Using PointClickCare's Electronic Health Record (EHR) to Improve Operational Efficiency

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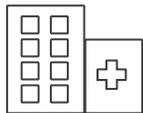**Katja Olson**
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The quality of care your residents receive is the most important job of a senior living community. However, it is not the only thing you have to worry about. You also need to ensure your community is running efficiently.

The potential benefits of EHR adoption, such as improvement in the care process and the overall resident experience, are well documented. EHR implementation, however, can also have a significant impact on operational efficiencies, creating opportunities for your community to improve a number of cumbersome administrative processes to drive bottom line improvement. Additionally, electronic access to health information opens up your organization to improvements that can affect both turnaround times as well as cost of care delivery.

How do you easily and efficiently manage all aspects of your residents' care, while still maintaining efficiency with your business operations?

PointClickCare's integrated, cloud-based EHR platform could be the solution you need.

Streamline operations.

ALIGN SERVICE PLANS WITH RESIDENT NEEDS

Senior living providers face many challenges in managing how services are planned, delivered and monitored.

Capture unscheduled services at the point of care and provide solid supporting information to be able to understand if and when your residents need an increased level of care.

ENSURE YOU HAVE THE RIGHT STAFF

Staff often represents about 60% of the total operating cost in a community. Changes in resident needs have prompted a demand for more clinical services provided by qualified personnel.

Estimate and optimize staffing levels by comparing planned and actual service times. Staff can be consolidated by discipline and timeframe, to allow staffing requirements to be reflective of the actual needs of residents.

GAIN VISIBILITY INTO YOUR BUSINESS

Management wants visibility into the community's financial, clinical and operational performance.

Leverage customizable dashboards, reports, alerts and scorecards, to increase efficiency while improving communication.

Improve care delivery services.

IDENTIFY HEALTH TRENDS

Providers are placing greater focus on re-aligning their business models to support the different levels of care their residents need.

Staff gain visibility into services actually being provided while ensuring changes in conditions are documented as they are observed. Caregivers can proactively act upon variations in a resident's health status and provide preventative care to avoid further decline.

CONNECT WITH PHARMACIES

Integration with pharmacies is a critical component for effective medication management.

Integration ensures seamless, accurate, and efficient transmission of an order, while providing notification to the community of any changes or substitutions in prescribed medication.

ENHANCE ASSESSMENTS, SERVICE PLANS, AND WORKFLOW

Streamlined processes are the backbone of any successful clinical operation.

The automated workflow and content library ensures a complete assessment of resident needs, thorough planning for appropriate services, and recording and monitoring of service delivery. This allows for greater resident safety, wellness, and better health outcomes.

PointClickCare has helped over 12,000 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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