



Contributor:

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*Skilled Nursing Facility*



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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## PointClickCare®

### Utilizing Technology to Implement Case Management Best Practices in Post-Acute Care

#### *Category*

Increase Staff Efficiencies

#### *Organization Name*

Marwood Nursing & Rehab

#### *Organization Type*

Skilled Nursing Facility

#### *Organization Description*

Located in a residential suburb of Port Huron, Michigan, Marwood Nursing & Rehab has 240 Medicare/Medicaid certified nursing residents and offers services to seniors needing short term rehabilitation services, long-term nursing care, or specialized Alzheimer's and Dementia care. Marwood's staff pride themselves on providing the highest quality medical care, while ensuring that residents have a safe place they can call home.

#### *Project Description*

Marwood Nursing & Rehab underwent a project to apply a Case Management model of nursing best practices from the acute setting to their rehab unit. The goal of the project was to incorporate the MDS assessment and HMO insurance criteria into daily resident care while preparing a resident for discharge.

Marwood decided to move forward with an integrated PointClickCare and COMS solution to achieve efficient workflows and standardize their assessment process.

## *Implementation Approach*

Marwood underwent a multi-year implementation model that involved planning, training, and a full rollout. Prior to implementing the new case management model utilizing PointClickCare and COMS, a core project team developed the framework to the new process and workflows and developed the necessary training programs to roll out the program.

Once the process was well identified, Marwood assigned a Nurse Case Manager as a project lead in their rehabilitation unit with the mandate of:

- Conducting daily rounds to document resident response to their care plan and identify any changes in condition.
- Completing MDS and individualized care plans, insurance re-certifications, and processing appeals and denials.
- Acting as the lead on staying up-to-date on the Conditions of Participation and communicating updates to the internal team.
- Coordinating meetings with the resident and family regarding coverage dates and communicating the discharge plan of a resident to the next level of care.

The Nurse Case Manager promotes team-work and facilitates communication between the resident, interdisciplinary team, and the residents' insurance, while remaining focused on providing resident-centered care.

## *Outcomes*

With the shift to case management best practices, Marwood experienced dramatic staff efficiencies and quality of care. They have been able to allocate staff based on the level of care needed for each resident, resulting in a dramatic improvement in their resourcing decisions. Additionally, they have been able to align resources based on needs and have re-deployed their staff to help provide better outcomes for their residents.

With the integration of COMS into PointClickCare, Marwood was able to build the standardized COMS assessments directly into their workflows. The Care Oversight and content is allowing Marwood to keep their residents out of the hospital by simply identifying issues sooner and ensuring that care plans are based on evidence-based best practices.

## *Challenges and Pitfalls to Avoid*

Throughout this process, the biggest challenge that Marwood encountered was the time spent on planning to make the transition. While challenging and time consuming, Marwood understood the importance of the planning process in dealing with the change management of implementing a new workflow.

One of the areas Marwood suggests might help other providers who are considering a similar project, is to speak to organizations that have made the same transition and share best-practices and learnings with them.

## *Lessons Learned/Advice to Share With Others*

Marwood understands the importance of finding efficiencies in the way that you do things to continuously improve.

The main lesson learned throughout this project is the importance that technology plays in facilitating these efficiencies and the impact that they have on helping to drive better outcomes for their residents and better results for their organization.

Advice that they would share with others is to work with a partner that understands how technology can be used to drive these efficiencies and has a successful customer base that can share their best-practices with your organization.