Elite Senior Living

Success Story

> " **Vcpi helps us Elite Senior Living compete. Even as a small company, we have the same IT resources of the largest players in the industry. There's no way we could afford to build these resources ourselves.** "
>
> **- Jon Heraty**
>   Co-Owner
>   Elite Senior Living

BACKGROUND

Elite Senior Living, based in Buffalo, NY,provides progressive, high-quality rehabilitative and long-term care services through the operation and management of 4 skilled nursing centers in Wisconsin and New Jersey. Owners Steve Tokarczyk and Jon Heraty tirelessly pursue excellence in all aspects of their communities. Elite Senior Living is among the best in the industry when it comes to smaller multi-site organizations, in large part due to the passion Tokarczyk and Heraty have for hands-on management. This approach maximizes the resources available to residents and caregivers, resulting in the highest possible quality of care.

CHALLENGE

It wasn't long before Tokarczyk and Heraty saw an opportunity to leverage their early success and grow the business, fueled by their background and expertise in longterm care commercial finance. As a result, their strategic vision increasingly focused on building or acquiring, investing in, and optimizing performance of communities while providing the highest quality care in the markets they serve. In the early days, the co-owners wore hats ranging from human resources to payroll, from building management to billing. They also took care of IT. "We weren't big enough to have in house staff to do all these functions," Heraty recalls. "I took all the traditional IT helpdesk calls 24 hours a day. If there was a problem with a printer, I took the call."

"As we grew our family of communities rom a couple of buildings to a total of five in Wisconsin and New Jersey, scaling corporate management services became a top priority" remembers Tokarczyk. "We're also based in Buffalo, and with families here we're committed to finding solutions to keep us remotely connected with our communities in a deep way."

SOLUTION

It became clear to Tokarczyk and Heraty that they needed to take their business to the next level. Tokarczyk recalls "we made a strategic decision to grow, and that meant finding creative, cost-effective ways to scale our business without compromising the service our team came to expect from our hands-on approach." Tokarczyk and Heraty turned to vcpi to organize, centralize, and optimize IT across their growing enterprise. "With vcpi, we balance the high-tech, high-touch technology essential for serving our communities with our need for growth and scalability. Now, when we onboard new facilities, vcpi takes over IT, allowing us to focus on caring for residents," adds Heraty.

RESULTS

"Vcpi helps us compete. Even as a small company, we have the same IT resources of the largest players in the industry. There's no way we could afford to build these resources ourselves," according to Heraty. Vcpi specializes in IT services for post-acute care clients, and each acquisition brings new applications to the mix. "Vcpi is a natural fit for Elite Senior Living because they know our business.

They specialize in the applications that are mission critical to running our communities," offers Tokarczyk. "We also like the fact that vcpi tests new things with much larger players than us. We wait, we watch, we listen, and then we act on what works. For a small business, that helps us stay cutting edge while minimizing our risk."

> "**IT will continue to play a strategic role. It's how we communicate, it's how we bill, and it's how we manage clinical operations. We live in an online world and vcpi is strategic to managinga remote workforce.**
>
> **- Steve Tokarcyzk**
>   Co-Owner
>   Elite Senior Living

The rollout for MDS 3.0 went smoothly, according to Tokarczyk. "Vcpi coordinated updates to our software in advance and helped with training."

What will the future bring? "States will continue to cut back on reimbursements, so it's essential that we constantly challenge the status quo to find cost-effective alternatives for operating our communities. We expect vcpi to help keep us competitive by converting IT to a known and predictable expense," offers Heraty. Tokarczyk adds "IT will continue to play a strategic role. It's how we communicate, it's how we bill, and it's how we manage clinical operations. We live in an online world and vcpi is strategic to managing a remote workforce. It comes down to great people, and no matter how small the request, vcpi has earned trust with great service."

877.908.274 | vcpi.com