



“With PointClickCare, we got a cost-effective and easy-to-get-started solution that has enabled us to deliver even better care to our residents, while **significantly improving** the business and financial management of our nursing home facilities.”

*Eric Clements  
Corporate Systems Director, Americare*



Americare™

## CHALLENGE

To manage 75 healthcare facilities more efficiently, Americare needed to replace a variety of home-grown and 3rd-party systems, as well as some remaining manual processes, with a single, consolidated and centralized solution.

## SOLUTION

Using PointClickCare, a fully hosted, Web-based application, Americare got a completely integrated financial and clinical solution without all the hardware, staff and ongoing support requirements of traditional purchased software.

## RESULTS

Now, with a single, fully integrated clinical and financial operating platform for the entire organization, Americare administrative staff and caregivers get better information, faster which helps lower costs and improve care delivery.

## PointClickCare On-Demand Financial and Clinical Information Solution Helps Americare Improve Nursing Home Management

### A Reputation for Leadership in Long-Term Care

Headquartered in Sikeston, Missouri, Americare owns and operates 75 state-licensed nursing homes throughout Kansas, Missouri and Tennessee that meet a complete range of elder-care needs – from assisted living to skilled nursing to specialized Alzheimer’s care.

With personal attendants on duty and full-time licensed nurses on call 24 hours a day, Americare’s assisted living facilities offer whatever assistance its residents need – from medication supervision to bathing assistance.

In skilled nursing facilities, a team of licensed nurses and nursing assistants works with rehabilitation therapy experts, a registered dietician, and activities staff to maximize each resident’s ability to remain as independent and self sufficient as possible.

By providing an environment that fosters compassion and ensures the comfort of all its residents, Americare has become one of the most respected long-term care providers in the U.S. Mid-west.

### Today’s Successful Businesses Depend on Effective Systems

Until embarking on a technology modernization program, Americare was using a mixed bag of home-grown DOS applications and legacy third-party solutions to manage its nursing home business, often with different systems being used at the different facilities. And for some operations, manual processes were still being used, such as a McBee One Write system for Accounts Receivables in its assisted living facilities.

Basic financial processes such as Billing and Accounts Receivable were being done independently at each facility, batched up and sent to Americare’s head office for monthly consolidation, and then returned to each facility so that statements could be sent out. In addition to being very time and labor intensive, this process was prone to error.

“We took a quick look around our industry and found that our approach was inefficient and out of date and that other companies were doing a much better job,” says Eric Clements, Corporate Systems Director at Americare.

Americare needed to consolidate the old systems from all their facilities into a single, new, centralized system that would integrate their financial and clinical operations and provide the efficiency enhancements and improved accuracy needed to support a successful, growing business.

**On-Demand Solution Wins Out Over Traditional Software**

After engaging a consultant to help them look at best-of-breed products used by others in their industry, Americare decided that an ‘on-demand’ solution – delivered over the Internet as a ‘utility’, with users paying a monthly subscription fee to access a secure, Web-based application – would be a far more cost-effective and easy-to-manage solution than traditional software installed in house.

They looked at a number of traditional software packages but didn’t like what they saw ... multiple servers, fragmented databases, complicated configurations, significant hardware and software investments; people required to run the applications; and every time the software needed to be updated for fixes or enhancements, someone would have to manage the update process for all 75 facilities. With an on-demand solution however, Americare would not have to bear the cost and burden of having to buy, install and support expensive hardware or any software at all.

Commenting on their decision not to buy a traditional software application, Clements explains, “we felt we would be in for a real headache trying to manage and maintain standard software processes and infrastructure. We saw the Web-based approach as much less expensive and lower impact.”

After reviewing several leading Web-based solutions, a committee of 15 Americare administrators, bookkeepers, nurses, managers and others representing the typical user groups across the organization, chose PointClickCare from Wescom Solutions.

**PointClickCare Fits the Bill at Americare**

PointClickCare (PCC), a fully hosted, on-demand solution available to users over the Internet, provides all the functionality and benefits of a high-end, long-term-healthcare application. PCC is a true enterprise solution – a single system designed for multi-facility organizations, but requiring only a single deployment of a single instance.

“We like the way PCC is priced,” explains Clements. “Pricing it on a per-resident basis, like many other products and services in our industry, made the cost predictable and easy to budget for. And unlike price-per-seat-based traditional software, we aren’t penalized for low-use, occasional users.”

After another group of managers and primary users worked together online with PointClickCare to configure and customize the setup to meet their specific needs, Americare ran a three-month pilot involving three assisted living and two skilled nursing facilities. The test ran smoothly, and Americare management was surprised by how few questions they actually got from the users, which they credit to the training Wescom provided and to the ease of use of PCC.

“With Wescom, it was not simply a ‘sell and run’ situation as we’ve seen with other software providers, enthuses Americare’s Clements. “Their dedication to delivering excellent training and getting the implementation right demonstrated their ongoing effort to ensure that we’re a happy customer.”

**Reacting Faster by Getting Information Faster**

Among the many benefits Americare is experiencing with PointClickCare, information on all the residents – from personal data to financial and billing data to clinical documentation – is now instantly available to authorized Americare staff.

Regional nursing consultants traveling from facility to facility to monitor clinical activities for example, can now review resident data and track progress via the Internet anywhere at any time, enabling them to recommend changes to care plans much faster. And because PCC makes it easy to access and aggregate data, Americare management can quickly pull off a variety of reports, such as occupancy by room type, to help them manage their business against their plans and budgets.

“Because PCC was built from the ground up as a Web-based application, it offers the same easy-to-use style of browser interface that most people are used to with virtually any Web site,” adds Clements. “Our staff, many of whom are not experienced computer users, are really excited about the new PointClickCare system. They’re using it in a way that will ensure Americare and its residents derive the greatest benefit,” he concludes.

**Benefits At A Glance**

- Financial and clinical components fully integrated
- Single application for the entire enterprise
- Duplication of resident records and data entry eliminated
- Information instantly available to those who need it
- Improved operational efficiency and greater records accuracy
- Per-resident-day pricing simplifies budgeting



Call today to learn more about how PointClickCare can meet your needs:

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