



Electronic Documentation, Integration are Key for CareTracker Facility in North Carolina

The Nursing Center at Oak Summit, located in Winston Salem, North Carolina, is a 170 bed Medicare and Medicaid certified skilled facility providing nursing and therapy services.

Before implementing CareTracker by Resource Systems, staff documented on paper logs and manual flow sheets, resulting in hit or miss compliance, incorrect coding, inadvertent copying, and unnecessary complexity collecting and retrieving resident information.

Since implementation, the MDS Coordinators love CareTracker. They no longer have to chase scraps of paper and documentation is more complete and accurate. Information is easily accessible - no more searching high and low for flow sheets.

Every time an observation is entered by an employee, CareTracker records the date, time, and employee's name in addition to all of the resident-specific information. Every observation can be traced back to the person that entered it.

"CareTracker has almost assuredly increased reimbursement based on more accurate coding of bed mobility and transfers," said Carol Johnson and Brenda Eastman, MDS Coordinators. The facility quickly obtained 95% (or better) documentation compliance on all shifts, even weekends.

"It helps me attain immediate access to pertinent information. It has truly been a lifesaver," said Varonica Price, DON. "We had suspected for some time that we were



not getting full credit for the assistance with ADLs and complexity of care and thus were shortchanging ourselves on Medicaid reimbursement. CareTracker is a great tool."

CareTracker at The Nursing Center at Oak Summit is integrated with the Hi-Tech software system to allow residents and MDS information to flow back and forth between the two programs. The integration makes system management much easier, because there's less duplication of data entry.

The CNA response has also been overwhelmingly positive. "CareTracker helps me keep up with my charting and finish the shift on time," said Lorraine Sparks, CNA. "It's easy to use and keeps our documentation accurate," added her co-worker, Carol Brown, CNA.

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