

eBook

AI Across the Resident Journey

A practical guide to how embedded AI supports residents at every stage of a skilled nursing stay while strengthening operational and financial performance.

[Get Started](#)

PointClickCare®



Table of Contents

Page

3

Introduction

4

A Regulatory Shift That Raises the Stakes

5

Reducing Administrative Burden Across the Journey

7

Embedded AI Across the Resident Journey

13

From System of Record to System of Action

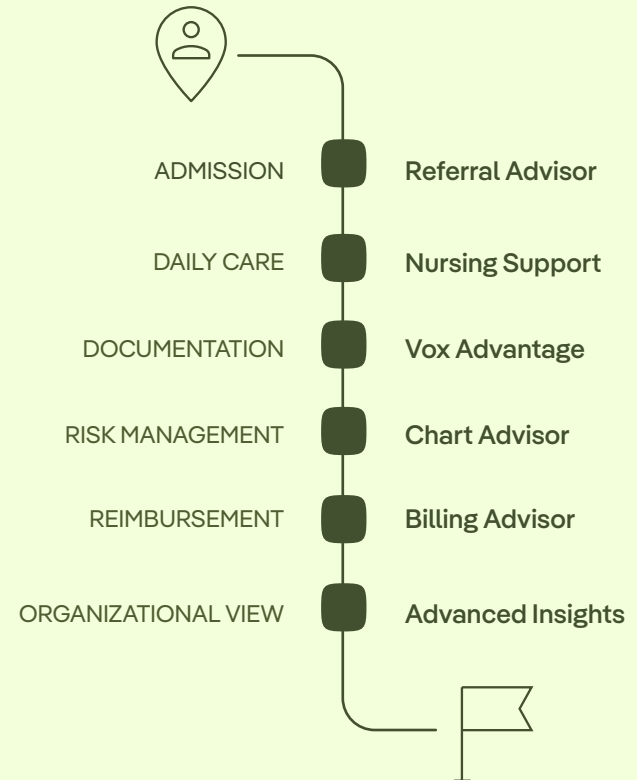
Introduction

Every resident in a skilled nursing facility moves through a journey: admission, receiving daily care, and transition. At each stage, care teams responsible for documentation and reimbursement depend on information that already exists in the record. However, the process of finding, validating, and acting on this information creates friction for teams and slows decision-making.

Embedded AI organizes and surfaces that information within the EHR at each point in the journey, so teams can act faster with more confidence. The benefit is twofold: residents are supported more effectively, and the organization has stronger operational and financial performance. PointClickCare delivers this through AI-powered solutions built into our EHR.



This guide follows the resident journey from admission to transition. Each stage shows how embedded AI helps the care team, the operational and financial value it creates for the organization, and how that value compounds when the capabilities share one connected record.



One connected record,
value that compounds at every stage.

A Regulatory Shift That Raises the Stakes

The pressures of staffing, rising resident acuity, and shrinking margins are well understood. Increasingly, reimbursement depends on three factors: the accuracy of the clinical record, performance on outcomes, and whether documented care is fully reflected in submitted claims.

The FY2026 final rule remapped 34 PDPM diagnosis codes, increasing the financial impact of incomplete or inconsistent assessments. At the same time, value-based purchasing continues to tie a portion of reimbursement to quality measures such as hospital readmissions, rewarding skilled nursing organizations that identify and respond to resident decline early. Even when care is delivered, revenue is lost if services already documented in the clinical record, including high cost medications, IV therapies, and ancillary services, are not accurately captured in claims before submission.

As a result, the completeness and accuracy of the clinical record now influence reimbursement more directly than before, raising the value of getting documentation right the first time.

+3.2%

Medicare payment update for FY2026, effective October 1, 2025.¹

+2.4%

proposed payment update for FY2027, effective October 1, 2026.²

~\$208M

estimated to be withheld under Value-Based Purchasing.³

This is where embedded AI is most impactful. By helping teams keep the record accurate and complete as care is delivered, AI built into the EHR connects everyday clinical work directly to compliance and reimbursement, a common thread that runs through each stage of the following journey.

