



CareTracker Helps Shell Point Retirement Community Eliminate Documentation Errors and Improve Efficiency

Shell Point Retirement Community, located in Fort Myers, Florida, is a 219-bed continuing care retirement community with skilled nursing and hospice services.

Shell Point had experienced problems with their CNAs' documentation. The paper form displayed all shifts' data, allowing for the potential copying of the previous shift's answers. This put the integrity of the data in jeopardy as staff could be copying rather than making their own observations.

Another concern was that the primary language for many CNAs was not English. Staff languages ranged from Creole to Spanish and other island dialects. Finally, documentation was being completed at the end of each shift, and while staff were documenting, this took them off the floor.

Shell Point implemented CareTracker in the Fall of 2005. Resident care has improved because the CNAs are able to spend more time providing direct care and they are 'reminded' of things to look for and do each shift as the yellow buttons light up.

MDS Coordinators are completing their work quickly, using the CareTracker reports, and feel that the data provided by CNAs in CareTracker better represents each resident's level of functioning and participation.



The staff's overall reaction to CareTracker is that it is easy to use and the data is entered quickly and in a timely manner. They love having their own 'computers' to use, "just like the nurses." They are eager to learn more and are proud of their new skills.

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