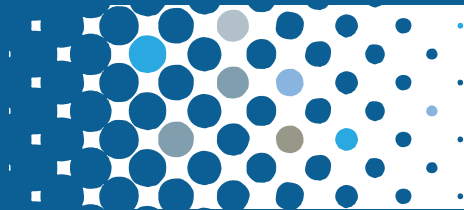


Their Care. Your Plan. Our Record.



Welcome to VCare Complete

Care records don't provide good care, you do. Yet the documentation required for you to do your job continues to increase. We all know that we need the proper assessments, care plans and records of interventions to maximise the care we provide, but time with a pen and paper is time away from hands on care. Now, with VCare Complete there is another option.

VCare Complete, by Health Care Informed (HCI), is a new electronic way of fulfilling all your care planning and resident record requirements, practically and efficiently. For years HCI has been working with nursing homes in Ireland

The Complete Solution

- ◆ Defining Your Care Requirements
- ◆ Onsite Audit of Current Records
- ◆ Process Mapping of Care Planning
- ◆ Complete Setup of VCare Complete Electronic Record System
- ◆ Utilisation of Touch Screen Technology for All Staff
- ◆ Care Planning Training, Utilising VCare Complete
- ◆ Ongoing Care Plan Updates, Support and Training Days

to develop the care they provide and, now, fulfil the HIQA requirements. VCare International are the leaders in residential care software systems in New Zealand. Together we believe we can provide a unique solution.

With VCare Complete, HCI can assist organisations in reducing the time, and physical burden, of paper records with an intuitive electronic system. This, integrated with staff training on care planning, provision of required policies and procedures, and ongoing care plan development and support provides a complete solution

Not Just Software ... A Complete Care Planning Solution. So why not give us a call in Galway at 093 36126.



Director, HCI



Contents

Care	2
Assessments & Measures Care Planing & Interventions Recording & Monitoring	
Management	6
Marketing & Communications Resident Fees Account Integration	
Training	10
Reporting Ongoing Development Implementation Staff Training Procedures & Processes Security	



“Caring is an art:

and if it is to be made an art,
It requires an exclusive devotion
as hard a preparation,
as any painter’s or sculptor’s work;
for what is the having to do with
dead canvas or dead marble,
compared with having to do
with the living body,
the temple of God’s spirit?
It is one of the Fine Arts:
I had almost said,

the finest of Fine Arts.”

- Florence Nightingale
Founder of the modern nursing profession

Care

At the heart of any aged care facility is the quality of care for it's residents. To achieve this high standard of care, a large amount of information is required . VCare allows comprehensive details to be recorded, providing a complete picture of both a residents care history and their current and future care needs



Assessments, & Measures

Let's start at the beginning. To provide the best possible care to residents we must have a holistic understanding of their wants and needs. VCare provides you with a comprehensive suite of care and daily living assessments, from the Waterlow to the MUST, and the ADL's. The MDS is available as well!

In addition to validated assessment tools, resident measures such as weights, blood pressure and temperatures can be recorded simply. Staff have the ability to view the results graphically, allowing trends to be easily identified. Individually residents have a schedule for each measure and assessment. VCare then reminds care givers of upcoming measurements and assessments and allows staff to report on when these were taken

And the really clever bit? The assessments and measures guide you to the correct care plans. With automated prompts and flags to help you identify the necessary care, VCare helps you provide the correct care for your residents.



Assessments - Measuring blood pressure



Assessments - Measuring blood pressure

Care Planning & Interventions

Care planning provides a “road map” to guide all who are involved with a resident’s care - nurses, doctors, health care assistants, and most importantly the residents themselves! Today many nursing homes are still unsure of how to undertake effective care planning that improves the wellbeing of the residents. Some difficulties that have been witnessed in Irish nursing homes include:

No linkage between assessments and plans – The assessments provide the carer with an understanding of the residents’ wants and needs. This information must then determine what goals should be focused upon to maximise the residents’ quality of life and wellbeing. These goals must be directed by the assessment findings. If not, you are doing the wrong assessments!

