

PointClickCare®

**CAPTURING
SERVICES:**

Are Your
Residents and
Staff at Risk?





As a Health and Wellness Leader in a senior living community, your primary goal is to ensure excellent resident care and high satisfaction rates.

While ensuring a superior resident experience, you're also responsible for managing your care team's efficiency and engagement with residents. You need to know that your caregivers are documenting all the services they provide – both scheduled and unscheduled – accurately and in a timely manner. They must also do so while interacting with residents in a personal and reassuring manner. **That's an overflowing plate!**

It's a juggling act that is becoming more complex, adding to your frustrations, and generating concern about revenue from senior management.

However, there are ways for you to solve this challenge, and increase resident, caregiver, and management satisfaction.

Let's first take a look at the extent of this challenge in your community.

New Resident Dynamic Sets the Stage for Care Challenges

Studies show that most senior living residents are waiting until their mid-80's before considering the move to an assisted living community. Seniors want to hold on to their independence as long as possible delaying the transition to assisted living until a life altering event such as the loss of a spouse, a health issue or safety concern forces them to.

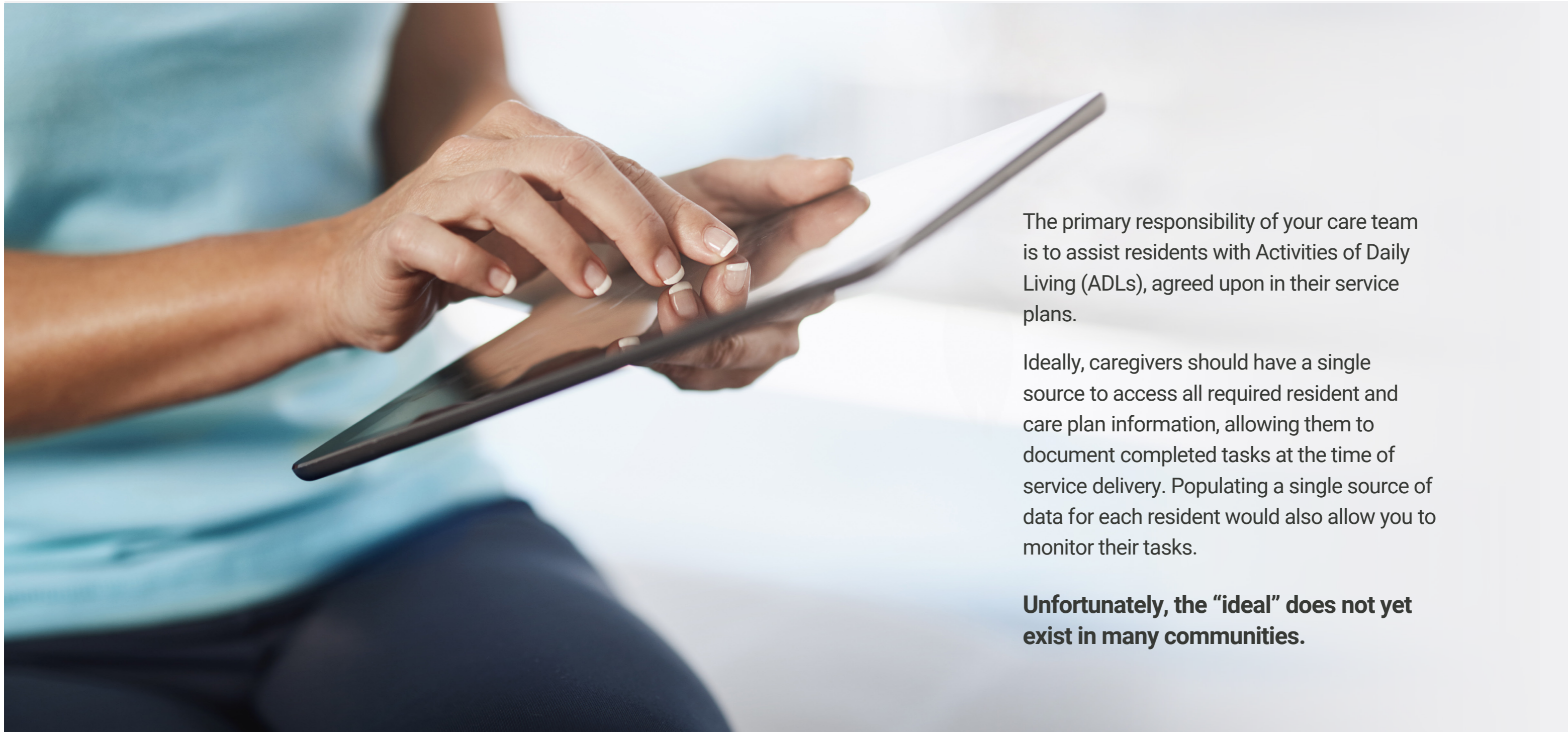
Due to their advanced age, residents moving into your community have higher acuity needs and more complex health conditions. Approximately 80 percent of older adults have at least one chronic disease, and 77 percent have at least two, according to the National Council on Aging¹.

