

Improving Outcomes Using Electronic Medical Records in Assisted-living Facilities

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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.

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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

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Interfaces improve communication.

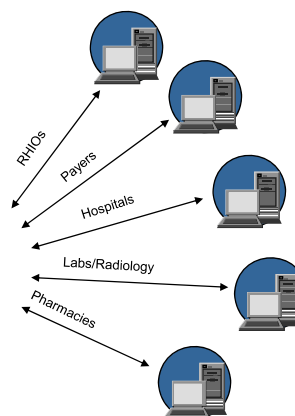
EMRs engage with pharmacies, labs, RHIOs, and other systems to facilitate electronic data transmission leading to a paperless, more efficient workflow.



Facility



Data center



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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!



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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

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