



Silver Bluff Village Implements CareTracker, Improves Documentation Accuracy and Compliance

Silver Bluff Village in western North Carolina is a community that provides residential living, independent living, assisted living, and long term care.

When North Carolina began transitioning to a Case Mix Index system for Medicaid recipients, staff at Silver Bluff realized it was crucial to have accurate documentation. They had been wrestling with the challenge of collecting information on paper forms. Staff had given up on using ADL sheets, leaving them with totally inaccurate ADL scores. Paper forms left them with disorganized data in areas such as vitals, weights and measurements.

"We saw CareTracker at the North Carolina Healthcare Trade Show. We liked it better than anything else we saw on the market," explains Lisa Leatherwood, Director of Nursing Services.

Silver Bluff uses CareTracker to track ADLs, Depression, Bowel & Bladder, Measurements, and Restorative, and is currently working on implementing behavior tracking.

"We have greatly improved the accuracy of our documentation. We went from 100% non-compliant on the Medicaid Case Mix Audit by Myers and Stauffer to 33% non-compliant," boasts Lisa. A 33% on the Myers and Stauffer audit represents a high level of quality and compliance.



"CareTracker provides easy retrieval of data. We have been able to track and react much faster to problems with residents' bowel movements, meal and fluid intake, weights and other care issues," says Shannon Hayes, Assistant Director of Nursing.

Silver Bluff also experienced an increase in their Case Mix Index. In March 2004, before implementing CareTracker, Silver Bluff's CMI was 0.954. In June 2005, less than a year after implementing the system, their CMI rose to 1.2296.

Staff reaction to the system was positive. "One of the things that I hadn't expected was the reaction from the staff. CareTracker makes our CNAs feel more professional and empowered in our facility," explains Bob Leatherwood, Administrator.

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