

**V**CARE  
Aged Care Residential  
Management Software

# Welcome to VCare

VCare was created in 2002 by [Concept Engineering Limited](#) with the sole purpose of creating the most comprehensive and complete solution for the aged care industry. Commencing with a request from one of our clients, requiring a system for managing and tracking residents within their facility, the VCare system has evolved to manage care, occupancy, financial information and marketing information.

We've worked closely with some of the largest retirement care organisations from one side of the globe to the other, VCare is a state of the art software package designed to make an immediate impact on all aspects of your facilities. VCare represents a better way to care for your residents. It provides a more comprehensive way to handle administration and will increase the efficiency of your facility.

- Torrie Moore M.E.  
Health Systems Manager  
Concept Engineering Limited

[Discover the complete Care  
Facility and Operations Management System](#)



## Contents

<b>Care</b> Care Plans   CCI's   Progress Notes   Assessments, Weights & Measures	1
<b>Occupancy</b> Waiting Lists & Holds   Admissions   Unit Contracts	5
<b>Financials</b> Management Fees   Village Fees   Residential Funding   Account Integration	9
<b>Prospects and Marketing</b> Documents   Prospects   Sales and Marketing	13
<b>Additional Features</b> Security   Reporting   Technical	17





“*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

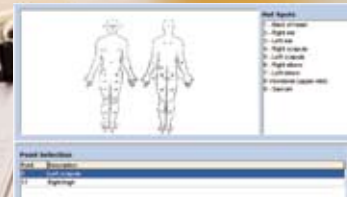
At the heart of any aged care facility is the quality of care for it's residents. To achieve this high standard of care, a large amount of information is required . VCare allows comprehensive details to be recorded, providing a complete picture of both a residents care history and their current and future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



## Care Plans

Once residents move into their accommodation, they need to be cared for appropriately. It is vital that the care of each resident is managed in an auditable process. VCare incorporates comprehensive care plan functions to meet this need. Modifications to care plans recorded in VCare are tracked and VCare automatically reminds care givers when plans need to be reviewed, either by the residents GP or by the nursing staff. VCare features a host of functions within Care Plans, including:

- ◆ Review cycles for local staff and GPs
- ◆ Lists of common problems, goals and interventions
- ◆ Recording of evaluations
- ◆ Printing of care plans for client folders
- ◆ Reports listing care plans for renewal



Assessments - Measuring blood pressure

## Assessments, Weights & Measures

In addition to care plans and progress notes, resident's weights, blood pressure and other measures can also be recorded. When the history is displayed 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 allows management and auditors to report on when these were taken.

Resident's assessments can also be recorded. VCare provides a template allowing staff to set up their own assessments and outcomes. These can also be scheduled and care givers will be notified when these are due.

## Complaints, Compliments & Incidents

Many events that occur in a rest home or retirement village need to be recorded. These include any complaints, compliments, falls and infections. VCare allows all these events (and many others) to be logged and 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. Each task is linked to a role ensuring only relevant tasks appear on each staff's task list. As each task is

completed, VCare logs both the staff member who completes the task and the date and time.

Each event can also be linked to one or more people, admissions or unit contracts. In addition, a list of all unresolved events is available allowing staff to quickly access those events that still require additional work.

All information recorded is available for reports and can be extracted to Microsoft Excel for additional analysis.

## Progress Notes

Most facilities record progress notes for residential residents. These are often used to record the care given to the resident. VCare 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.

**“His house was perfect,**

whether you liked food,  
or sleep,  
or work,  
or story-telling,  
or singing,  
or just sitting and thinking,  
best,  
or

**a pleasant mixture  
of them all!”**

- J. R. R. Tolkien  
Writer and Author

# Occupancy

In order to run a successful facility, managers must pay close attention to their occupancy ensuring their residents housing requirements are met. Combined with the sales and marketing features, VCare also allows managers to proactively manage their facility ensuring that the occupancy rates are kept high.



## Admissions

Full details of all residents in care facilities can be recorded. In addition to the resident's and admission details; next of kin, referral, funding and alert information can also be recorded. A full bed history is retained, recording which bed the resident occupied as well as any changes in care level requirements. These details are used to generate the occupancy statistics for each facility, simplifying the process of reporting to funding agencies and government departments. On admission and discharge, a check list is created ensuring that

the essential tasks are completed in a timely fashion. Care givers can easily access lists of residents to view care plans, progress notes and other events associated with each resident. When a resident is absent (hospital visits or holidays) these are recorded and time frames can be verified against the rules ensuring funding is available to retain that resident's bed.

The occupancy is integrated with the billing functionality ensuring that each bed day is funded appropriately.

## Unit Contracts

With evolving changes in the retirement village industry, it is important for villages to accurately track the details of contracts or licences with their residents. VCare stores a multitude of information including the contract dates (contract, settlement, occupancy, vacancy,) purchase price, conditions, medical assessment, management fees and services.

