



HCM Implements CareTracker at 19 Facilities And Sees Accuracy and Reimbursement Increases

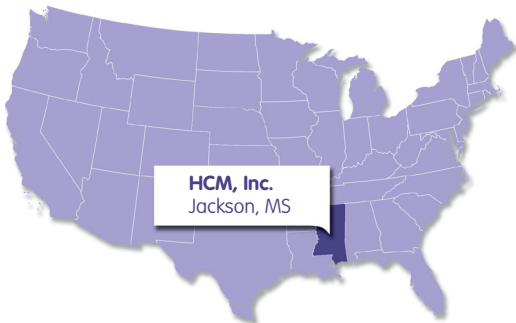
HCM, Inc. is a group of 19 facilities headquartered in Jackson, Mississippi. After evaluating several systems, HCM purchased CareTracker by Resource Systems based on what they heard from other users.

"CareTracker has been beneficial to the company, no doubt about it," said Aaron Irey, Director of Clinical Reimbursement.

HCM had concerns that training employees to use kiosks for charting would be difficult, but Scott Edwards, COO for HCM indicated that the implementation of CareTracker went very smoothly. "I was very pleased and impressed with how quickly we were able to achieve our compliance goals," he said. "The nurse aides appreciate being able to document the care they provide quickly and easily."

Compliance tools built in to CareTracker make it easy to monitor nursing assistant performance and ensure documentation is completed. "Accurately capturing ADLs has helped more than anything," said Ruth Hagen, Director of Clinical Services. "Having restorative buttons in CareTracker is really starting to help too," she added.

Between 2008 and 2009, CareTracker was implemented and nursing assistants began using it to document accurately. During this time HCM saw the number of residents classified as "low burden of care" decrease by 11%, and that led to increased reimbursement. Also, more recently, CareTracker's restorative questions helped one facility capture two programs for the first time.



From the corporate level down to the DONs and administrators, management employees enjoy being able to pull reports to see what's happening on the floor. "We've gotten to a point where the facilities are using the reports even more than we ever expected," said Aaron. "I enjoy being able to check to see who is pulling reports and looking at information. If I see that a DON doesn't ever pull reports, I can find out what's going on."

"The big thing is making sure the users know how CareTracker helps their building," added Ruth. "Everyone agrees that it's easier now than hand-documentation ever was."

To learn more about CareTracker please visit www.resourcesystems.net.



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