



Commonwealth Care Facilities Improve Documentation Accuracy with CareTracker

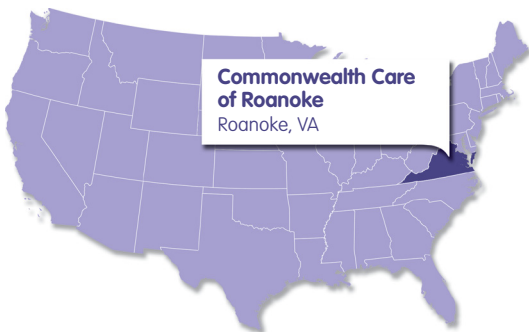
Commonwealth Care of Roanoke is a group of nine long-term care facilities located in Virginia. Several years ago, Commonwealth Care wanted a system that would help nursing assistants document accurately and efficiently. The solution needed to be secure and scalable so that additional facilities could be added as the company grew.

The nursing assistants now document on CareTracker touch-screen kiosks. Because the kiosks are located close to resident rooms, the assistants can chart right after care is given. This has helped improve the accuracy of the documentation and even allows for more time to be spent interacting with the residents.

According to Randall Holley, Director of IT, CareTracker by Resource Systems has met and exceeded the high expectations at Commonwealth Care. "I have been working with third-party vendors for over 20 years, and I will say that working with Resource Systems on the CareTracker project was the best experience I have ever had."

The messaging features in CareTracker have helped improve communications. Employees at each of the nine facilities receive secure CareTracker messages on the kiosks – from a charge nurse's memo about a resident's appointment, to a corporate-wide notice to all users, the messages can be sent at any level.

CareTracker also exchanges information with Commonwealth Care's clinical program.



"Now that CareTracker interfaces with our clinical software," said Randall, "it eliminates the chance of numbers not being entered correctly from the nursing assistant documentation, which saves us time."

"CareTracker is a huge time-saver from the reporting side too. We just press a button. At the corporate level we now have a whole wealth of information at our disposal. It even helps reduce the time surveyors are in the building because the information is much more accessible."

Six Commonwealth Care facilities have seen reimbursement increases because of more accurate documentation. The remaining three facilities are new and have utilized CareTracker since the first resident was admitted.



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