



## What would you do with 15 extra hours every day?

**"Improve care" says the team at The Lodge at Mills River, one of Sanstone Health's premiere buildings in North Carolina.** "Vitals are vital and changes in those vitals are the first step in triggering care plan interventions" remarks Bonnie Ard, Corporate Clinical Director. "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 Constant Care Technology with our former EMR and have now (with the help of the Constant Care team) **transitioned the vitals integration solution to our newly implemented EMR, MatrixCare®.**



**Caring for the Resident instead of the Chart:** Debra Cartwright, Director of Nursing, found immediate caregiver time-savings. The process of manual vitals capture and documentation was reduced from about 9 minutes down 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.

**Short-stay requires increased efficiency!** Cartwright remarks that "our building is a little different with four to five admissions every day and an average stay of 20 days. That means our CNAs are responsible for taking 10 to 15 sets of vitals per shift. We're seeing a time savings that has made them almost giddy." Administrator Brittany Watson remarks, "Do the math. We're saving 5-7 minutes on every set of vitals we take-that's about 1000 minutes a day-and that translates into improved care and quality communication with our residents."



**Clear the Congestion:** Cartwright tells us that the "old method of walking the halls with the list of residents, returning with a clipboard full of sometimes illegible measurements, then having to enter data at the wall kiosk while other caregivers waited in line caused frustration, delays in transmission of important information related to resident change of condition and created friction between caregivers and nursing staff who needed the measurements more rapidly." CareConnection's automated delivery to the resident's record has been "instrumental in speeding care, giving our nursing team confidence in the measurements provided by the system, and in improving relationships on our teams-- and happy employees tend to stay!"

**Improved Quality and Reduced Readmissions:** "Frankly," confides Bonnie Ard, Corporate Clinical Director, "we also worried about errors--our caregivers are human. Transpositions and incorrect entries were a concern. Now we are confident that the measurements are accurate and correctly documented. The big PLUS is the alerting and **SMART\*Reports predictive analytics** which give us early warning of changes in condition and help us prevent readmissions from conditions such as sepsis and pneumonia."

