



# Filling Homes Save 284 Hours Per Month Using CareTracker



## Filling Homes

**Implementation Date:** 9/22/2008

**Size:** 56 Individuals (Base Facility)

**Average Time Savings:** 284 hours/month

**Estimated Yearly Savings:** \$25,000

**CareTracker helped Filling Homes save 284 hours per month, an estimated \$25,000 per year, by cutting the time required to document, create, and maintain each individual's habilitation plan (IHP).**

## Filling Homes Analysis

	Title	Employees	Hours
Before CareTracker	IHP Secretary	3	<b>520 Hours/Month</b> (IHP Related Work)
	QMRP	4	<b>32 Hours/Month</b> (Progress Notes)
After CareTracker	IHP Secretary	3	<b>260 Hours/Month</b> (IHP Related Work)
	QMRP	4	<b>8 Hours/Month</b> (Progress Notes)
<b>Savings</b>			<b>284 Hours/Month</b>

Before Filling Homes used CareTracker, the QMRPs would regularly review and identify changes for each person's IHP. An IHP secretary was then responsible for making the recommended changes and manually copying the data into the charts and master file.

"We found it challenging to stay on top of training staff and keeping them aware of changes that were made in the IHPs," said Cathy Price, the information management administrator at Filling Homes. "Only one person could access or use the IHP chart at one time. Plus, staff often documented at the end of their shift rather than as the service was being provided. We spent a significant amount of time auditing the records for completeness and obtaining staff signatures needed for verification."

Because CareTracker is electronic, accessible, and the information is centralized, the employees at Filling Homes can now do a lot more in a lot less time. Filling Homes reported that for the three IHP secretaries, the system eliminated 20 hours of work per week per person, which has allowed them to catch up on the backload of duties and work on other projects. Additionally, things like progress notes that used to take each QMRP eight hours a month, can now be done in two hours. The QMRPs are now more involved with teaching programs and taking on other responsibilities.

The messaging features built into the CareTracker system have also helped save time. "With the messaging feature we have been able to cut the time it takes to inform staff about any changes or other information they need to know. This helps staff communicate to the individuals what will be happening with and for them on a particular day."

"We chose to implement CareTracker in our base facility, two group homes in another county, and community living sites in three counties all during the same month," said Cathy. "Reactions from staff were mixed, but overall they learned very quickly. They now prefer electronic charting to pen and paper."

"The system is now accessible to multiple people at the same time," she said. "It is easier for supervisors and QMRPs to track who is and who isn't documenting or if documentation is being done at the time the service is completed. Designated users can access and run reports from their desktops. This saves time in running back and forth or waiting for records to come from offsite locations. IHPs are much easier to complete now."

### "We had zero deficiencies in documentation."

During their survey, Filling Homes put CareTracker documentation of goals and programs on compact discs and the surveyors had everything they needed.

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



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