



The Chesapeake Uses CareTracker to Empower Employees

For Joanne Howard, Quality Assurance Manager, it was exciting when The Chesapeake, the continuing care retirement community she worked for, decided to purchase CareTracker by Resource Systems. "CareTracker is a wonderful tool for reimbursement purposes as well as a great tool for DONs and managers to track staff performance," she said. "I really had no concerns about CareTracker coming here. I had worked with CareTracker at another facility. I love the reports I can pull off for tracking purposes."

Located in Newport News, VA, The Chesapeake implemented CareTracker in their 52 bed skilled nursing unit early in 2008. "The CNAs wanted to jump right in and they really learned very quickly!" said Joanne. "We allowed them to play at first so when it was time to use the system live they did not feel intimidated. Even older staff members who were hesitant because they had never used a computer remarked how easy it was.

"The CNAs now give me input and feedback on what they would like to have in CareTracker for their documentation to give better information about the residents," said Joanne. "This has given them the feeling that they do have important input in matters concerning the residents and their responsibility. The DON has also involved the CNAs by allowing them to see the reports she gets. They understand that their documentation is important for both resident care and for reimbursement.



The Chesapeake
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"Although they wouldn't believe it at first, the CNAs say that CareTracker is much easier to record their information in, so the process is much faster," she said.

According to Joanne, CareTracker reports allow employees at Chesapeake to be more proactive with monitoring things like weight loss and skin issues. Also, with all the information available to the MDS coordinator, she said CareTracker helps paint a better picture of what is going on with the residents.

Joanne even had kind words for Resource System's Customer Care department. "Speaking of support, God bless 'em," she said. "They have been wonderful in helping out whenever I, or one of the other directors, have called. It's a pleasure to deal with them."

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