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The LeadingAge Center for Aging Services Technologies (CAST) is focused on accelerating the development, evaluation and adoption of emerging technologies that will transform the aging experience. As an international coalition of more than 400 technology companies, aging-services organizations, businesses, research universities and government representatives, CAST works under the auspices of LeadingAge, an association of 6,000 not-for-profit organizations dedicated to expanding the world of possibilities for aging.

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CAREWATCH Turns Data into Action for John Knox Village

Categories

Quality of Care

Staff Efficiencies

Hospital Readmissions

Improved Pain Management

Falls Reduction and Prevention

Reduction in Antipsychotic Use

Reduction in Pressure Ulcers

Reduction in Urinary Tract Infections

Accurate Reimbursement

Organization Name

John Knox Village

Organization Type

Life Plan Community with independent living, assisted living, and skilled nursing care.

Organization Description

John Knox Village, based in Lee's Summit, Mo., is a Life Plan Community encompassing a full range of independent living, assisted living, and skilled nursing care options for its residents. Its mission is to enrich the lives of older adults through community living.

Project Description

Nearly a decade ago, John Knox sought the tools to make sense of what was coming out of the minimum data set (MDS). "We knew we had to get our arms around the massive amount of data being captured in the MDS environment in order to make it meaningful and useful," says John Knox's Director of Compliance, Tim Bowers. "At the time, it was impossible for us to manage that amount of data, collect it, organize it, and assimilate it."

The ABILITY | CAREWATCH® application was introduced to Bowers and his colleagues for its ability to scrub the MDS for errors and omissions before it's submitted to CMS, as well as its effective quality assurance and management tools across the entire community. In addition to improving the accuracy of resident assessment data, CAREWATCH also helped John Knox with survey preparation, reimbursement accuracy, and enhancing resident care and quality of life.

"We were a question in search of a solution," says Bowers. "But once we found a solution in CAREWATCH it was easy."

System Type

SaaS-based data analytics to improve care quality, planning, and coordination.

Business Model

ABILITY | CAREWATCH is used as a standard of care in the skilled nursing center and is accounted for in the operational budget.

Implementation Approach

John Knox implemented the solution in 2008 with the assistance of CAREWATCH staff. "They were very helpful at the time in building the architecture in a way that fit the care centers' needs," says Bowers, noting that ABILITY | CAREWATCH was launched shortly before the introduction of CMS' Five Star program. During implementation, CAREWATCH staff trained employees both at their care center and at the company's headquarters. In addition, deadlines were set within each department or unit for switching to CAREWATCH so that staff could adequately prepare for it.

Advantages to the Approach

The blended approach to staff training led to a faster-moving adoption of the technology and processes. ABILITY | CAREWATCH enables Renee Galeassi, RN, Village Care Center Quality Assurance and Performance Improvement Manager, to identify patterns or connections between quality measures and the residents who are triggering them. "It also helps me recognize a problem with the MDS before it goes to CMS, avoiding errors and delays in reimbursement," she says.

The benefits of CAREWATCH, Bowers notes, is that "it has functionality that's completely integrated, it's a really

smart tool in terms of accuracy and reliability, and it walks the talk by turning data into action."

Outcomes

Nine years after implementation, John Knox executives and caregivers are as optimistic as ever about CAREWATCH's ability to bring caregiving, compliance, and quality assurance to new levels within the community. "When we started with CAREWATCH," says Bowers, "we had one Nursing Home Compare star, and CAREWATCH helped us become a five-star care center in 2013."

ABILITY | CAREWATCH has also played a significant role in helping John Knox achieve success with a number of quality measures. The incidence of pressure ulcers has dropped below the state average, the frequency of falls among residents is down, long-stay pain is below the state average, and more residents have transitioned more effectively to higher levels of care.

John Knox Village has achieved the following outcomes with ABILITY | CAREWATCH:

- Reduced anti-psychotic use by 45%
- Reduced long-stay pressure ulcers by 71%
- Sustained 60 percent reduction in urinary tract infections (UTIs) to below the state average (from 10% to 4%)
- Improved long-stay pain by 45% (from 16.7% to 9.2%)
- Lowered hospital readmissions by 14%

Thanks to ABILITY | CAREWATCH, John Knox Village seeks to maintain an advantage over other providers in the area. The data, in conjunction with other tools, such as INTERACT, helped John Knox Village Care Center secure a preferred provider status in a large local hospital's provider network.

Challenges and Pitfalls to Avoid

When implementing the solution, don't forget to educate and train staff appropriately and set deadlines for switching to the new system, Bowers says.

Lessons Learned

Managers and executives receive comprehensive data and reports from CAREWATCH, and front-line staff receive a summarized version. "We have realized that translating them into more understandable formats is beneficial to staff buy-in and ownership," says Tammi Hoversten, Director of Nursing and Assistant

Administrator at John Knox Village. “The idea is to let them know that what they do and how they do it is very important.”

Another lesson learned was that obtaining data reports that are specific to each unit within the care center will be much more useful to each of the teams, says Bowers. “Instead of getting the data and using for the facility as a whole, unit managers will be able to more specifically identify opportunities and challenges,” he says.

Advice to Share with Others

“First and foremost,” says Bowers, “I would advise others to thoroughly explore who you’re going to partner with, make sure they’re a good fit with your organization, and make sure they understand the complexity and unique culture of your organization before making your decision.”