



## CareTracker Helps Lutheran Community Home Improve Efficiency and Productivity

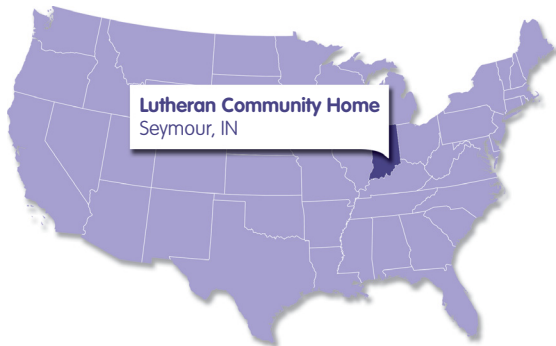
Early in 2009, the Lutheran Community Home, a skilled nursing facility located in Seymour, Indiana, implemented CareTracker by Resource Systems.

Several months after training, Karyn Fleetwood, Administrator, happily reported that CareTracker was helping to improve documentation accuracy, facilitate faster communications, and increase reimbursement.

"Our CareTracker implementation has gone very smoothly," said Karyn. "We wanted our employees to see the advantages and time savings from electronic documentation, so we got rid of the paper forms at the very beginning. The majority of CNAs learned to use the kiosks immediately, and they grew more proficient with each use. We had 100% compliance on our very first day. We were very surprised by how quickly they learned the new processes."

Because employees are no longer able to copy paper forms, the accuracy of the documentation has increased. "We have better documentation of BMs and fluid intakes now," said Karyn.

CareTracker also has a messaging component similar to email that allows employees to send secure messages that can be read from any kiosk or computer in the building. "Messaging has helped tremendously," she said. "It is so easy to get information to all staff or specific employees when needed. We are



expanding CareTracker to include additional employees because messaging has proven to be so helpful."

The MDS coordinators at the Lutheran Community Home enjoy CareTracker because of all the timely and accurate information which is at their fingertips. CareTracker has eliminated documentation holes so they have more time to spend on assessments instead of following up with staff to find missing information.

"We could not be more pleased with this product, the expertise of those who helped us implement it, and the ongoing support of the company," said Karyn. "We would recommend this product to anyone who is looking to improve staff and facility efficiency and productivity."



**CareTracker**<sup>®</sup>  
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