



Brookside Extended Care Sees Big Return on Investment in CareTracker



Brookside Extended Care

Organization: ICF/DD

Size: 108 Individuals

Time to Recoup Costs: 8 months

ROI Year 1: \$39,136

Cumulative ROI Year 2: \$230,741

Eight months after purchasing CareTracker, Brookside Extended Care recouped the cost of the system. Brookside saw a return of \$39,136 on the investment in the first year. The organization now saves over 60 hours a month by using CareTracker to review goals, programs, services, and nursing information.

Brookside Analysis

	CareTracker Cost	Staffing Dollars Saved	Total Return on Investment
April (Trained)	\$29,645	\$2,925	\$(26,720)
May		\$7,959	\$(18,761)
June		\$7,959	\$(10,802)
July	\$1,584	\$7,959	\$(4,427)
August (Break Even)		\$7,959	\$3,532
September		\$11,262	\$14,794
October	\$1,584	\$12,963	\$26,173
November		\$12,963	\$39,136
First Year Totals	\$32,813	\$71,949	\$39,136

Brookside Extended Care, located in Mason, OH, struggled with many of the common problems associated with paper documentation before implementing CareTracker, the electronic documentation system.

Lisa Frye, the program director at Brookside, said that before CareTracker “missing documentation was a problem.” Paper documentation was kept in a number of places, each individual had a programming book, and there were lots of other clipboards and tracking forms. It was a challenge for employees to remember to complete the forms, and papers were constantly getting lost.

“Tracking down employees to fill out the correct data was time consuming,” said Lisa. “Sometimes a form was missing from the programming book and we wouldn’t find out until well into the month. Many employees, prior to placing documentation in the books, had to copy, check, and see that everything was there. These problems meant we spent less time with the individuals and focusing on their needs.”

The storage of the many volumes of information was also very time consuming and challenging. Keeping the paper organized and together, then finding a place to store it for years presented employees at Brookside with constant headaches.

When asked why CareTracker was purchased, Lisa responded, “By eliminating most paperwork, more time can be spent attending to the needs of individuals.” With the CareTracker documentation system, Brookside mounted electronic touch screen devices called kiosks in their hallways.

The kiosk interface consists of large touch-sensitive buttons with questions and answers that can all be customized. “Staff caught on quickly,” she said. “Overall staff sees the benefits of the system and appreciate that it is not time consuming to document this way.”

To get up and running, a CareTracker implementation consultant came on site and spent two days training the employees. “Our department head team and QDDP’s attended an informative two-day training,” said Lisa. The consultant also had sessions with the floor staff to show them the system. After training, Brookside continued to make CareTracker a priority. “We talked often at monthly staff meetings about how to use CareTracker effectively and listened if any employees had issues with the system,” said Lisa.

Another benefit of CareTracker is the messaging system that allows communications to employees. “The employees are more informed about care and do not have to wait for information from staff about a certain issue because the messaging system is instant and quick,” said Lisa.

“I feel CareTracker has improved the services we provide to our individuals every day,” she said. “It has been a great addition to our facility.” To learn more about CareTracker by Resource Systems, please visit www.discovercaretracker.com.



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