



*"PointClickCare enabled us to **improve the quality of our clinical documentation** - including a single patient record across multiple levels of care - and achieve improvements in care delivery without having to add additional staff."*

Jean McGill

Regional Nurse Consultant, American Baptist Homes of the West



PointClickCare Solution Helps Nurses at American Baptist Homes of the West Work Smarter

PIONEERING MULTI-LEVEL CARE DELIVERY

American Baptist Homes of the West (ABHOW) has been in the business of providing quality care to retirees since 1949. Through its industry leadership, ABHOW helped establish the Continuing Care Retirement Community (CCRC) concept as an attractive lifestyle option for seniors. CCRCs provide a continuum of care in a campus-style setting that includes independent living apartments and condominiums, assisted living lodges, and full-care memory support and nursing home facilities.

Today, ABHOW – headquartered in Pleasanton, California – is the parent organization for 10 such communities located in California, Arizona, Nevada and Washington, where nearly 5,000 people reside under the watchful care of 2,350 professional staff.

PIONEERING MULTI-LEVEL CARE DELIVERY

Long-term care is one of the most highly regulated areas of healthcare. Due to the enormous documentation requirements, nurses must spend a vast majority of their time just documenting what they are doing – daily charting activities, progress notes, weekly and monthly medication and treatment summaries, care planning and more.

"Studies indicate that nurses spend an average of two hours per shift at the bedside and six hours documenting it," claims Jean McGill, Regional Nurse Consultant at ABHOW.

Although ABHOW had previously turned to technology to make the documentation process more efficient, the systems they were using failed to meet their needs. For starters, a number of different systems were in use across the ABHOW campuses, making it difficult for head office to manage all the different software versions in use and keep them up to date. Some systems did documentation while others did billing, but none of the systems integrated the two functions. This meant that information regarding patients had to be entered by the nurses multiple times, a time-consuming and highly error-prone activity. It also resulted in multiple repositories of patient data, which could easily get out of sync, resulting in inconsistent and possibly out-of-date data being used. In addition, none of the systems was able to automatically submit MDS files or prepare and transmit claims for cost reimbursement from healthcare programs such as Medicare. Additional software had to be installed and maintained to perform these functions.

CHALLENGE

To enable nurses at 10 multi-level care facilities to spend more time caring for patients, American Baptist Homes of the West (ABHOW) needed to improve the efficiency of its clinical documentation.

SOLUTION

With PointClickCare, ABHOW replaced a number of disparate systems with a fully hosted, Web-based application that integrates clinical documentation and billing, while eliminating the maintenance and support burden that accompanies locally installed software.

RESULTS

By improving the efficiency of the clinical documentation process, PointClickCare enables ABHOW nurses to spend more time with patients and give nursing management powerful tools for monitoring documentation quality and care delivery.



"We clearly needed to find a new system that would meet our documentation and billing needs," says McGill, "but it had to be capable of doing more than simply automating our manual paper system."

POINTCLICKCARE COMES OUT ON TOP

As a result of an RFP process conducted by a clinical task force of ABHOW Executive Directors and Directors of Nursing, as well as representatives from Corporate Operations and Billing, PointClickCare was chosen from a field of 10 prospective vendors as the solution best suited to ABHOW's needs. Some vendors' products were eliminated because they didn't meet ABHOW's special need for a solution that addressed all levels of care within ABHOW's CCRC model; others because their products didn't allow the documentation activity to be integrated with billing. ABHOW wanted an integrated package that would allow nurses to enter patient information on the clinical side, such as information describing a treatment or service performed, that could easily be translated to the billing side, without the nurses having to re-enter the information.

"We saw PointClickCare as a comprehensive package that would meet all our needs," explains McGill regarding the task force's choice. "Plus, it offered options for reporting that we knew would be very useful for documenting and monitoring the quality of care."

A major deciding factor for ABHOW, however, was PointClickCare's integration of clinical documentation and billing into a single solution. Given ABHOW's history of having to manage multiple versions of different systems previously, it was also important that PointClickCare is a Web-based product. ABHOW not only expected there to be minimal downtime with an online application, but they would no longer need to use locally installed software that would continually need to be supported and updated – users would always be accessing the most up-to-date version of PCC.

CULTURAL CHANGE POSES BIGGEST CHALLENGE

Training for staff at each facility began with a series of sessions delivered by ABHOW's own IT staff covering computer basics – a computer literacy assessment had revealed that most nurses had little or no previous computer experience. The PointClickCare training, which followed, was delivered in a classroom setting, with Nurses receiving 16 hours of training and Certified Nursing Assistants (CNAs), who initially only used

PCC for entering weights and vitals, receiving two hours of training.

"We gave Nurses more training than was recommended to ensure they had a solid foundation and comfort level for the implementation," explains McGill.

As the training and PCC go-live process progressed from campus to campus, management at ABHOW found that the biggest hurdle was the cultural change experienced by nurses – getting comfortable using a computer, remembering passwords and coping with changes to their workflow.

"After a year, the results have been absolutely impressive when you consider that half of the nurses had never used a computer a year earlier," exclaims McGill. "The PointClickCare team has been marvelous and has responded to all our problems and issues and helped us resolve them all."

BENEFITS AT A GLANCE

- **Financial and Clinical components fully integrated**
- **Hosted Web Application eliminates software support effort**
- **Single application for the entire enterprise fosters consistency**
- **Reduced documentation effort and improved accuracy**
- **Powerful reporting tools enable improved operational management**
- **Real-time information readily available to those who need it**

POINTCLICKCARE HELPS NURSES WORK SMARTER

PointClickCare has changed the way nurses work at ABHOW, and reduced the mountain of paperwork that has kept them at their desks and away from the residents. With PCC, nurses now only have to enter data once and it can be quickly and easily sent to all the places that need it – to a physician, to the pharmacy, into the resident's Chart and Care Plan, and into the Nursing Notes – all from that single point of entry. The introduction of

consolidated billing across the levels of care has further simplified the workflow and left less room for error.

"PCC has also provided amazing tools for the Directors of Nursing, who can now look at a 24-Hour Report, for example, and know exactly what has gone on in their buildings and how well things are being documented," claims McGill.

Nursing management can easily access patient information to respond quickly to family inquiries or follow the progress of a nursing trainee by reviewing the quality of his/her documentation online; and because PCC is accessed via a secure link over the Internet, authorized users such as physicians and nursing managers can review reports and approve treatment and medication plans from home.

"From the time we chose PointClickCare, the PCC Team has stretched to meet our needs in so many areas," adds ABHOW's Jean McGill. "We were fortunate to find this solution because we can't hire more people and we can't reduce the work that is being done. I'm very excited that this is our future," she concludes.

