

Empowering Staff to Provide Greater Resident Care

Introduction

Physicians, nurses, certified nursing assistants (CNAs), and other staff at long-term care facilities are dedicated to providing the highest-quality care to their residents. Documentation and administrative demands generated by insurance providers, administrators, and federal and state regulatory agencies often interfere with their efforts to provide that care because of the large amount of paperwork and manual data entry tasks caregivers must complete while on duty.

Staff members at these facilities are often frustrated by the amount of time they spend on administrative tasks relative to

the time they have to provide resident care. Team members feel overworked as the administrative burden increases.

Reducing administrative tasks associated with documenting activities of daily living (ADL) information, increasing overall team communication, and providing real-time ADL resident trending information can empower the team to provide a higher level of resident care.

How can facilities streamline and automate these administrative tasks? A Hands-Free, Eyes-Free voice solution could alleviate

many of these challenges. Voice-based mobile solutions now exist that allow nurses to document resident care in real time and query the plan of care, all while leaving their hands free to complete other tasks. By making staff members more efficient, facilities can increase the amount of time available for direct care, while improving staff morale.

This white paper outlines the administrative challenges that long-term care facilities face, as well as the potential benefits of using such a voice-based solution to improve nursing staff efficiency and overall care.

The ADL Documentation Challenge

In many facilities, nurses and CNAs document ADLs on paper or via an electronic medical record (EMR) solution. Even with an EMR, however, staff only have access to a handful of computer kiosks and frequently wait in long queues to complete their documentation. Staff members wait until the end of their shift to enter resident information, sometimes from memory or from handwritten notes.

Because of these processes, not all of the ADL information is accurately recorded. This makes it challenging for providers to gauge how residents are responding to their respective plans of care, and results in inaccurate information being passed from one shift to another. If caregivers do not have access to up-to-date information about a resident's nutrition, toileting, or transfer histories, they can't provide the care that resident requires.

If there are questions about the plan of care or changes to the plan, staff have to physically access

files, log into the EMR, or track down other staff members. This leads to hours of wasted time each day that could otherwise be spent on direct care.

By providing mobile voice-based access to the plan of care information, and enabling nursing staff to document ADLs and other resident information at the point of care, these facilities could greatly improve the quality of care as well as working conditions for staff.



“ As the need for more and more documentation increases, healthcare providers can avoid becoming mired in cumbersome administrative tasks by deploying mobile voice-based data collection solutions. ”

Voice-Based Data Collection Improves Quality of Care

With a voice-based solution, nurses and CNAs wear a small mobile device and headset with a microphone that allows them to document their work and access the plan of care for each resident by listening and responding to simple voice commands. The mobile computing device communicates with back-end EMR and other solutions via a wireless network. By using voice prompts to manage documentation, employees are able to keep their hands free for other tasks.

Staff can easily document ADLs at the point of care using this type of system by speaking the information into the microphone/headset. ADL information is then automatically transmitted and synced into the EMR in real time. This type of solution can also provide automatic reminders for appointments or other plan of care information.

Once nurses are finished working with a particular resident, they document the information by speaking into the voice system while walking between rooms, or while completing other tasks such as changing linens or moving trays. By improving efficiency in this manner, nurses and CNAs are free to spend more time working with residents while creating a more accurate record of care.

Staff can also query the resident record using the voice solution. If questions arise about a particular resident's plan of care, nurses no longer have to waste time consulting a paper chart or searching for a clinician or another nurse. Any changes in the plan of care are communicated immediately.

At one retirement and care facility, for example, using the Honeywell AccuNurse voice-based solution helped each CNA spend at least 30 additional minutes per shift, per day on direct resident care. At The Boston Home, a long-

term acute care facility in Boston the use of a voice solution allowed the facility to eliminate hours of manual labor required to generate pressure ulcer reports, and eliminated end-of-shift charting time and other staff interruptions.

St. John Specialty Care Center in Mars, PA, deployed the AccuNurse solution and was able to eliminate several hours of paperwork and time spent searching for co-workers per shift and directed this time back to resident care. As a result, care plans can be much more detailed.

A continuing care retirement center on the East Coast also deployed AccuNurse, and was able to improve CNA efficiency and provide a clearer picture of how care plans are effective with residents. Weight loss reports that were generated manually took 1 hour per month, and now take just seconds. Time consumed by manual reporting tasks and documentation of ADLs was reduced by more than 410 hours per month. The 60-minutes per day that staff spent searching for each other is now redirected toward resident care, as is the more than 70 hours per month eliminated from completing MDS forms.

Improved Communication and Efficiency

Real-time workflow reminders are critical to quality care and resident development. Using a voice-based solution helps caregivers and clinicians remain informed about recommended care events and the changing needs of each resident. This type of solution also provides immediate feedback that is easier to understand and more refined than outdated manual methods.

Voice solutions also increase flexibility and responsiveness for the staff. If caregivers are called to assist a resident they are unfamiliar with, they can easily access the care plan and know if lifting assistance is needed, or if the resident



has other special needs. They can also page any other team member for assistance or information, and never have to leave the room or the resident.

Team communication is further enhanced via silent team paging and real-time team support available with a voice solution. With the voice solution, staff members can talk to each other, as well as silently page colleagues or groups of caregivers. Doing so can enhance resident comfort and timeliness of ADL completion, while allowing nurses and CNAs to stay engaged with residents.

Silent paging also eliminates noisy loudspeaker announcements and alerts that can disrupt other activities or disturb resting residents. Nurses and CNAs can communicate quickly without overhead paging, and do so throughout the duration of a shift instead of waiting until the shift change to discuss resident issues. Staff can also multitask while they receive new information and instructions, which makes them even more efficient.

Conclusion

As the need for more and more documentation increases, healthcare providers can avoid becoming mired in cumbersome administrative tasks by deploying voice-based solutions. By reducing end-of-shift charting, making it easier to communicate with other staff members, and providing a hands-free method of updating ADL information while performing other tasks, healthcare organizations can provide nurses and CNAs with more time to spend on direct resident care.

The voice-based solutions also can provide more up-to-date information about the plan of care, activities and therapist appointments, and generate more accurate ADL documentation in real time, all of which enhance resident care. The voice-based solution allows caregivers to operate in a more efficient and cost-effective manner, providing a better environment for residents and staff at long-term care facilities.

Honeywell

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About Honeywell AccuNurse

Honeywell is a leading provider of innovative voice technology solutions, helping long-term care facilities provide better resident care through voice. Honeywell AccuNurse takes existing EMR environments to new levels of operating performance by optimizing point-of-care data capture processes with best-in-class voice-assisted plan of care instructions to reduce administrative charting time, while enhancing ADL data analysis and reimbursement reporting. AccuNurse is successfully supporting more than 400 long-term care facilities and integrates with most leading EMR products. Honeywell has over 25 years of experience in designing and developing workflow performance optimized voice solutions. www.AccuNurse.com