

HTS - CareTracker Interface Excites HTS Clients

Concerned about quality of care, charting and MDS accuracy, and looking for ways to increase reimbursement, our client facilities have shown keen interest in Hi-Tech's interface to the **CareTracker™** Supportive Documentation Software.

In February, representatives from Resource Systems of New Concord, Ohio traveled to New England to demonstrate the CareTracker touch-screen charting system. Hi-Tech followed with a demonstration of the interface that pulls data from CareTracker into the Hi-Tech MDS program. Hi-Tech and Resource Systems will repeat this dual presentation on March 23 in Caribou, Maine.

After attending the workshop, several facilities scheduled on-site demonstrations of the product. HTS spoke with users who would like to implement CareTracker in their facilities.

St. Andrews Village, Boothbay Harbor, Maine has already scheduled an in-house presentation. For **Connie Creele**, RN, the MDS Coordinator, the primary benefit of CareTracker is that charting will become much more accurate. She likes that the system does not reveal observations made on previous shifts, therefore, responses cannot be copied from one shift to another, as is sometimes done with paper charting.

Connie also finds it a benefit that she will no longer have to count up all the responses for a particular item, determine the MDS response, and then enter it into the resident's MDS record. The HTS interface will automatically tabulate charted observations, calculate the MDS responses, and insert them into the MDS.

Cheryl Lowry, RN, the MDS Coordinator for **Courville at Nashua**, New Hampshire, expressed her enthusiasm with these words, "I am so psyched! This will make my job so much easier. I will no longer have to search for the information I need to improve RUG scores. CareTracker and Hi-Tech will provide it automatically."

Cheryl believes that CareTracker will encourage CNAs to take full credit for *all* the work that they do. In addition, if a CNA is uncertain about how to code her activity, she can request the CareTracker program to play a short video that demonstrates the



With Hi-Tech and CareTracker, I'd be home by now!

meaning of the available responses; for example, the differences between Limited and Extensive Assistance for ADLs.

Cheryl thinks CareTracker is the "future of health care" and that it will improve accuracy for assessments, care planning, and residents' quality of life. She believes that implementing CareTracker would be a wise investment for her facility, and she predicts that they will get back the cost of the system "tenfold".

Rebecca Greaves, RNC, is the Director of Nursing at **Dexter Nursing Home** in Dexter, ME. Rebecca said she'd be thrilled to install the CareTracker system. The system would help the facility to raise residents' RUG scores and save

money spent on payroll hours and paper forms. She is sure they would recoup the cost of the system without much effort. In addition, the system will be good for the CNAs, who sometimes need to hurry through charting at the end of their shifts. Instead, they will chart throughout the day immediately after assisting or observing a resident.

From a management point of view, Rebecca likes the system's ability to track and report on trends in residents' conditions and activities.

Woodridge in Barre, VT has been using CareTracker for six months, and administrator, **Richard Morley**, says the system is working well. They have completed the first phase of a well-paced implementation and training process; and they are ready to add more charting features. Having charted just ADLs through CareTracker for the past six months,

they have already seen an increase in RUG scores due to more accurate charting. **Joan Potter**, of Woodridge, just returned from a CareTracker training session for the next phase of their implementation. She thinks the system "is just awesome", and that Resource Systems really listens to its users' suggestions so that they can continue to improve the system and make clinical jobs easier.

CareTracker will encourage CNAs to take full credit for all the work that they do.

To learn more about CareTracker, go to their website at www.resourcesystem.com, where you can run an on-screen demo and read success stories from facilities that use the system. To schedule an on-site presentation call John Hilton at HTS (207) 474-7122.

HTS Interfaces to Other Vendors' Software Products



HTS has developed relationships with other vendors, and we provide programs that interface to their program data.

These interface programs have been developed through years of use and with substantial input from our clients. They save time and eliminate data-entry errors. We offer the following interface programs:

Therapy Charges

- Genesis
- Rehab Works
- Kindred

Medical Supplies

- Gulf South
- RedLine
- MedLine

Payroll Time Clocks

- TimeTrak
- Kronos
- Simplex

Electronic Charting

Resource Systems
CareTracker

Satisfaction Surveys

Press Ganey

Contact Lynne Hammond for prices and information on our existing interface programs, or if you need an interface with a vendor not listed above.

