Driving Revenue with Better Resident Assessments

Delivering an exceptional experience to your residents from the first day they move in helps set your community apart while driving increased occupancy, and it all starts with conducting an assessment.

Today, the average resident entering a senior living community is much older, and has more health requirements. To help ensure you have the right staff and services to address their needs and preferences, it's important to conduct an assessment before they move in.

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1 Consistency is key

In order to accurately assess the overall health of your community, it's important to establish a standard set of assessment questions to ask every new resident. That way, you're able to use the information gathered to create a benchmark, which can then be used to determine the effectiveness of any health or community initiatives. This information can also be shared with other care providers along with potential residents and their families to demonstrate your ability to drive quality outcomes. Lack of care coordination can lead to costly mistakes, and the consequences of miscommunication can be deadly, as the third-leading cause of death in the U.S. is medical error.

By having a consistent information capture process, caregivers can quickly share insights and identify irregular recurrences.
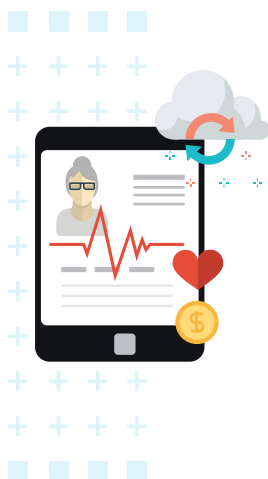
2 Keep resident records and billing up to date

Assessment results aren't set in stone. Complications due to aging can cause senior care needs to change very quickly. By conducting assessments at regular intervals, you're able to determine if the existing care plan is working or needs to be altered. Performing these follow-ups every few months, or when staff members think a resident is showing signs of changing or worsening conditions, will help determine if new services need to be added to their care plan.

Welcov Healthcare re-evaluated its pricing and services bundling in an effort to gain better insight into the needs of their current and incoming residents, and was able to increase revenue by 12% annually.

12%

revenue increase annually by leveraging insights from resident records.

3   Improve your medication management

More and more residents entering assisted living communities are taking more than one medication and need help managing their prescriptions. Leveraging technology that integrates with local pharmacies is a quick and efficient way to order and manage your residents' medication, while adhering to local regulations and state specific standards.

In fact, as many as 77% of residents in assisted living receive assistance with taking their medications. Given the ubiquitous need for support with medication management, and the potentially serious nature of inappropriate care, it's important to capture a resident's medication requirements as soon as they move in.

Lastly, understanding the medical requirements of your community helps your team remain compliant and ensure resident safety.

4   Use assessments to help with staffing

Information collected through assessments will help to identify trends related to the health and needs of your residents – which can then be used to adjust your staffing levels accordingly. For example, you may find that new residents need more assistance as they settle in to their new surroundings, which means you may want to allocate additional staff hours to help with the transition. Assessments can also help determine whether or not you need to hire any specialized staff, such as a Registered Nurse, as an increasing number of residents are entering senior living communities much later in life, and with a higher need for care.

In a survey conducted by LeadingAge, 57% of respondents recognized their residents have a greater need for clinical support, which means providers need to bring in the right staff to deliver the appropriate level of care.

5   Establish a baseline

Conducting regular, standardized assessments will enable your team to establish a baseline for your caregivers. By having a defined baseline for individual residents, and the population as a whole, your team is able to quickly and easily identify any resident changes. Identifying health trends, like diagnoses impacting groups of residents (ex. Diabetes), the number of residents who smoke, or the medications most frequently prescribed, can help staff construct a plan that addresses the larger community issues or concerns. Having a baseline also contributes to resident safety, as caregivers have the right information to indicate any hazards, such as an uneven path that's contributing to higher fall rates.

Assessments are extremely important for driving improved financial health, as a better resident experience drives increased occupancy – which results in higher revenues.

To learn more about driving improved resident experiences from day one.

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PointClickCare Technologies Inc. is helping over 14,000 long-term and post-acute care (LTPAC) providers meet the challenges of senior care by enabling them to achieve the business results that matter – enriching the lives of their residents and patients, improving financial and operational health, and mitigating risk. PointClickCare's cloud-based software platform is advancing senior care by enabling a person-centered approach to care, connecting healthcare providers across the 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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