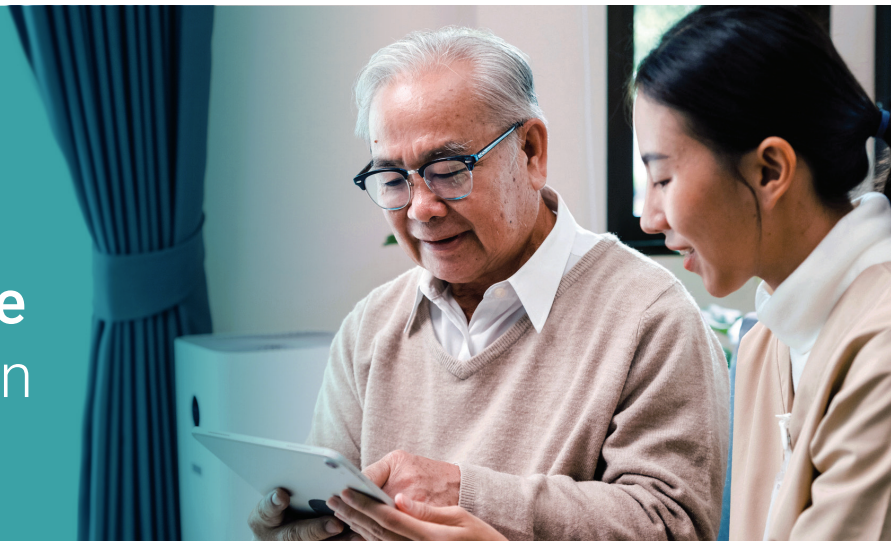# How an EHR helped Care Centers' long-term care facilities **spend more time with residents** and less on manual documentation

About Care Centers

Care Centers is a consulting group that works with long-term care facilities across Tennessee. Ayisha Bradley, Director of Informatics and Clinical Reimbursement at Care Centers, noticed that team meetings were followed by hours of manual documentation on paper. After making the switch to the WellSky EHR, Bradley was able to run meetings much more efficiently by arming nurses with a tool to update notes and document care plans on the spot, giving them more time to care for residents.

Solving the efficiency problem with WellSky Long-Term Care

When Bradley and her team started using WellSky Long-Term Care, they found that they had far more time in the day to care for residents. The WellSky solution allowed them to get more done in meetings with less paperwork to fill out after they dispersed.

The problem with documenting long-term care medical information on paper is that it's nearly impossible to quickly access the vast amount of information about residents in the short time allotted to each item raised during team meetings. And because the team meetings are where the staff make plans for everything that needs to be done that day, they are vital.

Bradley's team at Care Centers' facilities were bringing tons of charts with them to discuss patient care, and then they would have to wait until after meetings were

over to fill in their notes. "They're just running through and having a conversation," Bradley said. "So it might take an entire day to actually get everything done."

By moving to WellSky, Bradley and her team gained the ability to quickly scroll through their tasks and update them in real time.

"The KPI Dashboard is speeding up meetings," she said. "Our meetings are more efficient. No longer do you have to grab 1,000 charts to take to the meeting. You can just pull up the KPI Dashboard in your EHR and see which residents have triggered a weight loss or supplemental order."

One of the biggest reasons Bradley can work more efficiently with her KPI Dashboard is that she customized it in accordance to her facility's needs. "You can create it how you want and include what you want to be on there," she said. "We use it as a workflow. It's used for morning meetings. It's used for follow-up meetings. It's used for behavior meetings. It's used for nutrition at-risk meetings. We set up dashboard sections just for those meetings."

Perhaps the greatest benefit Care Centers' facilities gained by using the WellSky software solution in meetings is that nurses do not have to worry about missing assignments; they can complete them right as they are mentioned. "There's no, 'I forgot to put that note' or 'Now I have to go spend two hours at the nurse's station and write orders for everything we talked about'." Rather, she said, "Once you walk out of that room, everything's done."

> "Now, when we're finished talking about a resident [in a meeting], the DON has already entered a new order and has the note completed."
>
> - Ayisha Bradley, Director of Informatics and Clinical Reimbursement at Care Centers

"Anybody involved in that meeting is saving time by working from the KPI Dashboard," she said.

But just how many hours are they saving?

Bradley shared that, thanks to the WellSky EHR, her director of nursing (DON) is saving two to three hours a day. "Now, when we're finished talking about a resident, the DON has already entered a new order and has the note completed," she said. And Bradley added that the dietitian at her facility is now saving "a good hour or two" thanks to the software. MDS nurses are also saving time by getting more done in meetings. "Now they can update their care plan with that new intervention during the meeting," she said. "So they don't have to go back and get that chart, write it out, and find the next resident."

Less paperwork. A higher standard of care.

It can be difficult for long-term care staff members to complete every task assigned to them when they have so much on their plate. Part of the problem for Bradley's team was that they were "stuck in an office all day long trying to do the follow-up," she said. But Bradley found that this issue is far less prevalent now that she and her team are using WellSky Long-Term Care. "Before, they had to push aside some of their daily work," she said. "But now they can focus on getting out there in the hall with the residents and the nurses and being a bit more hands-on."

How are Care Centers' facilities benefitting from the extra time WellSky Long-Term provides nurses? "The resident gets better care, because now when a

person's losing weight, not only does the nurse know but so does dietary, the administrator, the assistant director of nursing, and the matrix clerk," Bradley said. "Residents are getting more attention because now everybody's alerted."