Katahdin NH Enjoys Success with CareTracker™

HTS recently spoke with Marlene Taylor, the Administrator at Katahdin Nursing Home, a 40-bed long-term care facility in Millinocket, Maine. Marlene reports that the Resource Systems **CareTracker™** System has been in full operation since July, and the facility is benefiting from an increase in case mix scores and reimbursement.

Marlene described a smooth installation and training period that took 6 to 8 weeks. This included ordering and installing the touch-screen kiosk, wiring it to the server, installing the **CareTracker** software and the interface to the HTS Clinical Records System, and training the staff.

Prior to training, Resource Systems reps came to Katahdin and presented an overview of the system to management and direct care staff. They returned to conduct two days of hands-on training for about 50 people. This began with a brief “refresher” for a large group, followed by 15 to 20 minute sessions at the kiosk for groups of 5 to 6 direct-care staff members.

Marlene said that her staff was nervous but excited. Some staff members believed that they lacked enough computer experience to be successful, but they soon discovered that the touch-screen system was very user-friendly. They have come to love it.

The staff uses the **CareTracker** system to document resident care throughout the day. This eliminates the 30 to 60 minutes of documentation time at the end of the day. Staff can slow down and take more time with the residents, which has led to increased quality of care. Documentation has become less of a burden, and the staff no longer carries around scraps of paper on which they note their care and activities with the residents.

The Nursing, Social Services, Activities, and Dietary staffs complete the MDS records. **CareTracker** captures the information that they need, and the HTS interface automatically completes portions of the MDS records. This saves them the time it once took to research and compile MDS responses. They feel secure that documentation is accurate, and that responses have not been copied from previous records.

When asked “If you had it to do over again, would you?” Marlene exclaimed “**Absolutely!** It has been well worth the money.” Her advice to facilities that are still debating on whether to install **CareTracker**: “**Do it!** Stop thinking about it and just *do it!*” She describes the Resource Systems reps as “exceptional” and that they have gone out of their way to resolve any issues that Katahdin has encountered.

For more information, go to www.hi-techsoftware.com and click on either of the links shown in the box on the right.

HTS has created an interface between Resource Systems touch-screen **CareTracker** and the Hi-Tech MDS programs. [More...](#)

View **CareTracker** demo at www.resourcesystem.com

MDS-RCA Form (Rev 12/03)

Report from

Current

History

Report from

Current

History

Along with the assessment changes effective July 1st, 2004, HTS made a change to the **Print RCA** program screens. At Report from, these programs automatically select **Current**. To *re-print* RCA records that have not been changed since they were previously printed, you must select **History**, *before* you select the resident. This will display all printed, complete assessments from the History file.

Vernon Green Enjoys Success with CareTracker



Using the wall-mounted touch-screen, the staff records the care given to residents, and observations of residents behavior and conditions.

In December 2004, we printed an interview with Marlene Taylor, Administrator at Katahdin Nursing Home, about that facility's successful experience with the **CareTracker** System and the HTS Interface. (See www.hi-techsoftware.com > newsletters > December 2004 > Page 7. Also see March 2004, Pages 1 and 3.)

For this issue, we talked to Brad Ellis, the Administrator at Vernon Green in Vernon, VT. Vernon Green has been using the **CareTracker** system for almost a full year, and in that time their Case Mix Index has increased a little more than 1/10 of a point from .7998 to .9114. This translates to about \$7.50 a day per Medicaid resident, taking into account both inflation and other adjustments. (Note: Vermont uses the Version 5.01 grouper that ranges from .5159 to 2.0158. Maine uses the 5.12 grouper that ranges from .749 to 1.986).

Brad is very pleased with these results within the first year, and he anticipates additional increases in reimbursement as the facility continues to provide ongoing training in the use of the **CareTracker** system. He attributes the increase to their ability to more accurately and timely document the care being provided to residents and receive appropriate reimbursement for that care.

