

Creating a Single Resident Record with Clinical Strength

John Knox Village and the HealthMEDX Solution

ORGANIZATION OVERVIEW

John Knox Village

Lee's Summit, MO

DEMOGRAPHICS:

- 250 users including
- 100 Field Clinicians
- 430 Skilled Nursing Beds
- 118 Assisted Living Beds
- 1,400 Independent Living Beds

SERVICES:

- Independent Living
- Assisted Living
- Skilled Nursing
- Home Health
- Private Duty
- In-home
- Hospice
- Therapy
- Rehabilitation
- Alzheimer's / Dementia

BENEFITS

- Doubled documentation compliance rates for ADL capturing
- Improved turnaround time for homecare and hospice documentation
- Moved to 100% electronic billing
- Addressed unique community contract approach with standard functionality
- Created a single resident record with data from all care settings
- Connected 100 field users wirelessly for real-time data updates

The Problem:

In 2004 John Knox Village was similar to any other leading CCRC. An information system was in place; however, the system was antiquated and unable to scale to the needs of John Knox Village. Limitations from the system kept various key processes, such as the capture of Activities of Daily Living (ADL) information, in paper format. Multiple care settings and locations also posed a problem with various systems and processes across the community.

It was determined that a new solution was needed that could address the needs of the entire community on a web-based platform. A single record was needed to help streamline processes and ensure policy and procedures were identical across all settings. The clinical EHR aspect of the needed solution also played a critical role in the decision making process.

The Solution:

John Knox Village reviewed a number of solutions for the community. When reviewing the HealthMEDX solution they found the web-based platform, single resident record, and clinical strength John Knox Village needed to be successful. The decision to move forward with HealthMEDX was unanimous so in 2005 John Knox Village rolled out HealthMEDX for their community.

As part of the purchase, John Knox Village rolled out financial, clinical EHR, and the point of care solution. The real breakthrough utilization of the solution came at the point of care. With more than 100 laptops in the field connected wirelessly to HealthMEDX, frontline clinical staff members recorded resident and patient care data efficiently and accurately in real time.

Frontline adoption of the ADL capturing system was nearly automatic as the application utilizes a touch screen interface that steps users through care documentation in a logical manner. Users were able to train on the application within minutes. "The application is so easy to pick up it required only minimal training to begin seeing the benefits of point of care capture," stated Greg Campbell, Director of Information Technology at John Knox Village. John Knox Village also found significant benefits in the flexibility of the HealthMEDX solution, as they had a very unique contract offering for residents. HealthMEDX was the only vendor able to manage the contract type out of the box without significant development costs.

Across the community, home health and hospice are leading the way in IT progressiveness. At the hospice level, for example, resident status change is frequent and critical to know as it happens. With the use of laptops at the bedside, nurses are able to track in real time medication changes, pain levels and changes in status. This has helped lead to a high level of adoption in these settings.

With ADL capture and assessments already rolled out, the skilled care operations of John Knox Village are at a more intermediate stage of adoption with plans for full implementation shortly.

"In general, HealthMEDX is moving us along to the ultimate goal of a fully electronic health record (EHR)," stated Greg Campbell, "We now have all staff working together on the same wavelength and knowing what is happening from day to day."