# Case Study:
# Realtime Data Saves Time and Money

## Categories:

◆ Analytic Tools

**About the Organization**

**Organization Name:**
Westmoreland Manor

**Main Contributor:**
Nancy McCune, Healthcare Systems Administrator

**Organization Type:**
Long-term Care Rehab Facilities, Skilled Nursing Facilities

**Organization Description:**
For over 150 years, Westmoreland Manor has been providing quality health care and physical rehabilitation services to the residents of Westmoreland County, PA. Its premier nursing home offers complete care for those needing skilled nursing, rehabilitation, respite, or hospice care.

## Project Description

Westmoreland was looking to streamline its operations and improve patient and staff experience. By using PointClickCare's platform and Insights solution, the provider was able to create efficiencies and reduce costs associated with manual processes and paper-based documentation. PointClickCare's solutions also provided better clinical outcomes by enabling staff to access real-time patient data, monitor health trends, and intervene quickly when necessary. As a result, Westmoreland Manor was able to enhance the patient experience by delivering high-quality care, while also increasing staff satisfaction and reducing burnout.

## Implementation Approach

The software we used wasn't sophisticated enough to support us and ensure compliance with Pennsylvania's new point-of-care requirements and regulations, so we explored options. We were looking for a solution that would allow nurses to document clinical information while simultaneously interacting with and delivering care to patients.

In our platform evaluation we found that PointClickCare had point of care, documentation, orders management, MDS (Minimum Data Set) forms, and billing, all in one platform, which meant we wouldn't have to go back and forth between various systems. A single holistic solution would save us time and improve accuracy compared to printing out documents and re-entering information into a different system. As PointClickCare continued to expand and more tools became available, we also expanded on the platform to address emerging business needs like data analytics and business reporting.

## Outcomes

PointClickCare and Performance Insights is a big time-saver for us, and for a community like ours, any time saved is money earned. When administrators can save time on reporting, it frees them up to help on the nursing units—feeding residents, helping pass medications, putting clothes away, providing water, and more.

These time savings also help with morale. It means leaders don't have to take work home to get it done, and when they can lend a hand to floor nurses, everyone feels less overwhelmed.

---

**For more information contact:**
Suman Halthore, CAST Manager
shalthore@LeadingAge.org
(202) 508-9468
LeadingAge.org/CAST

We use Performance Insights to gain a more holistic view of our quality measures at Westmoreland Manor. This informed view makes it possible for us to keep up with regulatory requirements while decreasing the administrative burden, freeing everyone to engage in more resident-centric activities to improve the care we provide and the quality of life for our residents.

## Challenges and Pitfalls to Avoid

Adopting modern technology and changing behavior patterns can be challenging. We had individuals that wanted to continue using their previous processes from a prior facility, including Excel spreadsheets, PowerPoint presentations, and a paper trail for the audits. Reverting to these measures led to a QAPI (Quality Assurance/ Performance Improvement) citation. After the citation, it was clear that those older methods would not get us where we needed to be. Now that the regulations are changing once again, it is the perfect opportunity to get back to using Insights, which has worked flawlessly for us in the past.

## Lessons Learned/Advice to Share with Others

Amassing data takes time, and time is often in short supply. Long-term care providers need tools to compile real-time data so administrators can improve these quality measures and make a real difference in people's lives.