

PointClickCare®

CHOOSING
YOUR POINT OF
CARE SOLUTION
Key Considerations



In our previous eBook, [Capturing Services – Are Your Residents and Staff at Risk?](#)

- We outlined the challenges you may face in ensuring resident care and satisfaction, while also capturing all services necessary, in order to avoid lost revenue.
- In your role as a health and wellness leader in your senior living community, you can influence the systems and processes implemented in your community, to help you achieve these goals.

Want to solve for these challenges in your Senior Living community?
[Let's start a conversation](#) on how we can help you become a leader in resident care.

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Your ideal technology solution must specifically address the obstacles toward achieving resident, staff, and management satisfaction.

Finding the right solution can be tedious, time-consuming, and confusing. You know what you need to improve resident outcomes — and make your job, and the work of your caregivers, more productive — but you're not sure where to begin. We're here to guide you through the process, helping you choose the best solution for your community, one that can be customized to meet your specific requirements.

Let's take a look at the top six criteria you need to succeed, and how to find the right partner to help make it happen.



1



Caregivers Must
Be Able to Record
Services at the
Point of Care

You need an integrated solution that enables your care teams to immediately document resident care and services while they are with residents, rather than recording them from memory or handwritten notes hours later.

Also, your caregivers represent a broad range of talent, work experience, and educational background.

Therefore, your technology solution must be easy to learn and use for all levels of staffing. The system is meant to remove frustrations and wasted time, not add to them.

PointClickCare offers an integrated Point of Care (POC) solution that enables caregivers to document services at or near the point of resident care.

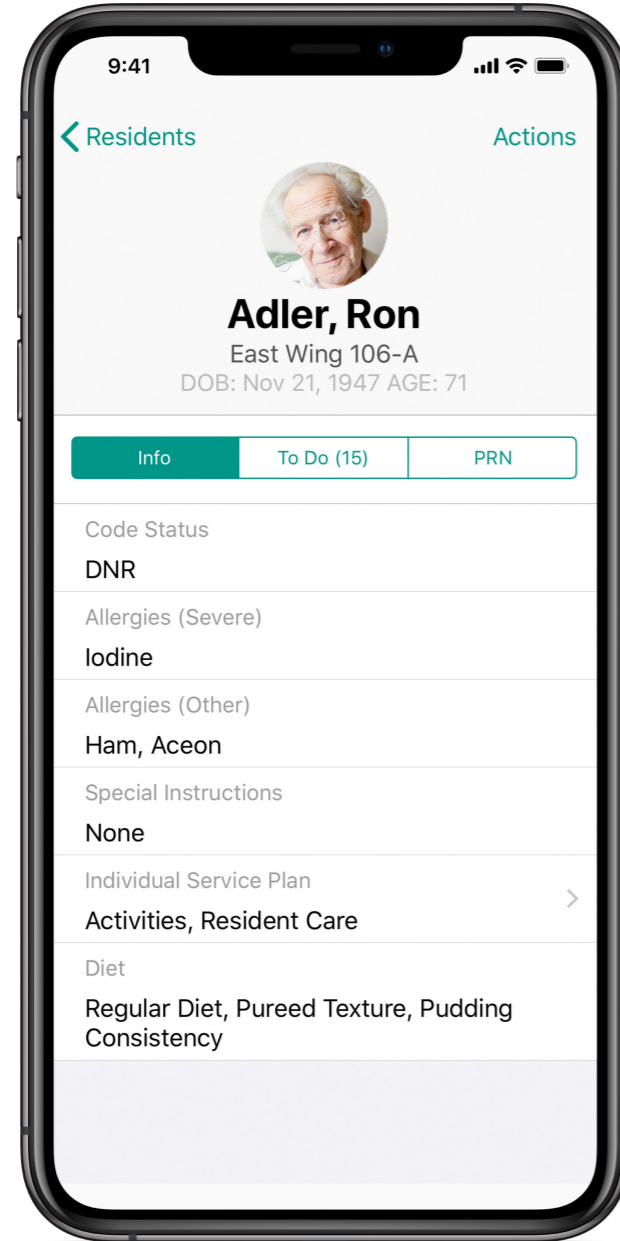
Care team members can access POC from kiosks, wall-mounted touch screens, laptops, or mobile devices. With POC, caregivers can create timely, accurately, and complete documentation.

