



CareTracker Improves Documentation Process at Quality Living Systems

Flint, Michigan is home to Quality Living Systems, which manages two large specialized adult foster care homes serving 30 clients. The facilities enhance the lives of people with intellectual disabilities through advocacy, belonging, and care. After seeing a conference demonstration in August of 2007, representatives from Quality Living Systems were excited to learn more about a new touch-screen system that could have a dramatic impact at their facility. Several months later, those representatives purchased CareTracker by Resource Systems.

After implementing and using CareTracker on a daily basis, Jamie Terry, Program Director at Quality Living Systems is eager to share her experiences with others. "We are elated with the level of customer service provided by Resource Systems' employees. From initial talks, through training and maintaining our system, they are quick to respond and provide us with information to answer any questions that arise. They walk us through program development and provide pointers to make CareTracker work the best for our corporation. We highly recommend CareTracker to any organization."



Like other facilities that use CareTracker, Jamie recounts the ways documentation processes have changed:

- Documentation compliance is checked every day and it takes only seconds. Jamie enthusiastically reported the average compliance percentage at "99%!"
- Copying data is not an issue for Quality Living Systems. Staff members cannot review previous answers when documenting unless they are specifically allowed.
- Plan adjustments now take "way less than one hour" and require significantly less than the 350+ sheets of paper it used to take each month.
- Success rates are checked daily.

"Employees are more receptive to changes in client programming and we see the clients' quality of care improve as staff members are unable to forget documentation requirements due to the visual reminders within CareTracker," said Jamie.

To learn more about CareTracker and Resource Systems, please visit www.discovercaretracker.com.



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