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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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Modern Cloud-Based Computing Platform: Improves Efficiencies, Eases Administration and Positions BHI for Growth

Categories

Integration

Reduced Re-hospitalizations

Staff Efficiencies

Improved Resident Engagement

Cost of Care and Return on Investment (ROI) to Providers

Organization Name

BHI Senior Living (Indianapolis, IN)

Main Contributor: John Dattilo, CEO

Organization Type

Housing with Services, Assisted Living Facilities, Acute Rehab Facilities, Long-term Care Rehab Facilities, Skilled Nursing Facilities, Continuing Care Retirement Communities.

Organization Description

With deep roots in the state of Indiana, BHI Senior Living (www.bhiseniorliving.org) is committed to the quality of life for every person associated with them – from residents and the families to the loyal dedicated staff members at each community. BHI Senior Living owns and operates four Life Plan Communities throughout the state of Indiana and serves more than 1,000 residents.

BHI is a faith-based, non-profit organization whose first priority is always to do what is best for the people they serve. BHI believes in responsible stewardship of resources – from making sure all communities are consistently maintained and updated, to employing sound financial practices that have made the organization one of the most respected, financially stable senior living organizations in Indiana.

BHI has long recognized the value and efficiency of using standardized modern technology tools, and with future growth endeavors planned, recognized the need to begin to leverage cloud-based technologies.

Project Description

Following an Information Technology Discovery consulting engagement with BHI Senior Living, ProviNET Solutions began to strategize different ways that BHI could begin to leverage cloud-based technologies. BHI had been struggling to centrally deliver client-server based applications from its home office datacenter location in Indianapolis to each of its four Life Plan Community locations throughout the state of Indiana. The IT department had been leveraging conventional virtualization and networking technologies such as VMWare and Citrix to deliver applications and data to its end users, but there were a number of challenges.

With an aging server and storage infrastructure in place, it was time to evaluate whether to replace the internal infrastructure with new equipment or look at migrating to a hosted cloud solution. To compound the issue, the Citrix environment that was configured presented a number of prolonged outages for the organization, and BHI was struggling to find qualified resources to assist with managing or supporting the Citrix environment. Furthermore, BHI had experienced some turnover in its IT department and had some new staff who were still coming up to speed with the existing environment.

During the IT Discovery consulting project, ProviNET had gleaned insight from the users that they didn't feel well-equipped with the software tools that they were using. Regardless of which user or department was interviewed, the feedback was the same; "give us better software tools to get our jobs done."

Additionally, BHI shared with ProviNET that it had been developing plans to grow the organization. Whether through acquisition, merger or new construction – the senior leadership team didn't feel it was BHI's lot in life to only be a three or four community organization. John Dattilo (CEO) expressed that he wanted an information technology platform that could scale quickly and easily with the organization as it would grow.

ProviNET began working with BHI to develop a solution to address all of these challenges. A solution that would resolve the networking and local server infrastructure challenges, modernize the software tools that the staff use, and allow BHI quickly and easily scale.

The answer? Project Elevate.

Project Elevate is an incredible future-thinking movement that brings together modern technology solutions through a consortium of collaborative best-in-class software vendors who leverage web-based, cloud-hosted technologies to deliver applications.

Solutions and Embodiments

Project Elevate solves all of the challenges faced by BHI.

Since each of the software vendors who are part of Project Elevate offer web-based, cloud-hosted applications – BHI is able to leverage a modern cloud without having to invest in replacing servers and continually expand storage space. Many industries already leverage the web for their organizations applications because this method brings a much simpler means of accessing applications, reduces downtime and administration expenses, and offers an even greater level of security.

Furthermore, the software partners that make up Project Elevate are all industry-leading, best-in-class software vendors; bringing the best software tools to the end-users so that they can complete the responsibilities effectively and efficiently. Beyond the tools themselves, ProviNET has worked with each Project Elevate member to integrate their software applications. What this means is that resident demographic information only needs to be entered into one application, one time. From there, the applications talk to one another and share information to reduce administrative functions and increase efficiencies and collaboration between departments.

