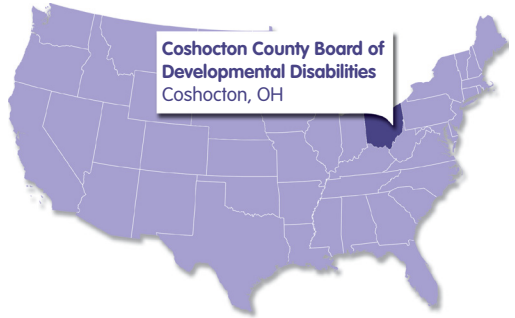




## CareTracker Saves Three Days of Work Every Month for Developmental Disabilities Organization



The Coshocton County Board of Developmental Disabilities, located in Coshocton, Ohio, runs Hopewell Industries, a day habilitation environment that recently implemented CareTracker by Resource Systems.

Before CareTracker, daily documentation consumed much of the time for direct care employees and took away from client services. Because there was so much documentation to be done on paper, errors were occasionally made in the rush to get things done. Documentation sheets were kept organized in binders, but this often meant that employees had to wait for their turn to document.

The end of the month goal review process took several days every month to complete as trainers compiled data and computed percentages. During this process, papers often passed through so many hands that they would occasionally disappear. The final papers often ended up smudged, wrinkled, and torn. Storage of all the paperwork was another big problem. Going back several months to reconcile missed billing was extremely difficult.

CareTracker helped improve employee morale by eliminating the high demands of paperwork and the stress that resulted from it. According to Diane Williams, Habilitation manager, CareTracker's touch-screen kiosks have helped saved at least three full days of work each month.

"The service and support administration have commented that it is now much easier to check goal reviews on their own time rather than waiting for and handling papers," said Diane.

"CareTracker has freed up the time for direct care employees and allows them to devote more time to clients and to daily routine issues," she said. "The Program Director is more confident in the accuracy of the information provided for tracking and billing purposes, and we all benefit from the improved staff morale."

"The support provided by everyone at Resource Systems has been great," said Diane. "I get almost immediate response when I call or email. When my assigned representative is unavailable, I am always offered the option of talking with someone else, and when I do, they have always been knowledgeable about our system and helpful with whatever I need."

**To learn more about CareTracker by Resource Systems, please visit [www.614hhmc.com/CareTracker.com](http://www.614hhmc.com/CareTracker.com).**



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