¹ Centers for Medicare & Medicaid Services, "Medicare Program; Prospective Payment System and Consolidated Billing for Skilled Nursing Facilities; Updates to the Quality Reporting Program for Federal Fiscal Year 2026," final rule, Federal Register, August 4, 2025, <https://www.federalregister.gov/>.

² Centers for Medicare & Medicaid Services, "Fiscal Year (FY) 2027 Skilled Nursing Facility Prospective Payment System Proposed Rule (CMS-1843-P)," fact sheet, April 2, 2026, <https://www.cms.gov/>.

³ Centers for Medicare & Medicaid Services, "Medicare Program; Prospective Payment System and Consolidated Billing for Skilled Nursing Facilities; Updates to the Quality Reporting Program for Federal Fiscal Year 2026," Final rule. Federal Register. August 4, 2025.

Reducing Administrative Burden Across the Resident Journey

A significant portion of skilled nursing workflows involve reviewing, validating, reconciling, and documenting information that already exists within the resident record. Admissions coordinators review lengthy referral packets, clinical teams assess large volumes of resident information, nursing leaders monitor record completeness, and revenue cycle teams work to ensure reimbursement reflects the care delivered. These activities are essential, but they are time intensive.

Embedded AI reduces this administrative burden by organizing information, highlighting priorities, and identifying exceptions that require attention directly within EHR-supported workflows. Rather than requiring teams to spend significant time searching for and reviewing information, AI helps them focus their expertise on decision-making and resident care.

This shift is not a replacement for clinical or operational judgment; it is a more efficient way to deliver the information teams need to apply that judgment.

Without embedded AI

Reviewing unstructured referral packets

Manually identifying residents who may require intervention

Locating documentation gaps through retroactive audits

Manually reviewing documentation for reimbursable services and revenue risks

Compiling operational reports manually

With embedded AI

Reviewing decision-ready summaries

Receiving prioritized clinical insight

Addressing issues as they are surfaced in daily workflows

Validating reimbursement opportunities before submission

Reviewing operational and financial reporting



Across the organization, these improvements support better care for residents and create measurable operational value, allowing limited staff resources to be directed where they matter most.



90% of nurses and healthcare professionals consider care coordination technology valuable to the quality and efficiency of their work. ⁴



69% of nurses see AI as valuable to quality and efficiency. ⁵

⁴ WellSky. (2025). The evolution of care: An annual care delivery report (2025 edition). <https://info.wellsky.com/11262025-Evolution-of-Care-2025>

⁵ A. Griffen, G. Berlin, M. Murphy, N. Harrison, and S. Hammer, "The Pulse of Nurses' Perspectives on AI in Healthcare Delivery," McKinsey & Company, October 1, 2024, <https://www.mckinsey.com/industries/healthcare/our-insights/the-pulse-of-nurses-perspectives-on-ai-inhealthcare-delivery>.

Embedded AI Across the Resident Journey

As a resident is admitted, receives care, and transitions, embedded AI adds value at each stage by organizing and surfacing the right information within the EHR to empower the care team.

ADMISSION

Faster, Better-Informed Acceptance Decisions

The journey begins at referral. A coordinator reviews a packet that can span dozens of pages, with essential information including medications, diagnoses, therapy assessments, and payer details distributed across hospital notes.

The decision must be both timely and well informed to determine resident placement in a setting equipped to meet their needs, and shape census and appropriateness of each admission for the organization.

Referrals from multiple sources are brought together into one queue, key information is automatically extracted, and embedded checks help confirm payer eligibility and other admission considerations before a decision is made.

With a clear view of each referral, intake and admissions teams can focus on the highest-priority referrals first, respond faster, and track referral performance through response and conversion trends.



6.6

of referrals are submitted
per patient on average. ⁶

~32%

of referrals are accepted,
so both speed and accuracy
shape census. ⁷



Referral Advisor

FASTER, SMARTER ADMISSIONS

Referral Advisor consolidates referral data and surfaces key clinical and financial insights for faster, more confident admissions. Teams report approximately 30 minutes saved per admission.

“Everyone talks about getting patients in, but what I’ve found is Referral Advisor has helped us save time and reduce avoidable rehospitalizations. We can say yes or no faster with clearer information.”

