

# Fighting Germs *and* Inefficiency for TLC Management

## The Short Version

TLC Management successfully moved 17 communities into the 21st century with support and technology from CareServ. By swapping wall-mounted kiosks for germ-fighting mobile devices, they transformed their business — and their bottom line.



**ADL compliance jumped from 50% to 95%.**



**RUG scores went up without audit fears.**



**Readmission rates declined, saving over \$500,000.**

## The Back Story

**TLC Management's Dilemma: Capture all activities and keep residents safe.**

TLC Management was stuck. Their CNAs were providing solid care but only recording some of their completed Activities of Daily Living. They had incomplete data — and every missed record meant missed reimbursements. (Not cool.)

While each community was already using an electronic healthcare record (EHR) system, the issue stemmed from their setup: CNAs had to enter care information after the fact on hallway kiosks. This situation created multiple problems. There were never enough kiosks for everyone to use at once — and sometimes, caregivers got distracted before they even reached one. (Bingo day can get pretty rowdy, after all.)

TLC Management knew they needed a change. They wanted to switch from kiosks to mobile devices but were wary of the germs and security risks the devices could bring.

# The Solution: Adopt mobile devices designed for senior care.

From strict regulations to dangerous germs, TLC Management knew senior care brings challenges that many other industries don't have to worry about. When switching to mobile devices, they needed a partner who understood just how much was at stake — and how to control the many risks at hand.

Once TLC Management learned about our multipronged approach, they knew it would be a game changer. Finally, they could embrace mobile technology while improving resident care.

## Antimicrobial Protection

The typical mobile phone is 10x dirtier than a toilet seat. But with our self-sanitizing coating, TLC Management found continuous protection against harmful bacteria and viruses. This nontoxic, two-coat process is EPA approved — and keeps their devices 99.99% bacteria free for 24 months (meaning, no toilet-level germs, even if they take a dip!). And we've put their devices to the test by sending them to an independent lab for examination after 2 years of everyday use – the result: the treated devices still demonstrated antimicrobial effectiveness when exposed to bacteria.

## Efficient Setup

Like all senior care providers, TLC Management didn't have time to waste configuring their new devices. So, their new phones were ready straight out of the box. And we guided them as they switched from hallway kiosks to on-the-go documenting. Within days, staff got the hang of the new devices and documentation compliance started improving. "CareServ eliminated our concerns, and we have seen improvement in documentation compliance and increased revenue as a result," explained Debra Smith, RN, Clinical Informatics Director.

## Advanced Security

The healthcare industry averages at least one data breach per day. And TLC Management didn't want to become a statistic when they switched to mobile devices. They found the protection they needed with security measures that protect sensitive data, including geofencing that automatically locks down and tracks a phone if it leaves the premises. (Phones can run but they can't hide!)

In short, TLC Management revolutionized their documentation and reporting process while decreasing the chance of spreading harmful germs or losing PHI along the way. The virtually and physically protected devices helped diminish the disparity between the level of care provided and the level of care billed. (Now that's priceless!)

*CareServ and their support staff have been there every step of the way, making the transition to mobile documentation smooth and effortless. It helped move us into the 21st century."*

– Debra Smith, RN, TLC Management

## The Bottom Line: Safe mobile devices save money, lives, and headaches.

### FINANCIAL

- » Reduced infection saved \$500,000 as readmissions declined.
- » Subscription model limited upfront costs.

### OPERATIONAL

- » ADL compliance score jumped from 50% to 95%.
- » RUA reimbursement days plummeted.

### HUMAN

- » Staff spent more time with residents instead of at kiosks.
- » Transition to mobile was a breeze with CareServ's ongoing support.