They then have more time to spend with residents, since they're devoting less time to routine administrative tasks.



- Our POC solution is intuitive and simple. It's easy to learn, understand, and use, ensuring quick adoption whether your care team members are web-based technology experts or novices.
- Caregivers can quickly orient themselves to the POC screens, which include features such as resident photos for easy identification, and large, recognizable scroll bars and tabs.
- Quick entry documentation screens enable task and activity documentation for multiple residents at once – saving you time and avoiding duplicate data entry.

We know it's difficult to roll out a new system that affects the workflow of so many people – and want you to know we incorporated that in our POC design.

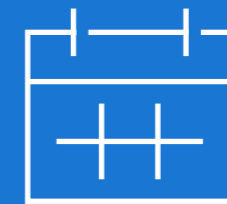


Used with POC, **PointClickCare Companion** is a best-in-class mobile application that streamlines the delivery and documentation of services and medication. With simplified workflows, the application empowers caregivers by giving them instant access to resident information, task schedules, all in one place. This makes it easy and quick for caregivers to document services and med passes, real-time and at the point of care.

It can be used on any Apple iOS device including iPhones and iPads that support iOS 10 and above, providing the best user experience for your staff. Tasks are grouped by resident and type with clear status indication (overdue, due now, due later).

With the right mobile device, your care teams have the ability to identify, deliver, document, and track care, in real time.

2



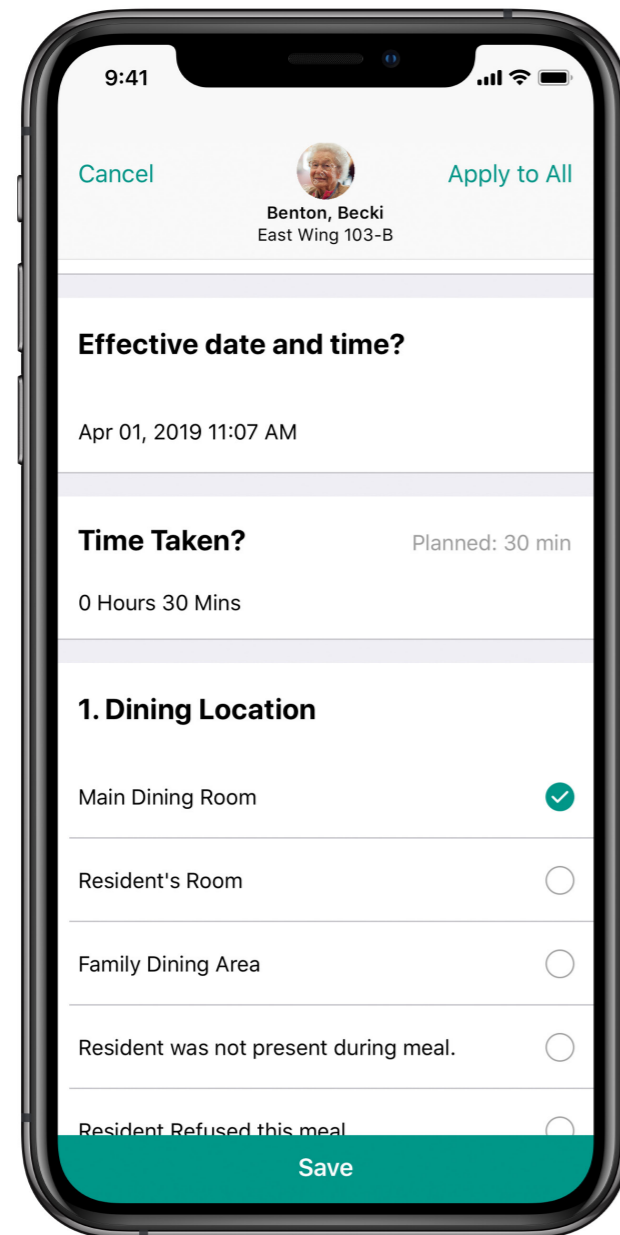
Caregivers Must See
What's Scheduled —
and What's Not



Your care teams need the ability to track planned services, modifications to current services and to track any new services the resident may require.