VCare also tracks the status of each contract, noting when each condition is satisfied, the dates that the agreement was signed, settled and the unit occupied. In addition to the actual dates, expected dates can be entered allowing each contract to be planned and scheduled. VCare will automatically calculate cooling off expiry periods and payout periods based on the contract's details.

Once the fees and services are entered, VCare uses this information to generate invoices for the residents and can provide information for accountants including the accrual of membership fees. Commissions can be generated for sales staff based on the sale type and contract price.

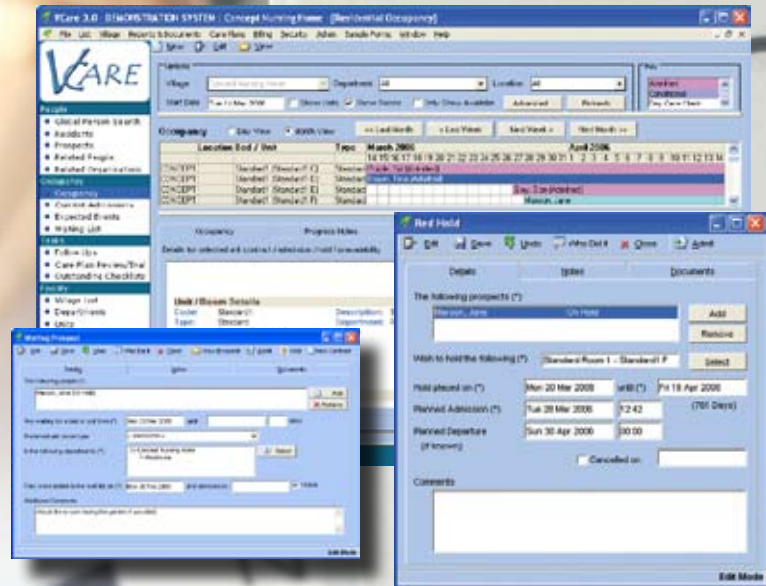
Additionally, residents are able to take a loan on the unit and VCare will calculate the interest and maintain the balances for each contract.

When a resident vacates, VCare records their intent to leave as well as the actual dates that they vacate and clear their unit. Combined with the dates for the next contract on that unit, these can be used to calculate the payout dates for the departing residents.

# Waiting Lists and Holds

Prospective clients or current residents can be added to a waiting list for both retirement villages and residential care facilities. Entries on the waiting list are grouped by department and can be categorized by priority. In addition to the dates the entry was added and removed from the list, VCare stores the date at which the resident wishes to commence occupancy. The resident's details are retained by VCare and do not need to be re-entered when the wait list entry is upgraded to a hold, admission or contract.

When space becomes available, the waiting list can be used to find a suitable resident and a hold is placed on the unit or bed. VCare will then prevent other staff from admitting a resident or creating a new contract until the hold either expires or is removed. Once confirmed the hold can be used to generate a contract or admission for the unit or bed. Holds are visible on the facilities occupancy allowing all staff to see the status at any point.



Occupancy - waiting lists and bed holds



***“The enlightened ruler  
is heedful,  
and  
the good general  
full of caution.”***

- Sun Tzu  
“The Art of War”

# Financials

While the major focus of a retirement facility 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.



## Management Fees

Most villages will charge a Deferred Management or Membership fee which is collected when a resident departs. VCare allows the fee details (percentage and rate) to be recorded for each individual contract. VCare will report on the accrual of these fees both on a cash (what would be collected if the

resident departed) and an accounting basis (what might be collected based on the average length of stay.) When the resident departs, VCare will update these totals, optionally prorating the last part month.

## Village Fees

Village residents are charged a weekly or monthly fee covering the general running costs of the facility. Many residents also opt to take additional services such as meals or cleaning. These can be charged either per delivery (e.g. meal or hour of cleaning) or as a fixed monthly fee.

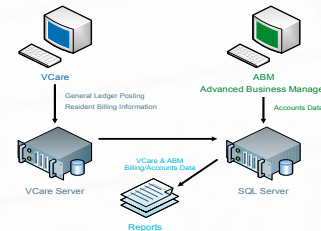
VCare allows multiple services to be offered in each village either separately or as a service package. Packages can be customised for residents if they have specific requirements. Prices for each service are set for each village. Updating the pricing will automatically update each resident who is subscribing to that

service and update their funding appropriately. Residents subscribe to each service or package and details of who will be paying for the service are recorded. VCare allows the payment to be split as may be the case if family or trusts 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



# Residential Funding

Residents admitted to a residential facility (Rest home or hospital) often have a variety of funding sources. They can receive funding from different organisations, including government and local body agencies and/or family sources. Global templates are used to record the standard funding sources and the amount funded. For example, templates can be setup for the single person's pension, a fully funded rest home resident etc.

Prices for residential care are set for each contract and depend on the level of care the resident is receiving. An additional room premium can be added for each bed type (e.g. an additional charge for an en-suite room etc.)

When the resident is admitted, their various funding sources and the amount of funding are recorded within VCare. Staff can select from the templates or add funding details specific to that resident. VCare will ensure that each resident has sufficient funding to cover the cost of their care and any additional room premiums. Management screens are provided to allow those residents with incomplete funding to be easily located.