Care interventions not defined – For some nursing homes once an objective, or goal, has been decided it is felt that no more planning is required. Unfortunately where the interventions, or stages of care, are not agreed and documented, care is often sporadic and variable. It is necessary to define each intervention of care required, with the related responsibilities and timeframes. These most then be recorded and linked back to the original plan.


Recording & Monitoring

Tired of writing reams of notes? VCare Complete’s system of linked assessments, care plans and intervention records allows you to focus on the direct care provided. Resident reviews, care plan reviews and medication reviews will now all be scheduled automatically. For the care managers, VCare also allows you to quickly monitor the tasks that have been completed, daily, weekly and ongoing. Performance indicators in real time!

With state of the art touch screen and intuitive input technology VCare Complete allows staff to quickly enter notes, tracking the date, time and the staff member who recorded a note. Once entered, these notes cannot be changed, providing an audit trail. If a note was entered by mistake, then an administrator has the ability to hide the note from the list, but these notes are retained in VCare and can optionally be viewed. The full notes history is retained and staff are able to search for specific notes by using specified words or the staff member who added them.

Monitoring Risk

To support your risk management processes such as complaints, falls and infections, VCare allows all these events (and many others) to be logged. It provides a framework allowing specific information relating to each type of incident to be recorded. When the event is recorded, a check list of tasks is created prompting staff to follow the recommended course of action. All leading to the provision of better care through ongoing education and knowledge.



***“No pen, no ink,
no table, no room,
no time, no inclination”***

- James Joyce

Management

While the major focus of a residential care setting is the care offered to residents, often a large amount of time is needed to manage the funding and subsequent billing of the resident's care. VCare provides features to reduce this administrative overhead ensuring that managers are aware of the funding and billing status of their residents.



Marketing & Communication

Are your potential clients and referrers aware of the services that you provide? In addition to the resident's details, VCare can store information about how the resident heard about your organisation. This can be combined with the resident activity data allowing you to track the effectiveness of your marketing and promotion. The prospect database can be used as a source for marketing campaigns to GP's and Primary care Teams.

VCare provides the ability to merge data stored within itself to

Microsoft Word and Microsoft Publisher documents. This allows letters to be sent to referrers, prospects and residents. Individual letters can also be sent from within VCare. The letters generated are linked to the resident's records providing a history of the communication with that resident. Electronic documents can be imported into VCare. These documents are filed against the relevant data (Residents,Prospects, Units, Contract, Admissions etc.) Combined with the documents generated, a complete communication history with a resident is maintained.

Resident Fees

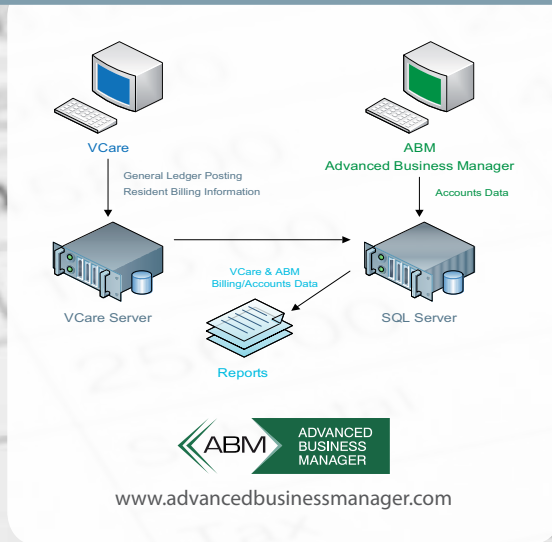
Residents are charged a regular fee covering the general running costs of the residential care setting. Naturally many residents also opt to take additional services. VCare allows multiple services to be offered. Packages can be customised for residents if they have specific requirements. Prices for each service are set. Updating the pricing will automatically update each resident who is subscribing to that service and update their funding

appropriately. VCare allows the payment to be split as may be the case if family are paying for some or all of the services.


VCare will generate invoices for the service charges and can export these to an accounting package where necessary. The debtors ledger in VCare can be used to record payment of these invoices and issue credits and payments where necessary.

