



“From an enterprise level, PointClickCare gives us the ability to look at the trends in our communities – and ultimately drive better care. We’re able to easily see what the care levels are, and how much revenue we’re capturing. It really gives us the full story of what’s going on in the buildings.”

Anthony Brown  
Former CIO, Pinnacle Senior Living



Organization Type

Senior Living

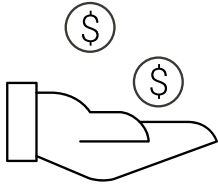
### About Pinnacle Senior Living

Pinnacle Senior Living is a dynamic and progressive organization in the rapidly expanding independent and assisted living industry. Its 47 communities operate across 10 states - Arizona, California, Colorado, Idaho, Nebraska, Nevada, Texas, Utah, Washington, and Wisconsin - with further growth anticipated. These communities operate independently with the support of the Bridgestone “Service Center,” a world-class service organization that allows local leaders and their teams to focus solely on the day-to-day care of their residents and overall operations.

### Partnering with PointClickCare

With the enthusiastic buy-in of its leadership team, Pinnacle Senior Living implemented the PointClickCare Senior Living Professional Package. It has enabled the organization to both drive better care and accurately track the care it provides. Pinnacle Senior Living now has full transparency into each resident’s condition and changes in condition, ensuring that it is billing correctly for the services delivered. The PointClickCare system has empowered the Pinnacle Senior Living care staff to be proactive participants in the residents’ care, resulting in better communication with the management teams as well as gains in revenue and ancillary services. It has also driven greater involvement by residents and their families in resident care planning and delivery.

## Return on Investment



- ✓ Enhanced resident care
- ✓ Greater transparency at both community and corporate levels
- ✓ Improved engagement between care staff and management
- ✓ Better connections with residents and families regarding care
- ✓ Increased revenue

25%

Increase in Care revenue charges in the first year of implementation

\$1,932

Increase in private-pay revenue per resident per year

13%

Medicaid average daily reimbursement rates increased 13 percent per resident per year



"PointClickCare helps me care confidently, especially when my manager isn't available. I can go to the computer and everything's there."

**Monica Teran**, Caregiver,  
California Mission Inn, Pinnacle Senior Living

Learn how we can partner together to help maximize revenue, transform service delivery and overcome industry challenges in your Senior Living organization.

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Care confidently.™