



## CareTracker Hosting Helps Communication in Seven-Home Environment

Elmwood Heights, a division of Milestone, Inc, is located in Rockford, IL, and provides care for 94 physically and developmentally disabled individuals across a seven home environment. Early in 2008, Elmwood Heights implemented CareTracker by Resource Systems.

According to Tammi Vail, IT specialist, CareTracker has given Elmwood Heights a number of advantages over their previous forms of documentation and reporting.

With Elmwood Heights' large layout, CareTracker has helped with communication. "Due to CareTracker's online hosting, communication has not really been any kind of issue for us," said Tammi. "People are able to get [the data] they need from wherever they are, as long as they have a computer with approved access."

"Everyone definitely loves the messaging module and uses it very often," said Tammi. She continued by saying that staff members have to acknowledge when they have read a CareTracker message and can therefore be held accountable. CareTracker allows house managers to closely monitor documentation compliance, which saves them hours of time every week.



Elmwood Heights  
Rockford, IL

Charting on one of CareTracker's touch-screen kiosks is also fast and easy. "Employees really seem to prefer using the kiosks versus pen and paper," said Tammi. "This means we are getting more consistent and complete charting than we did previously."

"Another big advantage of CareTracker is that nursing staff can track everyone's bowel and bladder activities and meal and fluid intakes right from the nursing station without having to hunt down employees or dig through the paper logs we used to keep."

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