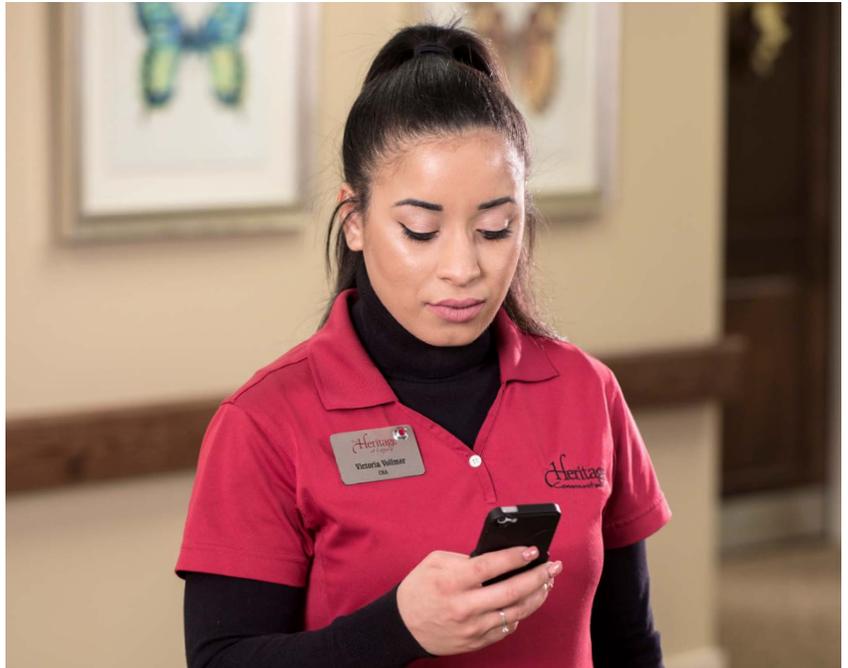


APPLICATION NOTE

Arial® Wireless Emergency Call Integration with PointClickCare®

Improve care planning and efficiently
manage resident status changes



Solution Benefits

- **Improve operational efficiency.**
Connect service delivery to billing processes with appropriate documentation. Improve caregiver workflows and staff productivity, ensure the correct level of service is provided, and you get paid for the work your staff is doing.
- **Make data-driven decisions.**
From improving care plans, to billing for services, to improving operational efficiency, having instant access to the right data is key. Using a centralized source for all resident information provides a single source of truth.
- **Attract, engage and retain top talent.**
Empower staff and allow them to spend more time with residents by having the right technology in place. By enabling staff to document in real-time and deliver unscheduled services seamlessly, they can focus on relationships and not reports.
- **Provide the best resident experience.**
Deliver visibility into a resident's health status at all times, supporting proactive identification of care plan changes and enabling staff to provide the right level of care.

Challenges

Staffing challenges, occupancy struggles, and declining margins continue to plague senior living owners and operators. Communities are forced to provide more care and services to attract and retain residents. But staff retention rates—with an industry average 44 percent turnover—negatively impact care capabilities and increase costs with constant recruiting and training. At the same time, adequately caring for seniors with multiple chronic conditions requires a high degree of care coordination and operational efficiency. Many communities find themselves forced to do more with less resources.

Solution

When a resident's health starts to decline and they need more assistance with ADLs, their care plans need to be adjusted, and as a consequence, their rates should be increasing. But too often they're not. It's important to have accurate care documentation to track the care that's being provided and to drive accurate billing.

As the industry's leading EHR solution, PointClickCare provides the insights communities need to make faster, more confident decisions. Integrating the Arial Wireless Emergency Call solution with PointClickCare eliminates data silos to empower caregivers, improve operational efficiency and improve the quality of resident care.

How It Works

With the Arial Wireless Emergency Call system, communities have information at their fingertips regarding not only response times and the number of alarms, but also who is responding, how much time caregivers spend with a resident, and details about the encounter. This visibility fuels data-driven decisions to better plan and schedule the workforce and more efficiently manage the organization.

Integrating Arial data within the PointClickCare Cloud takes this visibility one step further by providing a single source that enables communities to confidently connect, communicate, and access the insights, partners, and tools needed to achieve quality care and services.

IMPROVE CARE PLANNING

More than an emergency call system, Arial has the ability to post resident health insights and information to a patient record within PointClickCare. This report includes information on historical resident alarms, resident activity and activity of daily living (ADL) data documented during caregiver and resident encounters. Such information is valuable in establishing normal trends and patterns of resident activity and behavior and can potentially provide early warning to the onset of health, wellness and mobility issues. The information Arial can post to a resident's patient record within PointClickCare can be used by caregivers to monitor and assess the need to make changes to a resident's care plan.



EFFICIENTLY MANAGE RESIDENT STATUS CHANGES

Arial will retrieve resident demographic and status data directly from the PointClickCare system, eliminating the need to manually enter duplicate resident admission and discharge data. Automatic synchronization of resident demographic data reduces administrative tasks and ensures a single source of truth for resident data.



ENGAGE AND EMPOWER CAREGIVERS

Caregivers face a physically and emotionally demanding work environment, and the rate at which workers leave the senior living market continues to outpace the entry rate. Turnover rates of 45-65 percent are common, directly impacting the quality of care. Effective employee retention is powered by efforts to engage and empower caregivers amidst the growing acuity of residents. The Arial Mobile App eliminates the frustration and inefficiency of pager alarms and empowers caregivers to collaborate with peers to provide quality care.



IMPROVE WORKFLOW AND STAFF PRODUCTIVITY

Tracking KPI data via configurable dashboard views enables communities to better manage staff requirements and maximize staff productivity.

IMPROVE OCCUPANCY RATES THROUGH ELEVATED RESIDENT EXPERIENCE

With detailed documentation of response times and services provided, communities can clearly demonstrate quality of care to family members, giving them peace of mind that residents not only receive the level of care required, but also the invisible services that improve quality of life.



STANLEY
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About STANLEY Healthcare

Over 15,000 hospitals and senior living communities rely on STANLEY Healthcare solutions to empower caregivers to deliver better care. STANLEY Healthcare is a part of Stanley Black & Decker and a proud supporter of the Alzheimer's Association®. Learn more at stanleyhealthcare.com.