

NEW SOFTWARE makes senior care

SEAMLESS






Managing senior care at Heritage's owned and managed facilities is becoming a lot easier. With the new PointClickCare software that is being implemented company-wide, various clinical, accounts receivable, physician's orders, pharmacy, and therapy functions are being integrated into one central database, increasing the continuity of resident management and care.

PointClickCare, which was selected over four other software programs, is currently in the implementation phase. Originally, a timeline of one year was set for all Heritage owned and managed facilities to be online with the new system; however, a new goal has been set to have all facilities up and running by July 31, 2006. Training on the new software is ongoing as administrators, office managers, Minimum Data Set (MDS) coordinators, and their backups from all facilities, as well as Central Office staff from Accounts Receivable, have been attending one-day sessions at the Central Office.


"Training has been going well," said Sandy Mitchey, Clinical Software Manager. "While some may be skeptical of learning the new software at first, by the time they get into it, we are constantly hearing them say how easy it is to navigate and how logical the whole system is. This software is going to make so many functions in our organization seamless!"

Before, many Heritage facilities and the Central Office were operating on different systems or programs, making it harder for them to work in the same manner or be able to pull the same information. With PointClickCare, however, everyone can be on the same page and have the same great tools at their disposal.

BENEFITS OF THE NEW POINTCLICKCARE SOFTWARE INCLUDE:

-  More automated census information is available. Once information is entered on each resident, the system will help compile census information, even down to percentages of payor types. And, because the system is updated daily at the facility level and viewable immediately by anyone on the system, access to and accuracy of information will increase.
-  Accounts receivable billing can be created for all resident care.
-  MDS assessments and care plans can be created and managed, and notification will be automatically created if information is overdue.
-  Physician's orders can be entered directly into PointClickCare, which will tie automatically into the Pharmacy. This eliminates the need to hand-write the order and fax it to the Pharmacy. This function should be live by the end of 2006.
-  User defined assessments can be created by the four field nurses and VP of Nursing to make resident care more standardized throughout Heritage facilities (i.e., all facilities

will follow the same guidelines for Physician Notification Change in Resident Condition).

 Weights and vitals (i.e., blood pressure, temperature, pulse, etc.) for each resident can be tracked.

All of these benefits, and many more, lead the ultimate goal of creating complete electronic medical records for all residents. This function will probably not be in use until sometime in 2007 as more facilities come online with the software and begin getting used to the new system.

"I think the biggest benefit that PointClickCare brings to Heritage," said Mitchey, "is that it has multiple tabs in the same software, which is so different than our previous software. We can look at Census, MDS's, Care Plans, AR Billing, Medicare UB92 Billing, etc. - it can tell you a great deal about everything that is going on in a facility, both financial and clinical."

As training on PointClickCare continues over the next couple months, support also will continue to be available to those

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facilities already using the software. Sandy's team of trainers are available for phone conferencing and additional training if necessary, and the new software even allows messages to be sent so staff can ask questions of the Training Department, or at times, other users.

"The interactivity of this system is amazing," said Mitchey. "Everyone is going to be amazed at the difference it will make in our day-to-day activities."