Agenda

- Current assisted-living facility challenges
- How EMRs address the challenges and opportunities
- Strategic planning for implementation of an EMR
- Implementation process, phases, and timing
- High adoption and immediate compliance
- The Longview Assisted Living Residence outcomes
- Conclusions and questions
Current assisted-living challenges

Operational and financial impact
- Manual transcription of prescriptions to paper MAR and faxing prescriptions to pharmacy are time-consuming and involve higher-paid clinical staff to perform.
- Paper prescriptions faxed to pharmacy without checking formulary and prior authorization which results in higher pharmacy bills.
- Difficult to calculate accurate service levels (linked to revenue) because PCA and medication documentation on paper is difficult to compile and manage.

Clinical and compliance impact
- Double entry, month-end edits, and change-over procedures can result in transcription errors and omissions.
- Failure to check drug interactions against all medications resident is taking (prescription and OTCs) can result in adverse drug events.
- Difficult to manage timeliness of documentation and enforce medication monitoring policies in paper process (survey risk).
- Difficult to manage timeliness and effectiveness of assessments and service plans.

Electronic medical records (EMRs) are needed to address these challenges.

Why implement an EMR

EMRs facilitate immediate compliance and reduce costs.

- **EMRs comprehensively capture resident care.**
  - Accurate and thorough care documentation and the ability to electronically assess and report on care given.

- **EMRs promote effective and efficient facility management.**
  - Eliminate paper inefficiencies, i.e. faxing orders, re-documentation.
  - Document and monitor facility workflow on a real-time basis.
  - Decrease in nursing paperwork hours allowing more time for quality care.
  - Pharmacy savings through clinically appropriate medication management.

- **EMRs improve compliance and mitigate risk.**
  - Track the average number of meds ordered and tasks documented per day.
  - Provide allergy alerts and formulary checks.
  - Prepare facilities for seamless and successful surveys.
Interfaces improve communication.

EMRs engage with pharmacies, labs, RHIOs, and other systems to facilitate electronic data transmission leading to a paperless, more efficient workflow.

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How to prepare for EMR implementation

- Set clinical, financial, and organizational goals for your facility.
- Establish firm project-governance team to help strategically plan for implementation.
  - Set a facility vision.
  - Educate staff from the ground up.
  - Identify champions for each department.
- Facilitate change management to address gaps in transition process.
  - Adequate staffing and support during process
  - Require 100-percent attendance for job-based, hands-on training.
  - Entrench the facility in the implementation process. Everyone must be on board!
Implementation process

✓ Effective project governance that works with facilities to manage the process
✓ Deep understanding of facility workflow to ensure EMR is unique to facility’s needs
✓ Robust change management process to make paper-to-electronic transition seamless
✓ Job-based and hands-on training to ensure high adoption and self sufficiency
✓ Rapid transition into support for assistance after implementation