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PointClickCare serves as the foundation for our operation, both from a nursing perspective and a sales and marketing perspective. It's a terrific asset for businesses of all sizes, but particularly for independent operators that want to leverage the knowledge and the skillset of PointClickCare.

Paul Gross

Owner/Operator
Bluebird Retirement Community



Organization Type

Senior Living

About Bluebird Retirement Community

Bluebird Retirement Community offers multiple luxury senior living options in two beautiful country settings in central Ohio; one containing 78 rooms and the other 76. Both communities have been at capacity since within 30 days of opening. With 24-hour on-site nursing, personal care services and amenities encouraging a fun, active lifestyle, Bluebird combines the newest medical technologies with the comforts of a simpler time. Bluebird is committed to its promise to all seniors: **Live Well, Live Happy, Live Safe.**

Partnering with PointClickCare

After unsuccessfully transitioning from paper-based documentation to a technology solution that did not meet their needs, Bluebird adopted the PointClickCare Senior Living solution, connecting care services, billing and administrative processes across a single, cloud-based platform. Easy to learn and use, the PointClickCare solution offers workflows that fit with the way Bluebird runs their business. The PointClickCare Senior Living solution saves documentation time, allowing the Bluebird staff to spend more time with residents. In addition to streamlining business processes, the PointClickCare platform enables Bluebird to use real-time data to forecast and plan for staffing and occupancy challenges, providing critical insights to the management team.



PointClickCare is a wonderful memory tool. From the time that I speak with a resident's family or the resident – depending on who comes in – I can track my lead. I absolutely love the reports that the system gives me...and it also shows me a red flag if I haven't entered my notes. I appreciate that. PointClickCare is so simple to maneuver. I can click into one thing, move to the next thing, pick up the wait list, the won leads and the lost leads. I can track all of that with just a couple clicks. I love the program because it's just so easy to use.

Shirley Leibold

Director of Community Relations, Bluebird Retirement Community



I mainly use the PointClickCare reports on medication administration, progress notes, vital signs and weight changes. With just a couple of clicks, all of that is right in front of me. It assures me that our residents are OK. If a resident falls, it's in those notes, so someone can check on that resident later. With PointClickCare, you have time to spend with the residents, since you're not so consumed with a paper chart.

Carol Hall

Director of Nursing, Bluebird Retirement Community



In running a business, you can miss things if you don't have an automated system. I tend to focus on the PointClickCare CRM system, so that was an important buying decision when I was evaluating the company and its competitors. I'm partial to the CRM system, not just to make the initial sale and ensure that we are diligent about the follow-up, but also to be certain that we're doing the right things by our residents once they commit to making Bluebird their home. PointClickCare helps us keep the level of customer intimacy that our whole culture, the foundation of the organization, is built around. PointClickCare can't teach your people how to care, but it can teach people who care how to remember those things that are important to each resident every day. Thanks to its technology and a great support team, PointClickCare really has become a part of the fabric of our organization.

Paul Gross

Owner/Operator, Bluebird Retirement Community

Talk to us about simplifying
your care delivery and
marketing processes

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