Finally, the Project Elevate software solutions are able to quickly and easily scale with BHI. By building an enterprise structure that is consistent within each application, BHI will be able to add other communities or organization level very quickly and will be able to replicate at the new location all the workflows and processes already standardized and adopted by BHI.

While each software partner is independent, the Project Elevate consortium of vendors brings proven successful software tools to senior living and post-acute care providers. The members of Project Elevate are:

ProviNET Solutions



ProviNET Solutions is a full-service technology consulting partner that was born out of a senior living provider. ProviNET's role in Project Elevate is to provide overall thought leadership, advisory services, implementation support and hardware solutions as necessary.

HealthMEDX



HealthMEDX Vision® is the only system built to support the value-based care continuum with a single paperless record across all settings. The cloud-based EMR platform facilitates electronic care transitions and allows the seamless exchange of each patient's critical information as they move between providers, departments and facilities.

FullCount



FullCount is the only point-of-sale solution that has been exclusively designed to support senior living organizations. This web-based application was built for senior living with advisors in the industry and supports any dining and point-of-sale operation within a senior living community.

Worxhub



The WorxHub is the only facilities management solution that has been exclusively designed to support senior living organizations. Managing everything from preventative maintenance schedules, facility work orders, housekeeping, laundry, groundskeeping and transportation, WorxHub is an ideal solution to help senior living organizations manage all of those "back of house" operations.

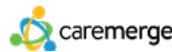
Intellitec Solutions



As a leading provider of General Ledger/ERP accounting software, Intellitec delivers in-house Long Term/Post-Acute Care expertise and a broad range of consulting services. The 30-year-old company is certified

in Intacct and the full Microsoft Dynamics suite, and has optimized these solutions for the LTPAC Industry. In addition, they have developed automated integrations with HealthMEDX Vision.

Caremerge



Caremerge is a revolutionary software tool that help providers coordinate care between staff, residents, and families. The Caremerge application gives everyone access to the right information when they need it to improve overall wellness and satisfaction for all.

Business Model

Today, aging services organizations have a need to utilize technology for an array of services for their business. There are many options for providers to choose from and knowing which combination of optimal software applications, hardware solutions, and support services can be a daunting challenge.

Organizations find that they must shift their attention away from their core business and address IT challenges. This is a reality of today's business environment and a necessity, but not all providers have the internal staffing, competencies, or expertise to handle the complexity and options of technologies available to them. Additionally, in an age where information is susceptible to security breach, and severe legal and potential financial ramifications, it is more important than ever that the internal IT staff and the vendor partners take data security seriously when designing or selecting an effective technology solution.

Having a trusted business partner who can advise, consult, and deliver services around technology can be invaluable for providers, freeing up the time, effort, and energy to focus on what they do best: providing quality hand-on care for the residents/clients they serve.

Advantages to the Approach

All of the software vendors who are a part of Project Elevate bring modern web-based, cloud hosted applications. This premise brings a lot of advantages for organizations who are evaluating Project Elevate:

Less On-Premises Infrastructure



Web-based, cloud hosted applications mean that organizations are no longer required to invest in expensive, depreciating on-

premises server hardware to host their own applications. Servers that are hosting databases, applications, and presentation gateways are replaced with bookmarked URL's within user's favorite web browsers.

Less Administration



With less on-premises hardware, the organization's IT department doesn't need to worry so much about maintaining and administering and can focus on end user support, training, optimization and reporting. Since all of these applications are hosted in the cloud, there is no need to perform routine updates and patches or backup the application data.

Less Downtime



Organizations today depend on their core data applications not just as a data repository but also to drive workflows for staff members. More and more, access to these applications is critically important.

Project Elevate brings cloud hosted applications backed by expert teams of product owners who are devoted to reliably delivering their applications with almost no downtime.

Fewer Security Risks



The personally identifiable information housed within resident management applications is some of the most targeted information by data thieves and the penalties for security breaches are extreme.