Corinne Perry, Chief Clinical Officer, Aspen Healthcare

⁶ WellSky. (2025). The evolution of care: An annual care delivery report (2025 edition). <https://info.wellsky.com/11262025-Evolution-of-Care-2025>

⁷ WellSky. (2025). The evolution of care: An annual care delivery report (2025 edition). <https://info.wellsky.com/11262025-Evolution-of-Care-2025>

DAILY CARE

Identifying Residents Who Need Attention Sooner

The journey moves to daily care once the resident is admitted. It isn't always apparent to clinical teams which residents will experience a change in condition since early indicators are scattered across vital signs, clinical notes, and other information throughout the EHR. For the resident, earlier recognition can prevent an avoidable decline or unnecessary hospital transfer. For the organization, it protects both quality outcomes and margin.

By continuously analyzing clinical information, PointClickCare's proprietary AI model, Predictive Return to Hospital (pRTH), identifies residents at the highest risk of returning to the hospital and presents them in a prioritized, ranked view. Embedded within the EHR and clinical workflows, pRTH supports nurses through Resident Status, part of Nursing Advantage within the Nursing Support package, allowing staff to act on insights without leaving their workflow.

For leaders, the pRTH report in Advanced Insights presents these predictions alongside operational reporting on 30-day readmissions, emergency department activity, length of stay, and related indicators, helping them identify where risk is concentrated and allocate resources accordingly.

~1 in 4

residents (about 23.5%) are readmitted within 30 days.⁸

>\$16,000

per readmission, and roughly 67% are considered potentially avoidable.⁹

~36%

of skilled nursing liability claims involve falls, averaging over \$223,000 per claim.¹⁰



PointClickCare's Proprietary AI Model

"Having data right at our fingertips will certainly be able to help us analyze what areas we need to improve...our strengths and weaknesses are going to be right there in front of us."

Shorayi Mazando,
Commonwealth Care

8 America's Essential Hospitals. "The Crucial Role of Skilled Nursing Facilities in Reducing Hospital Readmissions." September 08, 2025. <https://essentialhospitals.org/the-crucial-role-of-skilled-nursing-facilities-in-reducing-hospital-readmissions/>.

9 Mallika L. Mendu et al., "Implementation of a Skilled Nursing Facility Readmission Review Process," BMJ Open Quality 7, no. 3 (July 25, 2018): e000245, <https://doi.org/10.1136/bmjopen-2017-000245>.

10 "Falls Make Up More Than One-Third of SNF Professional Liability Claims, Averaging Over \$223K Per Claim," Skilled Nursing News, March 2022, <https://skillednursingnews.com/2022/03/falls-make-up-more-than-one-third-of-snf-professional-liability-claims-averaging-over-223k-per-claim/>.

DOCUMENTATION

Capture Documentation as Care Happens

Documentation supports reimbursement, compliance, and care coordination, yet it is often completed after care has been delivered. Nurses must frequently balance resident care with documentation requirements, regulatory demands, and administrative responsibilities, making it difficult to capture every relevant detail in the moment. When documentation is completed later, important observations can be missed, records may be less complete, and organizations face greater challenges supporting reimbursement, compliance, and audit readiness.

Built natively into the PointClickCare EHR, Vox Advantage enables nurses to document resident care as it happens. The voice-enabled ambient documentation solution captures resident care interactions and automatically creates structured documentation, including nursing notes and assessments, for nurse review, editing, and approval within existing workflows. By creating documentation during care delivery, Vox Advantage helps organizations improve documentation quality, reduce administrative burden, and strengthen the documentation foundation that supports reimbursement, compliance, and operational performance.

**75.5%**

of Medicare claim denials are associated with insufficient or missing documentation.¹¹



Vox Advantage

DOCUMENT AS CARE HAPPENS

Vox Advantage creates structured documentation during care delivery, helping improve documentation quality, support reimbursement and compliance, and reduce documentation burden.

¹¹ HHS Office of Inspector General (OIG) Medicare documentation findings

RISK MANAGEMENT

Complete, Defensible Records as Care Happens

Care requires documentation, and documentation backs reimbursement and compliance. Clinical leaders often identify documentation issues days or weeks after they occur when records are reviewed for survey preparation, claims validation, or incident follow-up. Addressing items while the record is still current makes them far simpler to resolve. For the resident, complete records support safe, well-coordinated care; for the organization, they reduce compliance and liability exposure.