¹ <https://www.ncoa.org/news/resources-for-reporters/get-the-facts/healthy-aging-facts/>

Due to the rise in acuity, caregivers may be spending more time delivering services that are included in the residents existing care plan as well as delivering additional services that are not part of the residents service plan. These “extras” are often difficult to track and can be easily missed.

Keeping your community financially healthy is a priority, so it is imperative that you accurately identify, capture and bill for all services. Undocumented services will not only put your residents at risk, including a potential move to a skilled nursing or long-term care facility, but will also affect your community's bottom line.

Undocumented services can seriously impact your residents' care and overall experience in your community. If changes in service plans are not captured by your caregivers, the increased needs of your residents go undocumented, putting them at risk.



The primary responsibility of your care team is to assist residents with Activities of Daily Living (ADLs), agreed upon in their service plans.

Ideally, caregivers should have a single source to access all required resident and care plan information, allowing them to document completed tasks at the time of service delivery. Populating a single source of data for each resident would also allow you to monitor their tasks.

Unfortunately, the “ideal” does not yet exist in many communities.



Daily Obstacles Can Lead to Frustration — and Potential Mistakes

From information stored in many different locations, to tedious documentation, to a lack of overview of tasks, there's the potential for every shift that your care team works to include barriers to their efficiency and effectiveness — and yours.

Let's look at the top five reasons why these barriers occur, and how they affect your workflow and outcomes.



1



Where's the Data?

Care team members usually begin their shift at the wellness office, consulting resident charts to identify required services and receive a report from the previous shift.

At this point, the caregivers may have to refer to multiple data sources to get the necessary information about the resident's needs. Perhaps allergy information is in one file, and the resident's shower schedule is in another.

These different sources of information can lead to confusion and inadvertent errors.



2



Documentation
Now, Later, or Never

As your care team members begin performing resident services, many of which are identical for the same residents every day, they tend to work from memory. Once the tasks are delivered, the caregivers rush back to the the wellness office to record them, before attending to the next resident. Or, as happens most often, the care team members do not document at the time of the service at all, but during their breaks or at the end of their shifts. Again, this opens the door to omissions and errors.

The actual documentation itself presents challenges as well. Caregivers record services either manually (paper-based)

or via an online system such as an Electronic Health Record (EHR). Manual documentation is very tedious and time-consuming, burdening your care team with administrative work. This leaves them with very little time to focus on meaningful personalized interactions, negatively impacting the overall resident experience. Since caregivers are responsible for multiple residents during each shift, they may also forget to capture all the services they delivered to each resident. If the caregivers aren't very technology savvy, or if your documentation system isn't integrated with the other systems in your community, they may find it more frustrating than useful.



3



Unscheduled and
New Services are
Often Underreported
or Missed Completely

In addition to the resident's scheduled tasks, your caregiver also needs to keep track of any unscheduled services provided during their shift, which can be challenging. Writing notes on pieces of paper or sticky notes to refer to later, misplacing them or totally forgetting to track them, are all risks that could lead to missed documentation of services.

To help control the increase in unbilled services, your resident's chart may have a section at the end to capture unplanned activities — adding even more administrative burden to your care teams.



4



Oversight of Care
Teams is Difficult
Without Complete,
Accessible
Documentation

If your community does not have complete resident documentation in one place, you're also unable to monitor the efficiency of your care teams.

You should be able to quickly and easily view reports on all services the caregivers have delivered and understand their level of engagement.

Without thorough documentation, you might not know that you or your care team members are open to risk.

Another consideration is communication with the people you and your residents serve. When all the resident information, service plans, and completed tasks are not available in a single location, you're unable to be responsive and reassuring to residents and their family members. No one should have to run to the wellness office to respond to an inquiry about a resident's care.



5



The Burden of
Converting Services
Into Revenue
Starts With You

Finally, you're responsible for submitting all the documentation to your business office in a timely manner, so care and services can generate revenue for your community. This adds to your many administration duties, as you produce and submit a spreadsheet or a Word document, you might take the data to the business office, send it online, or deliver it at a team meeting. Or, if your process is electronic, and if the communication between your community's care and service delivery systems and financial systems is not seamless, the recorded documentation may not reach billing effectively or accurately.

Effective Solutions **are** Available

The growing influx of residents to senior living facilities is expected to continue in the foreseeable future. The Population Reference Bureau projects the number of Americans aged 65+ will increase from 46 million today to more than 98 million by 2060, with their share of the total population rising from 15 to nearly 24 percent². More than one million of those seniors already live in assisted living or related care facilities...and that number is expected to double by 2030³.

With more seniors, all the challenges we've outlined will increase as well. You and your care teams will need to keep up with the details of resident plans and documenting services and staff oversight. If not, this could impact your ability to provide high-quality resident care – and increase the “creep” of unbilled services.