Project Elevate brings cloud hosted applications that are housed in very secure, HIPAA compliant datacenter spaces to reduce the threat of security breaches.

Outcomes

BHI has charted a course to modernize the software tools that their users will use and rely on cloud-based technologies leveraging scalable technology offerings. All of this sounds expensive, right? It's not. In fact – for BHI Senior Living – **it was a budget-neutral decision.**

Many providers are unaware of how much money they are spending to internally host and administer on-premises client-server based technologies. Consider the following expenses for your organization:

- Annual Software Maintenance of Existing Applications

- Depreciation of Existing Infrastructure
 - o Database Server
 - o Application Server
 - o Backup Equipment
 - o Backup Media
 - o Presentation Gateway (Citrix / Remote Desktop) Hardware
- IT Software Licensing
 - o Database Licensing
 - o Backup Software
 - o Presentation Gateway Licensing
- Server Administration

A typical Life Plan Community will end up spending between \$125,000 and \$160,000 annually just to administer and deliver an application. With Project Elevate, providers can leverage monthly software-as-a-service licensing models to put better tools in the hands of their staff and reduce threats related to downtime or security.

BHI achieves far greater software functionality through Project Elevate. Each of the software application vendors bring best-in-class tools for providers aimed at improving functional outcomes, staff efficiencies and the cost of care. Some of the improved functionality for BHI includes:

- Improved physician engagement through the HealthMEDX iCare mobile application. iCare was built for physicians by physicians, and it offers real time insights into a resident's chart and history and allows physicians to electronically authorize new orders. The iCare application has been proven to reduce re-hospitalizations because physicians are much more informed when making decisions remotely.
- Improved staff efficiency through the Worxhub's industry leading mobile-application. Facilities management staff members receive work orders in real time on their mobile devices and can update service status or inventory in the same way. This revolutionary tools improves responsiveness and efficiency while saving paper.

- The Caremerge application offers BHI residents and their family members an incredible opportunity to connect through a community engagement application. Residents can login from their mobile devices to sign up for activities that are happening at the community and family members are able to view information about their loved one's participation and wellness.

Lessons Learned

A wholesale replacement of software applications can be a daunting endeavor for any organization. It will be vitally important to ensure that all of the key decision makers, sponsors and staff are supportive of the direction.

ProviNET spent a great deal of time working with each software partner at each of the BHI Senior Living communities to demonstrate software applications. In some cases – executive directors and staff held the software vendors accountable to demonstrating specific functionality. By demonstrating Project Elevate software functionality side by side with existing software functionality, the staff at BHI could see exactly how they would benefit from new software tools well before making any sort of commitment to move forward.

“Going through the process of demonstrating each product at each community has created more than a desire to move forward with Project Elevate, it has created excitement for the future state of our technology” says Tony Conaway – Director of IT for BHI.

Communication is one of the keys to success for a project such as this. BHI Senior Living was able to clearly communicate their desired outcome for a scalable, modern, cloud-based solution and chose to engage with qualified partners for the solution.

“BHI Senior Living engaged expert consulting advice and collaborated closely with ProviNET through the planning, vetting, and implementation of Project Elevate. The executive team at BHI was actively involved in this decision and advocating for the success of the project” said Carl Goodfriend, Chief Information Officer at ProviNET.

Advice to Share with Others

Executive Sponsorship

For BHI Senior Living, the transition from existing technology solutions hosted onsite to new applications hosted in the cloud was a huge project. From the beginning, the executive leadership team at BHI not only sponsored the effort but promoted the project. This very intentional effort to support the work of the IT department and communicate to the users created the advocacy for all users to expect better results with Project Elevate.

Industry Expertise Partner

With the day-to-day operations within a senior living organization, it can be challenging to make time to strategically think through technology initiatives. Many organizations find a great deal of value in relying on consulting partners to help them evaluate where they are at with their technology and make recommendations for a sustainable future.

ProviNET Solutions understands Information Technology in senior living very well, and BHI was able to leverage the professional expertise of ProviNET to evaluate existing technology and craft a plan for the future.