

Voice of success.



objectives

- Individualized, quality care
- Improved reimbursements
- Compliance with regulations
- Streamlined, efficient workflows

Community Eldercare Services, a Tupelo, Mississippi-based nursing home management company operating 20 facilities with a total of 1,550 beds, introduced AccuNurse® voice-assisted care in 2009 and it changed their care team's lives, as well as the lives of their residents – simply by talking and listening.

caregiving benefits

Equipped with AccuNurse Voice Assistants®, the Community Eldercare care team can hear individual residents' personalized care plans, discreetly page staff members for assistance and document care tasks, all through the headset and without needing to access paper records.

"Quality of care is most important to us," according to Troy Baumann, president. That's why we invested in AccuNurse. We now have higher resident and family satisfaction through better clinical outcomes and improved communication across care delivery teams. And all of the time we save is directed back to where it belongs – caring for our residents."

revenue booster

The idea of implementing a new system may seem cost-prohibitive at first. But Community Eldercare says the opposite is true. The cost savings derived from AccuNurse is profound, showing financial performance of six or seven figures per building.

"Our facilities are now reporting the true level and intensity of care," said Baumann. "Nothing is missed and we've seen our Medicare rate go up \$20 to \$30 a day, which is significant."

compliance achieved

The ease of use and immediacy of AccuNurse gives team members quick access to accurate, updated records and care plans. This, in turn, improves survey results and compliance.

"We were the first homes that implemented AccuNurse in Mississippi," said Reita Hall, VP of clinical services, "So we reached out to the regulatory agency. When they came in, they were excited about it. I can pull up my documentation five years from now and can show that care was given and show what kind of care was given that day. In the world of compliance, that's huge."

improved workflows

Community Eldercare benefits from improved communication and workflow efficiencies across teams. Because documentation is completed as the user speaks, there's no lag time and no guesswork in charting. This saves time and eliminates copycat charting.

"It brought our care team together with more interaction and more productivity to their shifts. They have much better communication and collaboration now that we're working with AccuNurse."