Vernon Green approached the implementation of the System very carefully. Prior to implementation, reactions were mixed. But the "frontline" direct-care staff and aides were involved in a sales demonstrations of the product, and they were involved in the implementation of **CareTracker**. He feels that this helped to gain their support from the very beginning because they understood what **CareTracker** could do for them.

Resource Systems training reps spent two days on-site and trained all nursing staff. Other departments received some training and are required to use **CareTracker** to input observations relevant to their jobs.

The learning curve was significant, but now that the system is in use, the MDS coordinator and staff would not want to do anything differently. Brad notes that "change is hard" and that this change required an adjustment period; but overall the adjustment has been good, and the documentation compliance rate on all shifts is better than 90%. (**CareTracker** tracks all required input and reports on any times when an observation should have been recorded and was not.)

When asked if they had it to do over again, would they? Brad answered: "Definitely". He describes Resource Systems as "excellent", with a very good support staff and a well-planned training program. He advises any facility considering **CareTracker** to visit a site that is using the system, and to take along the front-line staff. Three facilities have already visited Vernon Green, and all three have decided to purchase **CareTracker**.

For more information, go to www.hi-techsoftware.com and click on any of the links shown in the box on the right.

CareTracker is a Resource Systems product.

HTS has created an interface between Resource Systems touch-screen **CareTracker** and the Hi-Tech MDS programs. [More...](#)

View **CareTracker** demo at www.resourcesystem.com

Or **CareTracker** [Flash demo](#)

HTS Interfaces RCA to CareTracker™

HTS has created an interface between **CareTracker** and the HTS Residential Care RCA programs. This interface works like the one now being used in Nursing Care facilities to complete residents' MDS 2.0 records.

A resident's HTS face sheet record is used to create the resident's **CareTracker** record. Then, using the **CareTracker touch** screens, the direct-care staff updates this record with their observations and care activity for this resident.

The picture-based screens require much less reading than text screens, paper forms, and charts. You simply touch the pictures that identify the information that you want to record, such as ADLs, Behavior, Activities, and Contenance, etc.

CareTracker adds up the responses and sends the results to the HTS system, which determines the responses for specific RCA items and automatically completes sections of the RCA record.

CareTracker also provides Management Reporting on such items as :

- Trends and changes in residents' conditions so that staff can adjust interventions.
- Times that observations were missed, so that staff can focus its documentation efforts.

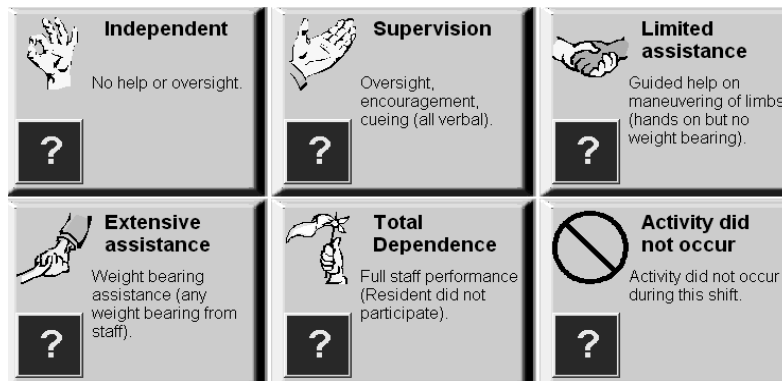
Because the direct-care staff records observations and the activity immediately, this results in more complete and accurate documentation for each shift. Facilities that use **CareTracker** have increased their Case Mix Index, resulting in higher reimbursement that allows for better staffing and patient care.

Recording a Resident's Bed Mobility through CareTracker™

Touch the **ADLs** button, then the **Bed Mobility** button.



Touch the button for the amount of **Self-Performance**



Touch button for amount of **Support** provided.



CareTracker adds up the responses entered on all shifts for the requested number of days. The HTS interface imports this information into the HTS system, which calculates the RCA responses and enters them into the resident's RCA record.

