

Facility profile

Tsali Care is a 60-bed nursing facility located in Cherokee, NC that takes pride in its ability to deliver quality nursing care to the elderly. Tsali Care Center's approach to care emphasizes freedom of choice and personal identity in a home-like atmosphere. The nursing staff is on duty 24 hours a day to provide varied levels of medical care and personalized treatment. Tsali's registered and licensed vocational nurses and qualified nursing assistants not only carry out the physician's specific orders, they provide personalized care for the comfort and well-being of their residents.

Regardless of their physical condition, residents at Tsali Care Center are offered a wide range of opportunities to enjoy life. Movies, parties, outings, and religious services are just some of the activities available. The dietary staff prepares healthy meals and snacks designed to meet each resident's nutritional needs. Family and friends are always welcome at Tsali. Throughout the year, loved ones are invited to special events and outings. Families are also encouraged to personalize resident living areas with favorite items and belongings from home.

Challenges

- Lost data
- Lost revenue due to incomplete documentation
- Downtime during software upgrades
- Non-specific coding for MDS
- Paper charting

Solution

MDI Achieve Point of Care

MDI Achieve Point of Care is a fully integrated resident documentation tool that records real-time observations.

Results

- More accurate coding (specific to MDS)
- Decreased paper stream
- Chart as you go
- Maximized reimbursement
- Increased job satisfaction due to time savings
- User-friendly system

Tsali Care Nursing Facility began using QuickCare in June 2007 due to the need for an integrated clinical and financial software system that allowed for more accurate documentation and data capture. Another major reason for the change came six months later when the facility implemented **MDI Achieve Point of Care**. "The facility needed a solution to help solve the problem of missing data and holes in documentation," said Dawn Sutton, Medical Records specialist at Tsali. The fully integrated documentation tool records real-time observations at the point of care.

"There is a major improvement in the workflow process since we started using MDI Achieve Point of Care," says Sutton. "A major challenge in our previous system was the fact that the flow sheets were extremely time consuming," said Sutton. "Handwritten documentation of Activity of Daily Living (ADL) were lengthy and took time that CNAs could be spending on resident care." Now with MDI Achieve Point of Care, Tsali uses laptops to capture resident information such as ADLs, Intake, Output, Vitals, etc. in real-time. This data is automatically summarized and provided on the MDS with a suggested answer for the resident's specific look back period. In addition, all pertinent resident information is fed into the integrated clinical module. "MDS Coordinators are provided convenient access to resident information by quickly looking up assessments in QuickCare rather than finding old handwritten flowsheets in patient charts," added Sutton.

The user-friendly interface had an instant impact on the facility. "Our CNAs found that the descriptive pictures illustrating the different coding categories helped with accuracy," said Sutton. "The easy point-and-click interface makes charting less time-consuming and all documentation is completed on time because staff must finish before leaving for the day. The result is more complete documentation and our coding is much more accurate."

What does this mean to Tsali? "We were losing information in our old system. Our RUG scores used to be disparate between clinical and financial using the old software," stated Sutton. "We can safely say, since using the MDI Achieve Point of Care system, our Case Mix Index has gone up. Because of the accuracy in coding, our MDS RUG scores have increased and the payment we receive is maximized."

Not only is the facility reaping the benefits of maximized reimbursement, but staff is no longer burdened with downtime caused by upgrades. "Our old software would freeze up or take days to fix when we had an upgrade to the system. We are pleased with the performance and support we receive from MDI Achieve and the QuickCare product."