



UPMC CRANBERRY PLACE DRAMATICALLY IMPACTS QI/QMS AND GIVES MORE THAN AN HOUR PER TEAM MEMBER PER DAY BACK TO RESIDENTS

OBJECTIVE

- Enable more proactive resident care, achieve more accurate documentation and improve reimbursements

RESULTS

- CMI increased 1.37 to 1.46 or 4.6% over the baseline per diem rate
- Medicare reimbursement increased 5% over the baseline per diem rate
- Reduced time staff spends on generating reports by 49%
- Reduced time spent searching for others by 91%
- Reduced high-risk residents with pressure ulcers by 75%
- Reduced short-stay residents with pressure ulcers by 43%



“With AccuNurse, we can document and perform other tasks at the same time, so it helps tremendously with time management. Our team can be out on the floor working, as opposed to sitting or standing somewhere documenting.”

Jerry Radaker, RN
Director of Nursing
UPMC Cranberry Place

Background

As a nationally ranked academic health care system, UPMC serves the health needs of more than 4 million people each year through redefined models of health care delivery and superb clinical outcomes. UPMC comprises 19 hospitals and a network of other care sites across western Pennsylvania, including a network of skilled nursing facilities.

A passion for innovation lies at the heart of UPMC’s success. Its unique strategy of combining clinical and research excellence with business-like discipline translates into excellent care for western Pennsylvanians at all phases of their lives – including senior living. But the biggest challenges in long-term care (LTC) are always related to pro-active care and staffing. That’s why UPMC recently adopted AccuNurse for its direct care team across four skilled nursing facilities, enabling better care, improved reimbursement, and more accurate documentation.

UPMC Cranberry Place, located on the campus of UPMC Passavant-Cranberry Hospital and nestled in the heart of Cranberry Township, Pennsylvania, is the second of the UPMC facilities to deploy AccuNurse to improve the quality of care delivered to their residents. All of the efficiencies gained with AccuNurse are reinvested in direct resident care and practicing proactive medicine.

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Challenge

Boost efficiency and accuracy

For UPMC Senior Communities, paper documentation became cumbersome and made it increasingly difficult to improve accuracy, which in turn, took its toll on the organization's core goals to improve quality of care and reimbursements. Those challenges set UPMC Senior Communities on a mission to change its course – and vision – for its skilled nursing facilities network.

“It was a business choice,” said Robin Hages, administrator of UPMC Cranberry Place. “At our DON committee meetings and our administrator meetings, we wanted to see what solutions were available. We looked at kiosks and voice-assisted care. While the kiosk systems were under consideration, we realized that our caregivers would still have to stop what they were doing and physically go somewhere to document care; whereas with AccuNurse, you can document and multitask. We decided to go with AccuNurse – it is the logical choice, in our opinion.”

Solution

AccuNurse Eliminates Copycat Charting and Improves Resident Safety

UPMC Cranberry Place was the second of the UPMC senior care facilities to implement AccuNurse (after UPMC Seneca Place). According to Jerry Radaker, RN and director of nursing at UPMC Cranberry Place, the deployment process was completed within a few weeks, including training the staff.

“With AccuNurse, more information is now more readily available – there are no more excuses that a caregiver didn’t know what to do for a particular resident. We can also see who is and who isn’t documenting. With this information, we know which of our staff needs more training, help or re-education with the system. It’s an excellent management prompter.”

Robin Hages

Administrator
UPMC Cranberry Place

“The implementation process was smooth. First, we had to get all resident plans of care into AccuNurse; from there, we trained our staff using a couple of different techniques, which included paper plus AccuNurse documentation and then going completely paperless with AccuNurse.”

All of UPMC Cranberry Place’s nursing staff – including restorative, dietary, DON, nurse managers and staff development, are using AccuNurse. On any given day, there are approximately 60 team members utilizing voice-assisted care.

