



CareTracker Helps Christian Health Care Center Increase Case Mix Scores and Reimbursement

Christian Health Care Center is a 142-bed nursing home located in Lynden, WA. With 71% of the beds dedicated to Medicare and Medicaid, accurate documentation is critical.

“The biggest challenge that drove us to the CareTracker system was the chronic, incomplete ADL assessment sheets,” says Linda Vander Sys, Administrator.

Other problems included copying from shift to shift. Staff knew the residents were constantly changing, but there was no documentation to support it. Additionally, the MDS nurse would spend hours collecting sheets and try to fill in the gaps.

“Our facility’s success depends on the accuracy of the MDS and we just didn’t have the data to back it up,” explains Linda.

They heard about CareTracker at a Keane conference.

“We were blown away when hearing about the increase in case mix scores reported by other facilities using CareTracker. And once we found out that CareTracker was going to track ADLs much more efficiently, we were sold,” says Linda.

CareTracker has provided many benefits for Christian Health Care, including a smooth survey process. During a recent survey, the surveyors truly saw the benefit of CareTracker. They didn’t have to go through all the paperwork to find what they were looking for; they simply requested the information and the team at Christian Care retrieved it.



“There is never as big a bullet to face as going through survey, and the system turned out to be really survey-friendly,” says Linda.

Financially, Christian Health Care has experienced an increase in case mix and the system paid for itself within the first three months.

Christian Health Care recently started using the Messaging Module for environmental services and work orders; sending out company messages to staff, and for communicating with staff about residents.

To sum it all up, Linda exclaims, “We couldn’t do without it!”

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