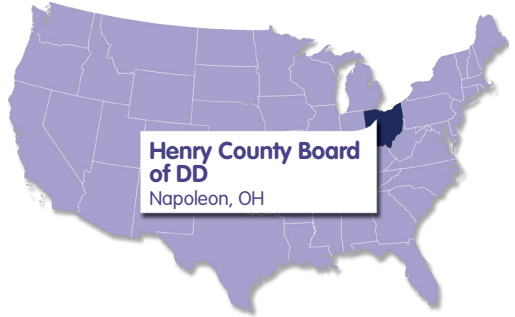




CareTracker Cuts Direct Care Documentation Time in Half

For years the Henry County Board of DD, located in Napoleon, Ohio, documented all their direct support programs on paper. "At the end of the month, programming minutes and percentages were tallied by hand," said Sally Roehl, Home Supervisor. "This was very time consuming."



To complicate matters, the documentation was not always complete and accurate. "Employees were assigned to check documentation at the end of each shift," said Sally, "but sometimes things were still missed that would result in citations by Medicaid or licensure." Sally continued to say that the old paperwork was stored in the attic and it could take hours to compare information from week to week or year to year.

Sally said all the work documenting, updating, and changing programs, "took hours away from the consumers we serve. But CareTracker cut our direct care documentation time in half!"

"Our entire leadership team was involved in the implementation," she said. "There was great teamwork all around, and once we went live, we never looked back! Our employees were praising CareTracker the first day we were using it. It was very easy to learn. Our documentation compliance has been 98% - 100% ever since then."

Not all the direct care employees were on board at first, but it didn't take long for CareTracker to win them over. "It gives us more time with the individuals and everything is at our fingertips. I'll never go back to paper now," said one direct care staff person. Sally was also proud to report that shortly after CareTracker was

implemented the mother of an individual commented that she had noticed a positive difference in the amount of time employees were spending her son.

CareTracker has had a beneficial impact at the Henry County organization. "I am able to pull information quickly and easily, plus the information is more accurate and thorough," said Sally. Because CareTracker stores all the documentation information for years, there's no need for Sally to go digging through the attic for documentation paperwork anymore.

"We were still relatively new to CareTracker during our Medicaid survey," said Sally, "and although I was nervous, I quickly found that it was much easier and faster to get the information she wanted. I was not chasing down misfiled documentation. Resource Systems has been there for us every step of the way. They go above and beyond what we have expected."



CareTracker[®]
by Resource Systems

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