



ORGANIZATION: CHURCH OF GOD HOME, CARLISLE, PENNSYLVANIA
TYPE OF FACILITY: CCRC, 100+ SKILLED NURSING BEDS

OBJECTIVES

- ▄ Increase accuracy, efficiency and quality of care provided by staff
- ▄ Improve documentation of care to enable correct reimbursement

RESULTS

- ▄ Reduced nurse and CNA overtime
- ▄ Reduced time spent calling and searching for staff by 75%
- ▄ Eliminated almost all CNA paperwork
- ▄ Reduced time spent by CNAs and nurses on end-of-shift reporting

ROI

- ▄ CMI increase from 1.27 to 1.34 in seven months
- ▄ Projected annual savings exceed system cost
- ▄ More time spent with residents.

FUTURE IMPROVEMENTS

- ▄ Expand AccuNurse® usage to further reduce paperwork and increase efficiency

"We have achieved every one of our objectives. On the reimbursement side, we saw our case mix index increase from 1.27 to 1.34 in just seven months."

Carson G. Ritchie

President and CEO
Church of God Home, Inc.



Background

The Church of God Home, Inc., a Continuing Care Retirement Community located in Carlisle, Pennsylvania, has been serving senior adults since 1948. The Community is home to more than 200 residents with 100+ in skilled nursing, who are served by approximately 175 employees and 90 volunteers.

Its motto, 'Committed to Caring,' assures a lifestyle that preserves individual dignity and self-worth, promotes independence and nurtures spiritual growth.

Fueled by its mission to provide the highest levels of care to its residents, The Church of God Home implemented AccuNurse, a voice-powered, point-of-care documentation and communication system designed specifically for skilled nursing facilities by Vocollect Healthcare Systems, Inc.

Challenge

Improve Efficiency and Quality of Care

Like many faith-based long-term care organizations, the Church of God Home is committed to “caring for the body, mind, and spirit of older persons.” According to president and CEO Carson G. Ritchie, the days of focusing on quality care without concern for the bottom line are long gone. “It has become increasingly important to our Board of Trustees to ensure that our facilities are not only high quality, but are run efficiently with positive financial performance.”

In this vein, Church of God Home is not unlike any other organization in any other market.

“We need to ensure our residents receive the best possible care while also operating at peak organizational performance,” explained Ritchie. “To achieve both, we knew we needed an advanced solution that was tailored specifically toward – and proven in – our industry. That’s when we decided to learn more about AccuNurse.”

Solution

AccuNurse Fulfills ‘Committed to Caring’ Mission

Ritchie and his team knew that technology offered solutions to meet all of their goals, but they wanted to be certain that the technology they chose would give them the greatest returns. “We were prepared to make a long-term investment in our organization. It was important to us that the system would improve life for our residents while improving our financial security.”

Ritchie set out exploring the variety of technologies available to the long-term care industry: touch-screen kiosks, notebook and tablet computers, PDAs, and the voice-activated hands-free AccuNurse system. The decision-making process was serious and methodical.

“Throughout the process, we saw that AccuNurse offered so much more,” said Ritchie. His board and staff were especially struck by the fact that AccuNurse was the only hands-free

system, as well as the only system to combine point-of-care documentation with instant communications. “We believed that the immediacy of documentation would positively affect our CMI,” adds Ritchie.

Billie Jo Stewart, RNAC, said that AccuNurse immediately had a positive impact on staff performance. “The response time for both nurses and CNAs is faster. There’s no question that our CNAs are more accountable when they’re using AccuNurse. We have instant access to a wide array of current reports by resident or by unit. It’s extremely helpful to be able to follow a resident’s progress by checking weight or intake reports that are always up-to-date.”

“We really cannot emphasize these benefits enough,” Ritchie continued. “AccuNurse gives our nursing staff the flexibility – and mobility – of working with the residents while still keeping our documentation simple, efficient and accurate.”

