain efficiencies today but also provide a scalable, flexible foundation for expanding tomorrow. Whether it's our technology solutions, staff expertise or our extensive partner network, we are continually looking for ways to better support you and your business so that you can focus on what's most important – providing your residents with a first-rate lifestyle.

Rising acuity. Increasing regulations and risk. Competitive pressure.

There's a lot to manage today. Fortunately, there's also one platform that can do it all.

It's no secret – acuity levels are rising and state regulations are increasing.

Older residents with more complex health conditions means communities like yours are facing increased activities of daily living and incontinence support needs.

With PointClickCare by your side, you can spend less time worrying about compliance and more time caring for residents. Our person-centered approach to care ensures a thorough assessment at regular intervals so that service plans can be tailored for each individual's unique needs. Easily accessible with a mobile device while on the go, care staff complete built-in state assessments as part of the resident's service plan, ensuring all requirements are met. PointClickCare is instrumental in helping you provide the highest quality care at the lowest cost.

In this business, service creep can be your worst enemy.

Staff work hard to provide the best care to your residents and sometimes that means lending an extra helping hand without thinking about it, resulting in unscheduled and unbilled services. Do you know how many services you may be giving away for free?

In order to be adaptable while staying ahead of the competition, you need to assign qualified staff according to the acuity level of residents. This requires effective alignment of service plans with residents' actual needs to avoid unscheduled services not reflected in the service plan - a.k.a. "service creep."



Capture all services at the time of delivery, ensuring solid supporting information for billing.

PointClickCare helps capture all services at the time of delivery and provides solid supporting information to justify increased service levels and additional charges with residents and families. As services are captured, our Service Management solution automatically updates the billing side of the house, thereby improving interdepartmental communications and invoice accuracy.

For the second year in a row, medication administration has been reported as the most common deficiency for Assisted Living communities across the United States.

What are you doing to protect your residents from becoming a part of this statistic?

The prevalence of medication related citations underscores the importance of having tools, procedures and training in place to protect both your residents and your staff. Our fully integrated Medication Management solutions guarantee adherence to documentation policies, while providing the security necessary to handle sensitive data between your organization and the pharmacy. Via a mobile device or laptop, staff can easily access eMAR to follow a medication administration schedule and proactively address alerts when a service task is late or missed. All of this activity is tracked in real-time, enabling you to provide timely updates to inquiring family members.



“Despite the initial resistance by nurses who were unfamiliar and uncomfortable with technology, nurses came on board when they no longer had to search endlessly for paper files.”

Jean McGill, Clinical Services Director
American Baptist Homes of the West (ABHOW)

Although staff often represents 60% of the total operating cost in a senior living community, staff-to-resident ratios are not always optimal.

The staff you do have often find themselves wearing multiple hats and working through breaks to get the job done. This, then, puts your staff at risk of burn out and you at risk of losing qualified personnel.

We can help you break the vicious cycle of staff turnover. Time and time again, our technology solutions help organizations improve operational workflow and communications amongst staff, while giving you tools to better align staff skill sets to resident service levels for each shift. With PointClickCare, you have the ability to accurately assess your staffing requirements at both a global and individual level, enabling you to put an optimal staffing model in place from both a schedule and qualification standpoint.



Better align staff skills to resident service levels and preferences with PointClickCare.