Account Integration

VCare includes a debtors ledger allowing the resident's and other debtors to be managed. VCare includes a framework which allows either the individual transactions or the batch totals to be exported to an external accounting system



Account Integration framework



“It’s all to do with the training: you can do a lot if you’re properly trained.”

- Elizabeth II

Training

VCare is an ever growing and expanding product, meaning consistent enhancements and additions are constantly being included. The following is a small selection of general features included in the VCare system.



Reporting

No system is complete without the ability to analyse the data it contains. VCare provides a number of reporting and extract functions to allow facilitate comprehensive data analysis.

VCare comes with the Jade Report Writer. This report writer allows users to develop their own reports. These reports can be printed, or extracted to files allowing the data to be analysed with tools such as Microsoft Excel™.

Utilising the Jade Relational Population Service, the data in VCare can also be automatically extracted to a Microsoft SQL Server™ database in near real time. The data within the SQL database can be analysed and reported using many commonly available reporting tools such as Crystal Reports™.

Ongoing Development

We won't forget about you. Whether it is residential care support and advice from Galway, or new technical developments from New Zealand, with VCare Complete your system will continue to develop to meet your needs and regulatory requirements.

It is our aim to continually develop our system, and your staff, together as a community in Ireland. This ongoing development will include:

- ◆ Direct Email and Telephone Support from HCI in Galway – Not just for IT but for all care planning and records issues.
- ◆ Regular New Evidence Based Care Plans
- ◆ Annual Complimentary Training Sessions
- ◆ Regular Information and User Tip Updates
- ◆ A Community User Forum
- ◆ Online training
- ◆ A Dedicate Team of Residential Care Quality and Safety Specialists

Implementation

The key to implementing Care Plans and Resident Records successfully? Always remember the four link stages:

1. Assessment – Get a comprehensive understanding of the wants and needs of the resident
2. Planning – Use the findings from the assessment to define goals to be achieved
3. Implementation – Agree the steps required to achieve the goals
4. Review – Regularly review and update as required

VCare Complete, by HCI, provides a comprehensive care planning and records solution which provides:

1. Evaluation of process related to the records and care planning
2. Process mapping of improved methods of record management
3. Development of customised resident records including care plans
4. Staff training on resident records, care planning and pathways utilising VCare.
5. Development of Required Care Planning and Records Management Policies and Procedures
6. Audit and Risk Management Support
7. Continuous support and development

Staff Training

VCare Complete is not just about an improved system for co-ordinating and communicating care, it is about ensuring staff are educated on the practical implementation of effective care plans.

As part of VCare Complete, the HCI provided training programme looks at how a multi-disciplinary approach to care is required to maximise resident outcomes. It focuses on the use of assessments, locally agreed, evidence-based plans, describing the expected progress of a resident, can be practically utilised. In addition this training programme focus on the requirements for resident record management, in line with HIQA, best practice and the Data Protection Act.

No IT trainers here. Just people who understand residential care.

Procedures & Processes

The need for policies and procedures is the basic requirement of the HIQA Residential Care Standards. But how do we fulfil the requirements? More importantly why should we fulfil the requirements? Is this just another paper exercise? The answer is no. Correctly identified, developed, and implemented policies and procedures can provide tangible benefits by focusing on: What are we actually doing? Can we do it better?

As part of VCare Complete, HCI works with your staff to define the way things happen in relation to care planning, data confidentiality and records management. Through process mapping we determine the improvements required and how these can be realised with VCare Complete. Once agreed, we document these in the form of policies and procedures to help educate staff, support audit and maximise standardisation of care.

Security

The VCare system stores a large amount of sensitive data including financial data, medical details etc. In order to ensure that the right people have access to the right data, VCare provides a security system allowing administrators to customise access to various areas within VCare.

System Administrators are able to setup security groups with access rights and then assign users to these groups. A user can belong to a number of groups and they inherit all access from the groups. When the user logs in, VCare will limit what that user can see based on their rights. If a higher level of security is required, administrators can limit access to individual controls on each screen.

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