Results

Better Documentation. Better Communication. Better Care

With AccuNurse always available, CNAs began to document by voice at the point of care, helping to reduce mistakes and omissions. And instant availability of resident care plans helped to improve staff efficiency. “AccuNurse cuts down or even eliminates communications breakdowns when the shifts change,” said Ritchie. “We are able to save 15 minutes for both CNAs and RNs at each end of shift report. And, paperwork for CNAs was reduced by 95%.”

From a nursing perspective, the Church of God Home has improved the accuracy of its documentation and its CNAs have easy access to resident care plans, even when they’re filling in for other staff or returning from leave or vacation. The organization also has faster staff response to any type of incident and complete information available for resident ambulation and transfers.

“We have achieved every one of our objectives,” said Ritchie. “Our CNA documentation is paperless; our searching and calling within nursing has been reduced by 75%; we have reduced overtime in our licensed staff and in our nurse aide staff. On the reimbursement side, we saw our case mix index increase by seven points in just seven months. All told, the Church of God Home estimates that its annual savings translate to more than \$150,000.”

“Growth in the development of our community, increased self-esteem among the residents and a level of high morale among employees are good indicators of the organization’s health,” said Ritchie. “When they are achieved in an atmosphere of financial soundness, we are assured that our mission is being carried out effectively and efficiently. You simply can’t put a monetary value on providing life-altering care.”

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Billie Jo Stewart, RNAC
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Value

Meeting Policy and Practice with AccuNurse

Based on meeting the daily care needs of its residents, the Church of God Home also boasted exceptional results in its annual survey conducted by the Health Care Regulatory Services at the Pennsylvania State Department of Health during November 2006.

“As part of the State Department of Health’s continuing efforts to inform the public about CCRC care, it’s productive to let people know when facilities have an outstanding annual survey,” said Mary Hartman, director of nursing at Church of God Home.

“The state’s inspection process is rigorous, so we are very proud and wish to congratulate our managers and staff at the Church of God Home, which had a superior Department of Health survey. AccuNurse helps our staff articulate and record the excellent care that they provide our residents.”

For each annual survey of a long-term care facility, a team of three or four professional surveyors performs detailed inspections that last from four days to two weeks. The team members are registered nurses or social workers.

The annual surveys cover areas such as:

- Residents’ rights, including admission, transfer, and discharge
- Residents’ behavior and facility practices (how the facility protects its residents)

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Mary Hartman

Director of Nursing
Church of God Home, Inc.

- Quality of life
- Resident assessment (how the facility determines the appropriate care for each resident)
- Quality of care
- Nursing services
- Physician services
- Dental services
- Infection control
- Physical environment
- Administration

According to Hartman, the surveyors spend an enormous amount of time looking through process charts and data. “In one instance,” said Hartman, “the surveyor asked for the intake and output sheets for a particular resident, and our nurse was able to pull up the entire record on AccuNurse very quickly. When she handed it to the surveyor – literally a few minutes after the request – the surveyor stopped and said, ‘Wow! This is excellent.’”

Hartman described a similar scenario when the team leader of the state surveyors requested the CNA care plan for another resident. “Again, we were able to print out the entire record within minutes,” said Hartman, “and she was really impressed with how quickly we could respond to her request – and with such thorough data that AccuNurse helps us generate.”

In fact, the Pennsylvania state surveyors were so impressed with AccuNurse, they inquired if the Church of God Home had been using the system the year prior. Mary Hartman explained that they did have AccuNurse, but it was at initial implementation during the previous annual survey time frame.

“The state was very receptive to AccuNurse,” said Hartman. “Our experience in receiving positive feedback from our regulatory agency is a powerful statement to AccuNurse.”

Hartman went on to explain how other CCRC facilities need to know more about how AccuNurse could make a significant difference in their state survey process, too.

“The surveyors took notice that we utilized the best available tools that improve the care of our residents and help them achieve more productive lives,” she said. “At the Church of God Home, we’re all very proud that we’re better positioned than ever to comply with both policy and practice, for our residents’ sake and for our organization’s sake. We’re happy to be achieving this with AccuNurse.”