Since implementation, UPMC Cranberry Place started to see immediate results. For instance, time management improvements rose to the surface. According to Radaker, “There are so many challenges in the day-to-day operations of any long-term care facility. Just trying to get everything done is tough; and many times, documentation isn’t a primary focus. But with AccuNurse, we can document and perform other tasks at the same time, so it helps tremendously with time management. Our team can be out on the floor working, as opposed to sitting or standing somewhere documenting.”

UPMC Cranberry Place also saw accuracy improvements.

“AccuNurse enabled us to completely eliminate copycat charting,” said Radaker. “It also dramatically improved communication between our staff through the Silent Paging features. And safety is better. We never have to leave a resident alone. If our CNAs need help, they can call and get assistance within minutes. Not only is this time better spent, but we are also better accommodating our residents.”

And, according to Robin Hages, AccuNurse brings better information and communication to the plans of care, which not only helps provide better resident care, but is also a powerful management tool. “With AccuNurse, more information is now more readily available – there are no more excuses that a caregiver didn’t know what to do for a particular resident. We can also see who is and who isn’t documenting. With this information, we know which of our staff needs more training, help or re-education with the system. It’s an excellent management prompter.”

Results

AccuNurse Improves Quality of Documentation and Drives Higher Reimbursements

After the implementation of AccuNurse, UPMC Cranberry Place noted several quality improvements. The prevalence of low-risk residents with loss of bowel and bladder decreased from 14 to 7

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(50% reduction), prevalence of weight loss decreased from 1 to 0 (100% reduction), high-risk residents with pressure ulcers decreased from 8 to 2 (75% reduction) and short-stay residents with pressure ulcers decreased from 7 to 4 (43% reduction).

While AccuNurse improves the accuracy of ADLs for the MDS, the following indicators became more accurate due to the improved ADL documentation at UPMC Cranberry Place: number of residents who need help with ADLs increased and residents who can move about their rooms decreased.

Prior to AccuNurse, UPMC Cranberry Place's CMI was 1.37. Upon re-measurement after the implementation of AccuNurse, the CMI increased to 1.46. Based on facility characteristics, 50% of the population relies on Medicaid for reimbursement. The increase in Case Mix Indexes will add an additional 4.6% annually in additional revenue. This increase is attributed to accurate documentation via voice-assisted care at or near point of care.

In addition, a positive shift from lower inter-RUG category shifts occurred from RML to RMX and RVA to RVB. This shift occurred due to more accurate ADL documentation. The RMX category increased 11.87% and the RVB category

increased 1.31% over the time period. Shifting into higher categories improved UPMC Cranberry Place's Medicare reimbursement by 5% annually.

Prior to AccuNurse, all reports at UPMC Cranberry Place were handled manually, causing burden on the dietitian, RNs, unit supervisors and unit clerks.

"Our dietitian said AccuNurse has cut down on the time it has taken to gather all of the resident information," said Hages. "Prior, she would have to find the Intake and Outputs book, add them up for a week and do her own calculations. Now the calculation is done for her with AccuNurse. So this has decreased her time considerably, as well as the time it takes to gather information on the residents, and that's significant for our facility."

"Before AccuNurse implementation, all our staff, including nursing supervisors, RNs, LPNs and CNAs, spent 60 minutes each a day searching for other staff members," said Radaker. "Also, with the implementation of the AccuNurse Silent Page feature, our staff now reports that they can find others within five minutes. This is a 91% reduction, and represents a significant improvement in communication."

With these results in-hand, UPMC Cranberry Place proudly introduced AccuNurse to its resident and family counsels. "We had a board with all of the information, so it was there for people to see," said Robin Hages. "We also let the families wear the headsets so they could hear AccuNurse in action."

And while the positive feedback from residents and families is important, according to Jerry Radaker, nothing beats the fact that his care team now has immediate access to every resident's care plan and a tool that prompts them through their daily tasks. "With the types of communication and accuracy improvements that AccuNurse enables," he said, "we'll only get better and better as a facility. In fact, the more our staff continues to grow in their use of AccuNurse, the better for everyone."

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