

SmartPath Services

PointClickCare's SmartPath provides a comprehensive implementation and online training program, helping you get the best from your EHR investment.



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PointClickCare Customer

Know more, do more, achieve more! SmartPath enables organizations to develop and maintain employee skills at best practice levels!

Organizations have access to over 80 different online, instructor led and self-directed learning modules.

Whether your organization is new to the PointClickCare EHR, making plans to roll out additional functionality, or looking for refresher training courses, SmartPath provides your organization with a strong foundation of best practice, historically proven implementation services, and unlimited access to best in class training for all members of your team. SmartPath, is a fixed planned alternative for implementations that also provides you with the benefit of maximizing the capabilities of your PointClickCare EHR!

What is SmartPath?

SmartPath is a subscription based service designed to support the implementation and training needs of PointClickCare customers.

How does SmartPath work?

- Dedicated project manager that will assist with prioritizing and scheduling an implementation approach to meet your needs.
- Dedicated financial and clinical coach during implementation to assist with standard system configuration and to provide one to one coaching ensuring staff is able to utilize all aspects of the PointClickCare system maximizing both financial and clinical operational outcomes.
- Ongoing 24/7 access for all staff to our comprehensive catalog of self-directed, online and instructor led, web based group training modules ensuring best practice utilization of the EHR.

Training:

SmartZone, the online learning system, provides access to the online library consisting of more than 80 courses, including everything from the basic fundamentals to advanced utilization of our administrative, clinical and financial modules. Training is regularly being enhanced with micro learning modules and role based bundles providing staff with a specific learning path for their role or with easy access to specific training modules for a “just in time” learning need.

To name just a few:

- PointClickCare The Basics
- Medicaid Billing
- Cash Batch Entry
- Month End Close
- Private Billing
- Weights and Vitals
- Assessment Management
- Order Entry
- Creating User Defined Assessments
- Service Plans / Reviews
- Immunization

Role Based Bundle Examples:

- Nurse Manager
- Nurse
- Dietician
- Trust Manager
- User Account Management and Security
- Business Office Manager
- Admissions Coordinator
- Caregiver / CNA
- Social Worker

Also included in the training materials are Scenario Based Case Studies, allowing learners to transfer what they learned to a simulated work environment in a shared training database, and Quick Reference Guides, a type of job aid, that can be printed and used throughout your community or facility.

Measuring and tracking progress

For management, it's important to know that staff are not only receiving the proper training but also retaining and applying it. Through intuitive and easy-to-use manager reports in SmartZone, the management team can easily track course attendance and assign training, where necessary. Plus, additional management reporting capabilities enable managers to review assessment scores; thereby, monitoring and proactively addressing retention gaps before they result in utilization issues or inconsistencies.

SmartPath Implementation

SmartPath offers a phased, best practices implementation. We'll guide you through our proven methodologies to educate your staff at a reasonable pace and ensure a smooth transition. As your organization progresses through the implementation stages, staff will attend additional courses to further their knowledge of the system and learn how to apply best practices on the job. A dedicated project manager will assist with prioritizing and scheduling an implementation approach to meet your needs, ensuring that the production database is pre-configured, and confirming appropriate imports, for fast and easy implementation.

With SmartPath, organizations can benefit by:

- Accessing best in class, always available, training modules designed by industry experts for maximum impact
- Growing and maintaining staff skills to best practice levels thereby maximizing EHR adoption and improving consistent utilization across the organization.
- Reducing the impact and cost of onboarding new staff by utilizing a comprehensive suite of easily accessible training modules
- Reallocating the hours staff spend training peers to care-giving purposes.
- Improving RUG scores, reducing clinical risks, and improving billing – all through effective use of the PointClickCare EHR!



Customer feedback shows significant impact:

- Over 92% of respondents indicated they would recommend SmartPath training to a colleague.
- Over 91% of respondents indicated they are confident they will be able to apply what they learned to use PointClickCare effectively.

To learn more about SmartPath, contact your PointClickCare Account Representative today, call 1.800.277.5889 or complete the form www.pointclickcare.com/contact--us or call 1.800.277.5889.

PointClickCare, the leading cloud-based software platform for the senior care market, helps healthcare providers 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. Recently recognized as the 2014 #1 long-term care software vendor by KLAS Research, 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. Over 10,000 senior care facilities use PointClickCare today, making it the North American healthcare IT market leader for the senior care industry. For more information on PointClickCare’s ONC certified software solutions, please visit www.pointclickcare.com, or follow us on Twitter @PointClickCare.

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