By recognizing that they provided supplemental services, your care teams can identify changes in health conditions — and you can be sure your residents are billed for those unscheduled services.

You will be able to deliver more consistent care to your residents by ensuring their service plans are regularly updated to meet their needs. Your community can also recognize revenue for all the care and services you deliver.



With **Companion**, care team members immediately see the scheduled care required for each of their assigned residents during that shift.

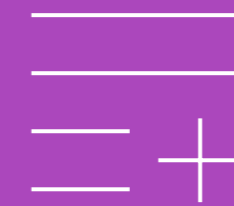
All Activities of Daily Living services and medication are combined, preventing any errors in documentation and service delivery. These tasks are auto-created based on resident move in to your community.

Capturing unscheduled tasks is now as easy as recording regular tasks outlined in service plans.

No more huddles or jotting notes at the bottom of resident charts! This information is then used to re-evaluate and upgrade a resident's service plan based on their changing needs.



3



Care Teams
Must Be Able
to Document
the Details

Recording care in real time, capturing both planned and unplanned services as well as providing detailed accurate documentation will enable your care team to identify changes in the resident needs quickly and proactively.

With our POC solution, care teams can see all the tasks together, and can post the minute details of the services they provide.

For example, if a resident needs a meal assist, the caregiver can not only document whether the meal was consumed, but also what percentage of the meal was eaten.

This results in a better experience for your residents, as well as a more complete picture of the care and services they require.



4



Your Solution Must
Drive Compliance
with Regulations
and Policies

If you have complete resident documentation in one place, you're better able to monitor the efficiency and compliance of your caregivers.

It's important to quickly and easily view reports on all care and services delivered. With complete resident documentation in one place, your health and wellness leaders will be better able to monitor the efficiency and compliance of your caregivers.

Our POC solution provides a single location to accurately document and capture real time information which flows directly to clinical and billing.

This cohesive solution ensures that your staff produces consistent, complete, and compliant documentation, thanks to standards-based software that works the way you do.

A blurred background image showing several people's hands holding and interacting with mobile devices, likely smartphones or tablets. The focus is on the hands and the devices, with the people's faces and bodies out of focus.

5



It Must Be Integrated
Seamlessly with
All Other Systems

As the person responsible for submitting all the documentation to your finance office, you need a solution that eliminates lag time between the time your staff provides services and when those services are billed.

You must have seamless communication between your community's care delivery systems and financial systems, so the recorded documentation reaches billing accurately and in a timely manner.



By connecting care services, billing, and administrative processes across a single, centralized, and scalable cloud-based platform, PointClickCare makes the whole process of operating your community run more smoothly.

The documentation of the services your care teams have provided flows directly to a billing system, taking that burden off of you. With paperless workflows, there are no more worries about a lost spreadsheet or whether all information has been captured and communicated.



6



Your Technology
Partner Must Train
You Right and
Support You for
the Long Haul

You need a partner to help you plan for, and thrive in, the challenging times ahead. Your technology partner should have proven solutions, satisfied customers, and a vision about what the senior living industry will require in the future.

Find a company that teaches you how to leverage their solution for your success.



PointClickCare's training solutions can help your caregivers increase their application and industry knowledge.

- Your training program can be tailored to work best for you and your staff within your resources — to ensure you gain the experience needed to maximize your community's investment.
- Your care team has unlimited access to information that will expand their understanding of our senior living solution, ultimately improving overall outcomes.



Let's Achieve These Outcomes Together

Want to achieve these positive outcomes in your Senior Living community? Connect with us today, to discuss how we can help you become a leader in resident care.

LET'S CONNECT

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Get Your Senior Management on Board

While your primary goal is to ensure the best possible care of your residents, your community's senior management will also have revenue maximization as a top priority.

Share the eBook **'Conquer Unbilled Services - Top 5 Criteria for Success'** with your Senior Management to build consensus around the idea of moving to an integrated technology solution to achieve their goals as well.

[DOWNLOAD AND SHARE THIS EBOOK](#)

PointClickCare®

PointClickCare Technologies Inc. empowers senior living care providers with world-class solutions to meet the need for collaborative, connected, people-centered care, with over 17,000 organizations providing senior care using PointClickCare today.

For more information on PointClickCare's software solutions,
please visit www.pointclickcare.com.