

Facility profile

Woodland Retirement Community is part of the not-for-profit PHI/Presbyterian Homes network which provides retirement and senior care services to more than 3,000 residents in locations in the mid-Atlantic area of Pennsylvania, Maryland, Ohio, and Delaware. Woodland Retirement Community is a 125-bed facility and is Medicare A certified in all areas.

Woodland Retirement Community provides the following services:

- **Rehabilitative Therapy:** Onsite physical, occupational, and speech therapy services are provided for seniors after a stroke, joint replacement, fracture, or recuperative care following hospitalization.
- **Hospice Services** provide comfort, emotional and spiritual support services to people with terminal illness and their families.
- **Long-term and Short-term Skilled Nursing Care** provides 24-hour care under the supervision of licensed nursing staff.
- **Skilled Nursing Respite Services:** Short-stay skilled nursing care program provides relief to family caregivers for vacations, etc.

Challenges

- ADL score accuracy
- Behavior tracking
- Therapy tracking

Solution

PathLinks Point of Care

PathLinks Point of Care (POC) integrates real-time resident information with existing data using portable devices, virtually eliminating the need for paper-based records. POC can be accessed on a number of portable devices, such as tablets, laptops, kiosk PC's, and more.

Results

- Increased ADL score accuracy
- Improved documentation
- Additional reporting features

A common problem among long-term care facilities is the timely collection of proper MDS data and the accurate recording and calculation of ADL scores. "Our ADL scores were not always as accurate as they should be when audits were completed," notes Brian Stever, Resident Information Systems Manager of PHI/Presbyterian Homes. He also noted that while finding software to ensure accurate ADL scoring was important, they "also wanted a better way to complete behavior tracking and record therapy minutes."

Looking to Improve Data Accuracy

In looking for a solution, PHI reviewed multiple products and even considered building software of their own. Unfortunately, according to Stever, "They simply did not meet our needs in the way we hoped. The main need was to also have a solution that communicated to PathLinks, which we use for our clinical and billing software."

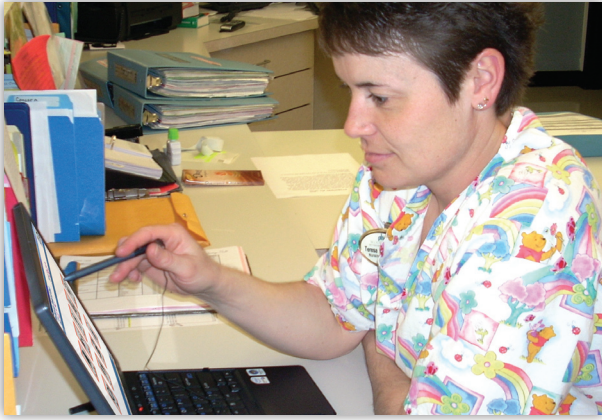
PHI then turned to their hosting center, Prelude, for assistance. Already aware of the need for a real-time care tracking program, Prelude came to PathLinks for a solution. Starting in May 2007, key stakeholders from PHI, Prelude, and MDI Achieve came together to determine the needed requirements, design a user-friendly system, and implement PathLinks Point of Care (POC). With a year-end deadline, many conference calls and online design reviews took place between the key stakeholders at PHI and Prelude and the PathLinks product management and development team at MDI Achieve.

Training was held with PHI corporate, Prelude representatives, and Woodland representatives prior to implementing and training any users at the Woodland facility. The Woodland DON brought the forms they were using to collect their ADL data and found that PathLinks captured everything that they were manually collecting and more. She was excited about how easy it was to get the data into the system.

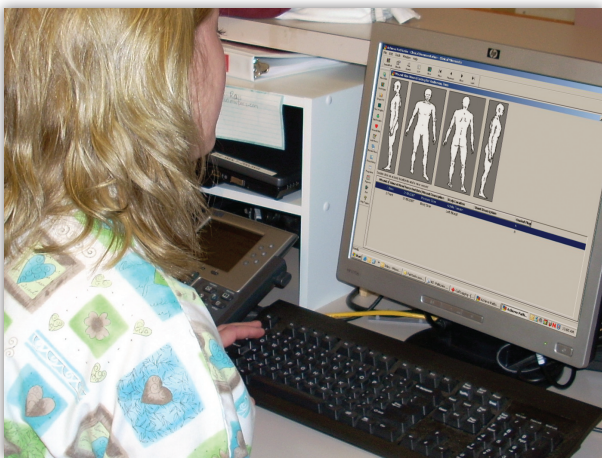
Using Point of Care

After partnering with PathLinks for a Point of Care (POC) solution, PHI decided to pilot the new product with Woodland Retirement Community in Orbisonia, Pennsylvania, located 75 miles west of Harrisburg, just minutes from the Pennsylvania Turnpike. With almost 200 users currently using PathLinks, Woodland was an ideal test site for POC.

PathLinks POC integrates real-time resident information with existing data using portable devices, virtually eliminating the need for paper-based records. PathLinks POC can be accessed on a number of portable devices, such as tablets, laptops, kiosk PC's, and more. CNAs and other caregivers can access resident care needs and assignment information, as well as complete documentation on MDS supporting data and vital signs, intakes, and outputs, all at the time the observation and care occur.



Woodland Retirement Community uses PathLinks Point of Care



Using PathLinks Clinical Documentation

Real-time integration with PathLinks coordinates the scheduling of MDS and vital sign required-charting and resident alerts for vitals that are out of range. This integration automatically updates the resident record with vitals documentation and provides supporting data for MDS completion.

Taking Action

Armed with laptops, Woodland CNAs went forward to record vital information on their residents. Intakes and outputs were recorded and therapy minutes were noted at the resident's bedside. Using a simple point and click interface, with minimal typing needed, users found that they could document resident information with accuracy and speed. "It's as easy as using a MAC machine or ordering a sandwich at the mini-market," Stever notes.

Because PathLinks and POC are integrated, information documented in POC automatically updates PathLinks allowing all staff in the care setting access to the resident's current status. Password security allows users profile-based access to specific information and documentation, which helps ensure security of personal health information.

"For example, a new resident is admitted into PathLinks", Stever explains. "A basic profile is set up by the admitting nurse and the CNA that will be caring for that resident can open up POC and find out how to transfer the resident so they don't hurt themselves or the resident. The CNA takes a temperature and it is in the fever range (101.9). The nurse reviewing the vital signs done that day can open a report and find the resident name and what the temperature was. The system is totally integrated. From a corporate perspective, I can view reports that allow me to know where to focus my staff on education, resource management, etc. It is a good tool."

Making an Impact

CNAs are now "charting as they go" at Woodland instead of waiting until the end of their shift and trying to remember what happened throughout the day. "It has improved the overall documentation and services to our residents since it has been implemented," says Stever.

While the CNAs are recording information at the resident's bedside, the administrators can enter additional resident information directly into PathLinks, and run reports from the information being recorded throughout the facility. They no longer have to wait for specific forms or charts to have a complete set of MDS information or to calculate ADL scores. It allows the charge nurse the ability to monitor – from any computer – ADL compliance with additional reporting features. The integration of POC and PathLinks was a success for Woodland.