



Case Study: Prevention Begins With Intervention

Concord Care Center in Garner, Iowa, enthusiastically volunteered to be one of the two pilot sites for an evaluation of the CareConnection™ system by ABCM, the corporate parent for the facility. ABCM's goal was to determine if CareConnection's medical device interface to their EHR for vital signs and weights would deliver nursing time savings, measurement accuracy, transcription error reductions and effective alerts for out of range vitals. Their results gave them more than they had imagined!

A tale of two systems. The nurses and caregivers at Concord used two options for their trial:

- **System One:** A standard, automated vitals monitor (nurse on a stick) along with paper documentation and manual data entry into resident records via wall mount kiosk.
- **System Two:** The CareConnection system which integrates the measurements from automated vitals monitoring equipment with resident ID, caregiver ID and time/date stamp, then wirelessly transmits the information to the resident's chart in a receiving EMR system.
 - Concord also implemented CareConnection's easy to set up threshold management system so that caregivers would see instant alerts at the bedside and the decision making staff would receive a secure email alert at the same time.

CareConnection™'s results measure up! Caregivers and nurses alike gave CareConnection high marks:

- Time savings: 9 out of 10 points (compared with 5 points for the standard vitals monitor)—freeing them to care for the residents instead of the charts.
- Transcription error reductions rated a healthy 4.6 out of 5 possible points for the CareConnection system (compared to 2 for the standard vitals equipment).
- Vitals auto-documented to the EHR: The nursing team loved that most recent vitals showed up in their patients' electronic charts within minutes—saving them time and duplication of effort. Nursing managers said, “The staff actually has verbalized fear of losing this piece of equipment and how much they will miss it.”

Bottom line: CareConnection takes the pressure off.

CareConnection’s instant alerting triggers vital intervention—and saves lives! Concord Care Center found that the powerful instant and email alerts initiate a cascade of actions that produce beneficial outcomes for their residents. Laura Studer, DON, says:

“The rapid alerting function ...has proven extremely beneficial in multiple situations during the trial period. One resident at our facility was experiencing low heart rate and extremely high blood pressure. I was alerted through secure email about the abnormal vital sign. I followed up with the floor nurse and found that she had already notified the provider and new medications had been ordered. Because of the email alert I received from CareConnection, I was involved and decided to contact the provider as well. That contact led to instructions for the resident to be taken to the clinic where it was discovered that there was a third degree heart block. The resident was transferred to ICU and a pacemaker was installed. I strongly feel that without the vitals alerts, the resident would not have been sent out and the outcome could have been much worse.”



Pump up the benefits! The CareConnection software is accessed through a touchscreen tablet mounted on the rolling vitals cart. The tablet is the heartbeat of the system—not only the translation and integration point for measurements with resident and caregiver ID, but also a mobile kiosk that gives the teams access to point-of-care ADL documentation at the bedside. A winner with Concord’s staff scoring this capability at 4.8 out of 5 possible points!



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