

CareConnection™

Quality Oversight and Improved Care Made Easy with Instant Alerts

Vitals are vital for the Cognos clinical team. They are the primary indicators of resident health and changes in those vitals are the first step in triggering triage and care plan interventions. Says Drew Minga, CIO, “We were determined to drive higher levels of quality into the vitals capture and documentation process, but got much more than we had anticipated as we implemented the CareConnection™ system (from Constant Care Technology) to interface vitals and weights with our EHR, American HealthTech.”

Cognos implemented the CareConnection system in all three of their skilled nursing facilities in Mississippi and began to see results immediately.

Caregiver time-savings was the first benefit realized. The process of manual vitals capture and documentation was reduced from approximately 9 minutes to 2 minutes—which gave the caregivers more time to interact with residents—and considerably less frustration with the process of manually documenting the measurements into the EHR at the wall kiosk.

Vitals trending began to emerge as they continued to use the system. Minga comments, “We were able to monitor those patterns on the CareConnection website from our corporate and remote locations—giving the management team a bird’s eye view so that our quality and clinical teams could intervene more rapidly to assist in managing the care changes required at the facility level.”

Instant alerting of out of range measurements from the CareConnection system, according to Minga, “prompted our facility level teams to be proactive in care plan intervention—but also sent the alerts to the corporate clinical team for an additional safety net to guarantee action was being taken on breached thresholds.”

Documentation accuracy has been huge for Cognos. Drew believes that “We are all breathing easier knowing that the automated vitals monitoring is providing more consistent measurements—but even more important is that the data is entered correctly.” They are no longer concerned about data transpositions, omissions or incorrect placement and Cognos is thrilled that they can now easily document what size BP cuff was used, the resident’s position during vitals capture and the integration of Caregiver ID and time/date of capture. Minga says, “This information is so easy to document in CareConnection and provides our nursing team with those nuances that can dramatically influence care.”

Bonus Benefit: Strengthened relationships between the Nurses and CNAs. Drew commented that they have been pleasantly surprised at this unanticipated byproduct of the CareConnection interface technology. He says “Since the documentation of vitals was now immediate and wireless, the nurses were no longer waiting for the CNAs to get the vitals data written down and manually entered at a kiosk. The time savings for Nurses involved in meds administration has been wonderful—they now can just look at last vitals and give the medications. No more hounding the CNA to take vitals or get them documented. We’re seeing better partnerships evolve between these teams.”



The Bottom Line Return: The Cognos team says that in addition to being more confident in the accuracy of the measurements and the documentation, “we’re finding that our corporate quality assurance team is much more involved in managing interventions at the facility level. Now that QA has more visibility to trending and receives instant alerts of threshold breaches, they are able to provide an additional “safety net” which ensures that Cognos residents receive superior care and immediate intervention.”

