

# Voice of success.



## objectives

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

**Preferred Care Partners Management Group**, a Plano, Texas-based nursing home company operating 66 facilities in Texas, Arizona, Florida, Iowa and Kansas, 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 using their voices.

## caregiving benefits

Voice-assisted care puts each resident's needs right at the caregiver's fingertips; or, as Susan LupPlace, BSN, RN, director of clinical services for Preferred Care Partners Management Group puts it – right at their ears.

"Even if a caregiver is called to assist a resident they are unfamiliar with, they can quickly access the care plan and know, for example, that lifting assistance is needed or that the resident can't put weight on his left leg and can't be left alone in the bathroom," LupPlace said. "What's more, they can page anyone in the building through AccuNurse. They never have to leave the room."

## revenue booster

LupPlace believes, unequivocally, that the investment in AccuNurse has been well worth it for her company.

"Our average ADL score is 15.65 in the building," she said. "That's up from an average of 11, which is tremendous. We saw the value of AccuNurse immediately and have made up the cost for it and then some because we are now collecting reimbursements that we had previously been leaving on the table."

## compliance achieved

Preferred Care has improved its compliance rate because it's documenting accurately and at the point of care. The company has eliminated copycat charting and also remains in compliance with HIPAA regulations.

"One of our nurses was concerned about talking and how that relates to HIPAA issues," LupPlace explained. "But AccuNurse is programmed to keep the resident's name confidential as you chart. You use room numbers, not names, and its prompts require a yes or no response, so no information is audible to anyone around you."

## improved workflows

While people tend to resist change, Susan LupPlace would tell you that AccuNurse will exceed your previous work pace so quickly that you will see the benefits to productivity instantaneously.

"I would tell other facilities considering AccuNurse® to overcome the fear of change," she said. "AccuNurse caught on like a video game. At first, nobody wants to play, but give it a few minutes and you're hooked. That's how it worked with our CNAs and AccuNurse. Now, no one would ever give it up."