By surfacing missing documentation, potential inconsistencies, and open risk events, like undocumented falls, pressure injuries, and psychotropic medications, as records are created, PointClickCare's Chart Advisor allows teams to address issues while information is still fresh. The same capability supports oversight at scale: leaders gain a single view of suggested risk events, coordinate the follow-up each requires, and monitor documentation completeness and incident trends across facilities to guide quality improvement.



Chart Advisor

PROACTIVE RISK MANAGEMENT

Chart Advisor continuously scans clinical documentation and surfaces risk events for faster validation, stronger compliance, and survey-ready records.

“Chart Advisor has made tracking and documenting incidents so much easier. Everything is in one place, and our follow-up is more complete than ever before. The time savings and workflow improvements are significant, streamlining our processes and making risk management a regular part of our day.”

Lisa Daniell,
VP of Clinical Services, Paramount
Healthcare Consultants, LLC

REIMBURSEMENT

Revenue That Reflects the Care Delivered

The care a resident receives should be fully and accurately reflected in reimbursement. Every service a resident receives represents value delivered by the organization, but reimbursement depends on whether those services are accurately captured on the claim.

Reimbursement opportunities and risks are documented throughout the resident record, yet identifying them before claims are submitted can be complex and time-consuming. By supporting this process directly within the EHR, organizations can better align reimbursement with documented care while reducing administrative burden.

PointClickCare's Billing Advisor uses AI to continuously scan clinical documentation and orders as care is documented. It surfaces billing opportunities, including high-cost medications, vaccinations, and ancillary charges, and flags level-of-care discrepancies and rate mismatches before claims are generated, with supporting documentation attached for review. By surfacing these opportunities and risks before submission, Billing Advisor helps billing teams capture earned revenue that might otherwise be missed and submit defensible claims, while reducing the manual burden of chart review.

**1-6%**

revenue leakage due to missed
billable carve outs.¹²



Billing Advisor

PROTECTED REVENUE

Billing Advisor scans clinical documentation to surface payer-specific reimbursement opportunities and risks before claims are generated, helping organizations capture earned revenue.

¹² Estimated figure based on market research

ORGANIZATIONAL VIEW

Operational and Financial Visibility

Individual residents move through the journey one at a time, but leaders need to see the whole resident population at once. Much of the data required already exists in the EHR; but it's challenging to turn it into a clear, current view that supports decisions about census, reimbursement, and survey readiness.

PointClickCare's Advanced Insights provides visibility through complete operational and financial reporting. Leaders can review daily census, payer mix, and 30-day readmission and emergency department activity; analyze length of stay by payer and referring hospital; confirm that supporting documentation is complete for PDPM residents; estimate the financial and care implications of prospective admissions; and see which survey deficiencies are most frequently cited in their area before surveyors arrive.



Advanced Insights

PERFORMANCE INSIGHTS REPORTING

Advanced Insights delivers organizational visibility into clinical, financial, and operational metrics, updated daily with the latest clinical documentation and MDS assessments.

From System of Record to System of Action

The resident journey demonstrates how embedded AI creates compounding value when capabilities are connected. As AI is embedded across the journey and throughout EHR workflows, improvements at one stage reinforce every stage that follows: a better-informed admission improves resident fit, earlier risk detection reduces avoidable complications, and cleaner documentation supports more accurate assessments and reimbursement.

This is only possible because the work takes place within a single connected record, rather than across disconnected tools. The same data that informs an individual admission also rolls into operational reporting, enabling leaders to make better decisions across the entire resident population.

PointClickCare's AI-native solutions are designed around this principle. Each solution supports a distinct stage of the resident journey, but together they form a connected layer of AI-informed intelligence within the PointClickCare EHR. The objective is not to replace clinical expertise and operational judgment, but to enhance both at every stage. By helping skilled nursing organizations make better use of the information they already have, embedded AI enables more effective care, greater operational efficiency, and stronger financial performance.



LEARN MORE ABOUT AI-INFORMED HEALTHCARE

PointClickCare is applying AI directly within workflows to connect data, surface risk earlier, and help teams make faster, more confident decisions across the care continuum. Visit pcc.ai to learn more.

[Learn More >](#)