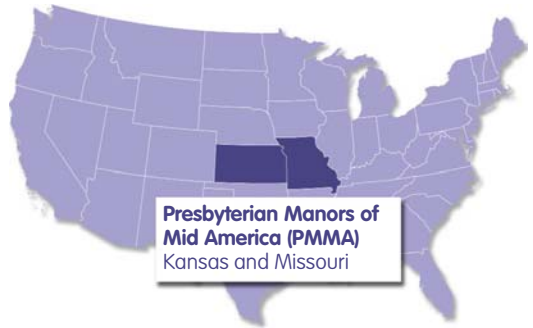




## Presbyterian Manors of Mid America Average 95% Compliance with Better Documentation

**At the Presbyterian Manors of Mid America (PMMA) more than 900 residents are cared for and more than 6100 observations are recorded every day using CareTracker by Resource Systems.**



For the chain of 16 skilled nursing homes in the Midwest, paper documentation was insufficient. "Staff would frequently forget to document because someone else had the book they needed to use," said Jeanne Gerstenkorn from PMMA.

Early in 2007, PMMA purchased CareTracker by Resource Systems. An implementation consultant from Resource Systems helped PMMA customize CareTracker to reflect their unique documentation needs. After the system's setup was finalized, the consultant also helped with the roll-out, and approximately two facilities were trained each month.

With CareTracker's easy-to-use interface, most of the direct-care users were trained in a single shift. At nearly all 16 facilities throughout the implementation, compliance was above 95% within a few days of training. Follow-up surveys of the staff indicated that CareTracker was a success. Direct care employees said CareTracker "beats the paper" and allows floor staff to "tell management how the resident really is."

CareTracker also empowered management employees. Users had the information they needed without having to chase staff to get paper forms. Compliance and accuracy could be checked in real-time from any computer on the PMMA network. MDS Coordinators had the flexibility to move ARD dates to maximize reimbursement.

With CareTracker, the accuracy of PMMA's documentation greatly increased at all 16 facilities and "copy cat" charting was eliminated.

*The PMMA facilities enter nearly two million resident observations each month and consistently average above 95% compliance. CNAs record more than ever, including new areas like moods, behaviors and activities in addition to their previous responsibilities.*

For more success stories, visit [www.seecaretracker.com](http://www.seecaretracker.com)



Resource Systems  
New Concord, OH  
800-338-3681  
[www.seecaretracker.com](http://www.seecaretracker.com)