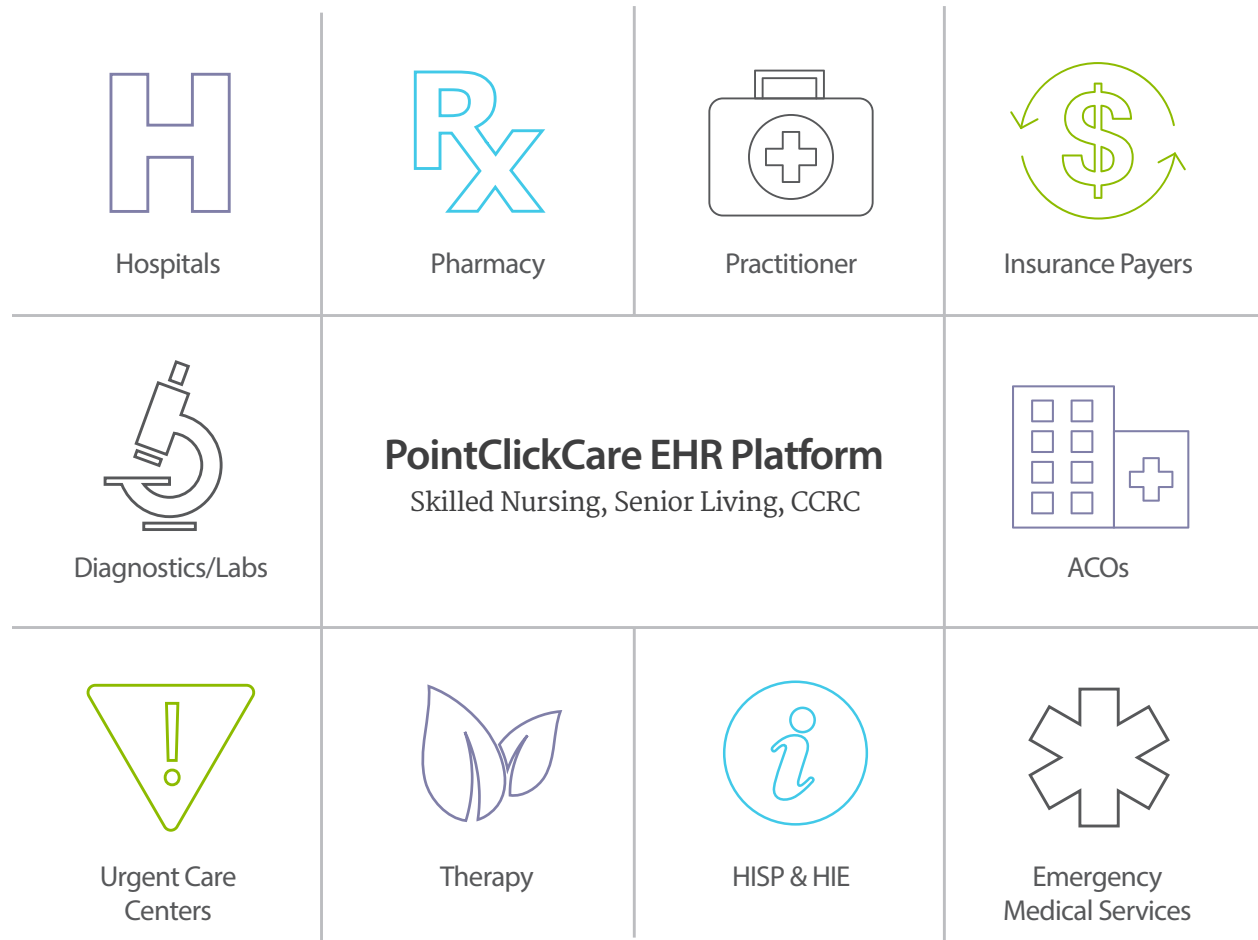
At first, adoption and acceptance of new technology can be daunting. But once staff experience how easy it is to use PointClickCare and how it simplifies their day-to-day interactions, they wouldn't dream of going back to the way it was before.