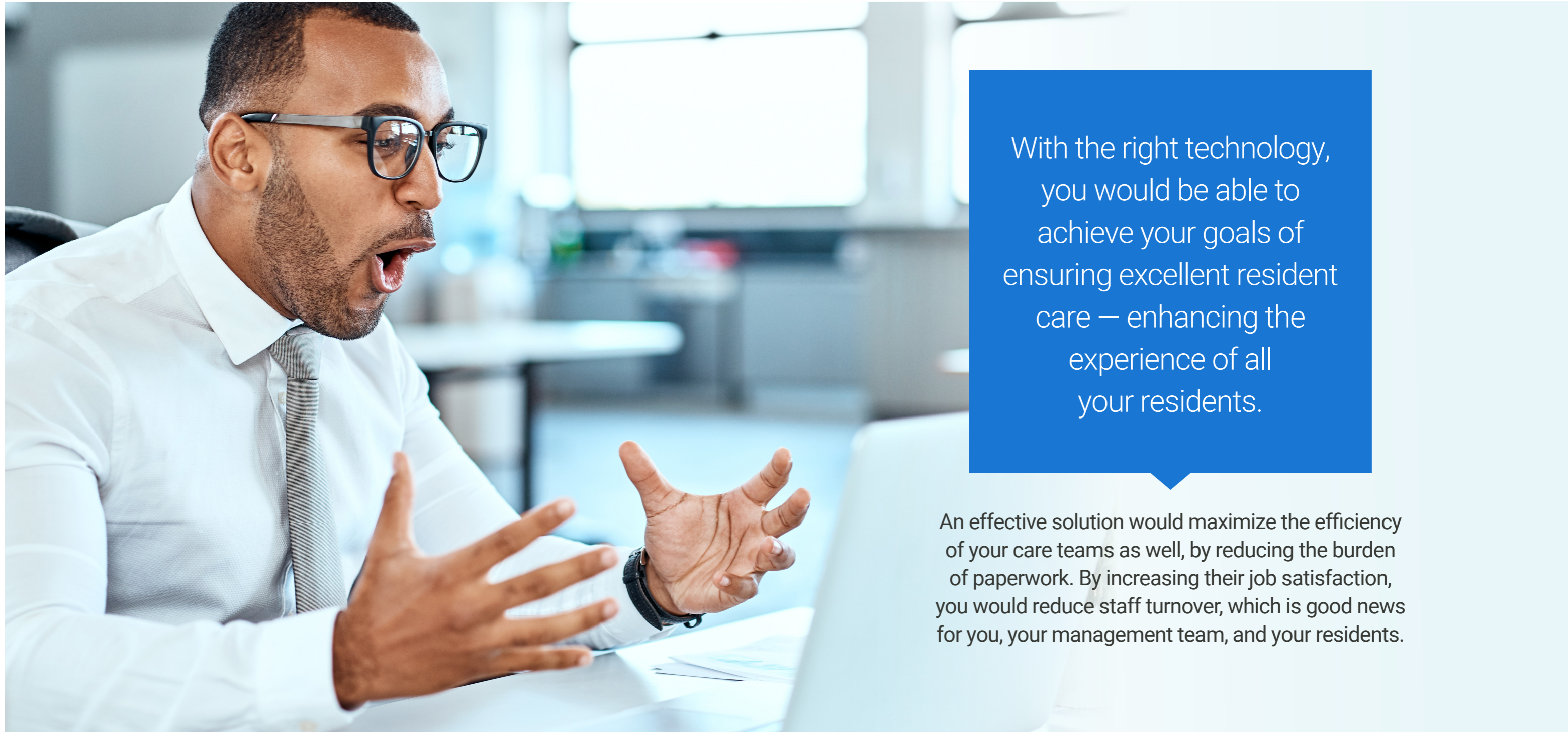
² <https://www.prb.org/aging-unitedstates-fact-sheet/>

³ <https://www.asccare.com/assisted-living-statistics-a-deeper-dive-into-the-demographics/>

A fully integrated, easy-to-use documentation system would enable your caregivers to capture all the services rendered at the point of care, especially unscheduled services. A Point-of-Care (POC) solution with a user-friendly graphical interface would make it much easier for your care teams to record their work.

An effective solution would automatically prompt the tasks for each resident, eliminating time-consuming searches at the beginning of each shift. Resident charts associated with each of the tasks would be available for easy review and access. The caregivers would use touchscreens to enter care directly into the EHR — no paper required! Their jobs would be simplified since all the information needed to provide care and services would be displayed on the screen. If an unscheduled task occurred, your caregivers would easily document it in the resident chart just as they do scheduled tasks.

A solution that gathers and stores information in a single location would enable you to better monitor your care teams. You might also reduce the time you spend ensuring that residents get billed for the services provided. Some integrated solutions automatically send all documented service information directly to the business office. Residents are then billed accurately and in a timely manner. Your days of manually handing off information could become a distant memory.



With the right technology, you would be able to achieve your goals of ensuring excellent resident care — enhancing the experience of all your residents.

An effective solution would maximize the efficiency of your care teams as well, by reducing the burden of paperwork. By increasing their job satisfaction, you would reduce staff turnover, which is good news for you, your management team, and your residents.



Take the Next Step in Your Journey

Take the next step in your journey by reading our eBook Part 2 that will guide you in developing your technology requirements and selecting the right point of care solution.

[READ EBOOK PART 2](#)

Let's start a conversation on how we can help you solve for the challenges of documenting all services and improve your resident's satisfaction.

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