Another advantage of moving from paper charts to electronic charting is that physicians have better visibility between visits. That means that Bradley and her team can communicate with physicians faster. "Before, a nurse would enter information for the doctor on Monday, but the doctor didn't come in until Thursday," she said. "Now, with the physician's dashboard, doctors have access to the system wherever they are. So we can call them and say, 'Hey, can you check on so and so?', and they can pull up their dashboard, see the resident is triggered for something, and give us a call back to place an order."

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Certified nursing assistants (CNAs) at Care Centers' facilities are more in the know now than they ever were before. That's because the WellSky electronic Kardex gives daily alerts for activities of daily living, a summary screen with residents' most important information, and a summary form where preferences can be set. "It's just great," said Bradley. "As soon as your CNAs log in, they are alerted immediately if anything is wrong with a resident." She also mentioned that she and her team would emerge from meetings with everything easily updated on their Kardex, which made the rest of their workdays easier.

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- Ayisha Bradley, Director of Informatics and Clinical Reimbursement at Care Centers

Why WellSky?

When Bradley started researching EHRs, she found that the WellSky solutions were the most user-friendly. "I know people that work on other EHRs, and they're not as user friendly as far as the dashboard and ability to guide your workflow through that dashboard," she said. "Overall, this system works better for me."

The user-friendliness of the WellSky system, Bradley says, is largely the product of strong communication between users and the development team. "If there's something we want the software to do, we can usually have a conversation about it," she said. "And they usually figure out a way to make that happen."

The monthly user groups also give clients a voice. "They value our opinions," Bradley said. "They want to hear from their clients and make the software more useful for them. And that's awesome for me, because most companies just say, 'This is the way the system is'. But WellSky tells you what they're changing and why. And then we talk about it before the updates."

Not only does Bradley appreciate the company's willingness to listen to clients but also the dedication of a support team she calls "amazing". "It goes beyond corporate," she said. "I know on paper we have a contractual relationship and they're the vendor, but the way we work hand in hand, I feel like it's more of a team and a partnership."

Responses that Bradley has received from WellSky client support have been "immediate, I mean immediate." She recalled recently receiving a call back in less than an hour for an issue that turned out to be related to clearing a computer's browser history. "I've always gotten a great response," she said. "Sometimes I might have problems putting in a CSR or don't know a password. And before I even receive a phone call, I get an email telling me how to do that. They provide the steps, a manual, my log in info, and tell me to call them."

Overall, Bradley has found that WellSky Long-Term Care has more than exceeded her expectations. "It does everything I need it to do and then some," she said. In fact, she continues to find herself learning more about the software in each user meeting. "There are some things you didn't even realize you wanted or needed," she said. "And then you see it, and you're like, 'Oh, I can do that."
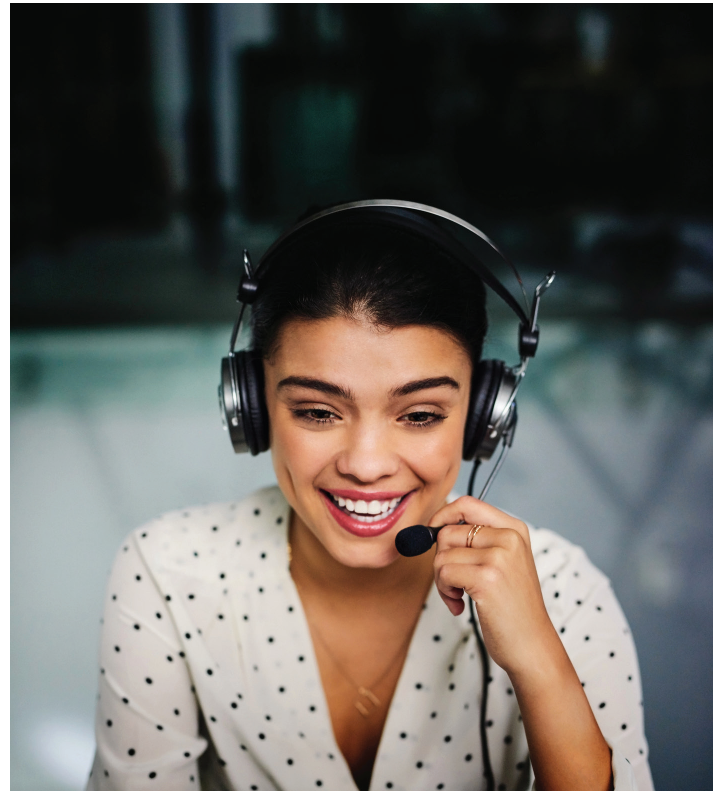
WellSky Long-Term Care is a comprehensive EHR platform that helps providers in skilled nursing, continuing care retirement communities, assisted & independent living, and intermediate care manage these challenges and more. Built specifically for the unique settings within long-term care, our innovative solutions & services are designed to streamline operations, enhance the quality of care provided, and improve the overall well-being of residents. WellSky Long-Term Care offers a cutting-edge suite of solutions and services to help you deliver the best possible experience for your residents while streamlining your operations.

Learn more about how WellSky Long-Term care can help your long-term care organization operate more efficiently and spend more time with residents.

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