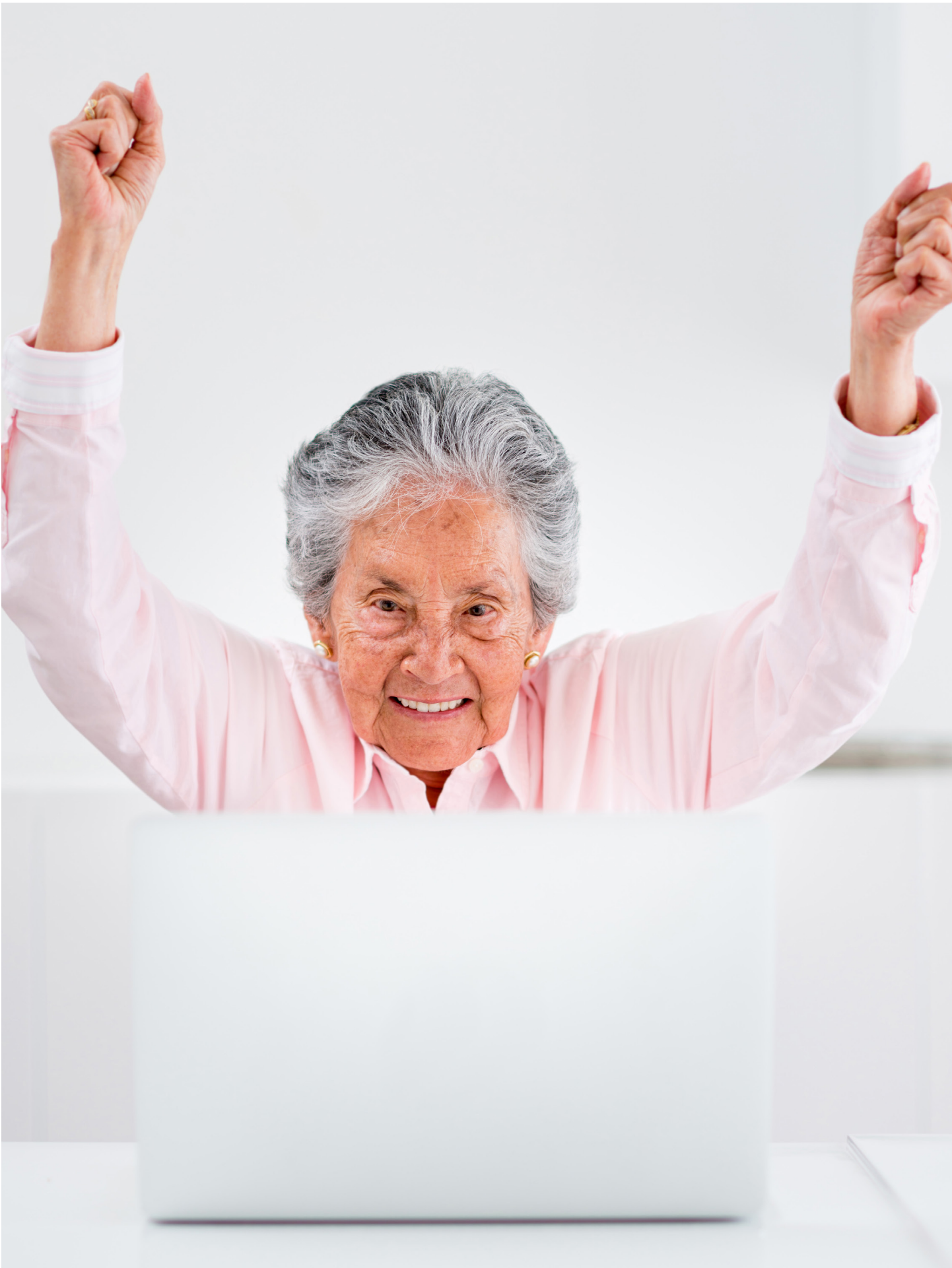
“I now have visibility into activities in the community at all times, making it easy to keep track of what's going on while I'm away. Before using PointClickCare, I never knew what I'd be walking into after being away from work for a few days. Now, I have peace of mind in that I can check-in at any time and from anywhere.”

Heather Fritz, Assistant Director
Cedar Creek

A platform you can build your business on.

With over 15 years of R&D and 10,000 EHR implementations behind us, no one understands how health information technology can support the changing LTPAC market better than PointClickCare. Delivering solutions to meet the need for collaborative, connected, people-centered care, with a deep emphasis on quality and financial optimization, that's PointClickCare. We built our business on it, so you can build yours.





PointClickCare has helped over 10,000 skilled nursing and senior living facilities meet the challenges of senior care by enabling them to achieve the business results that matter – enriching the lives of their residents, improving financial and operational health, and mitigating risk. PointClickCare's cloud-based software platform takes a person-centered approach to managing senior care, connecting healthcare providers across the senior care continuum with easy to use, regulatory compliant solutions for improved resident outcomes, enhanced financial performance, and staff optimization. For more information on PointClickCare's ONC certified software solutions, please visit www.pointclickcare.com



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