The invoicing functionality uses these funding details to produce invoices both to the resident and to governmental agencies or other funding streams. The debtors ledger is then used to receipt payments for these invoices. A Proposed Payment Schedule (PPS) screen is provided to allow administrative staff to match the details recorded in VCare against the PPS received. Once the PPS details are confirmed VCare will automatically generate invoices to the District Health Board with matching receipts.

Price changes can be entered for future changes or retrospectively. VCare will automatically issue credits for bed days already invoiced prior to a price change, and then issues new invoices at the revised rates. If the funding templates are also updated, VCare will update all residents with the new funding amounts, leaving the staff to update only those residents whose current funding does not cover the new prices.

“*Marketing is not an event,*

but a process;  
It has a beginning,  
a middle,  
but never an end,  
for it is a process.  
You improve it,  
perfect it,  
change it,  
even pause it.  
But

*you never stop it  
completely*”

- Jay Conrad Levinson  
The Father of Guerrilla Marketing

# Prospects & Marketing

The initial contact with residents often occurs months if not years before they move into your facility. VCare offers comprehensive Customer Relationship Management features allowing you to manage both marketing and sales activities.



## Documents

VCare provides the ability to merge data stored within itself to Microsoft Word and Microsoft Publisher documents. This allows letters to be sent to both 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.

In addition VCare has functionality to produce disclosure documents as required. VCare will take the details of the unit, the fee structure for the village and the sales statistics over the last year and combine these into a template disclosure document. The document is automatically converted into an Adobe PDF file preventing any changes once it has been produced. This provides up to the minute sales statistics and calculates the expected return based on the current fee structure, where required.

## Sales and Marketing

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 sales activity data allowing you to track the effectiveness of your marketing campaigns.

The prospect database can be used as a source for marketing campaigns. Not only can the details be mail merged into a Microsoft Word or Microsoft Publisher document but these

can also be extracted into an Excel file. This data can then be filtered and either mail merged in-house or sent to a marketing company or printer.

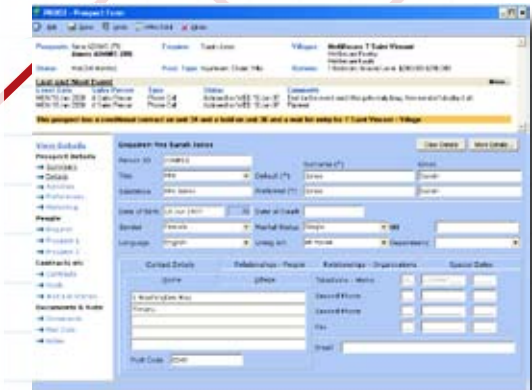
Resident's previous addresses are also retained and these can be used by a marketing team to identify demographic data such as customer areas providing the potential and actual occupants.

# Prospects

Prospective residents can be entered into VCare on the day that they first contact a facility. The initial contact may be made by a relation of the prospect and their details can be recorded in VCare and linked to the prospective residents.

VCare allows you the tracking of each contact with the prospect or their representative, whether it is an appointment, phone call, email or letter. Notes can be recorded against each contact giving a complete history of the sales process. Reports are available to list the number of contacts your sales staff have with the prospect allowing the effectiveness of the sales staff to be measured.

When a prospect decides to move into a facility, all the details captured during the sales cycle are retained and linked to the resident's details, removing the need to re-enter any of their details.



Prospect Contact Details Screen

“*All great masters*

are chiefly distinguished by the power of adding  
a second,  
a third,  
and perhaps a fourth step in a continuous line.  
Many a man had taken the first step.

*With every additional step  
you enhance immensely  
the value of you first.”*

- Ralph Waldo Emerson  
Poet

# Additional Features

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™.

The image displays two overlapping screenshots of a clinical notes interface. The top screenshot shows a 'RESIDENT CLINICAL NOTES (Print Page)' form for a patient named 'Lily Blumfeld (Lily)'. It includes fields for Patient Name, Date of Birth, and a list of clinical notes. One note is highlighted in blue, titled 'Mobility', with the text 'Lily is unable to walk independently. She is able to walk when supported by staff.' Below the notes is an 'ALTERNATIVE CONTACTS' section. The bottom screenshot shows another 'RESIDENT CLINICAL NOTES (Print Page)' form for a patient named 'Lily Blumfeld'. It includes a patient photo, name, date of birth, and various medical details such as 'State Resident Addressed', 'Ethnicity', 'GP', 'Religion', 'Mental Health', and 'Allergies'. It also has an 'ALTERNATIVE CONTACTS INFORMATION / SUDDEN DETERIORATION' section.

Clinical Notes Reports

## 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.

## Technical

The VCare system has been developed using the JADE Technology Platform. JADE is a high-performance, open software platform delivering targeted solutions for complex business problems. VCare runs on the Microsoft Windows Server platform and can be installed on most servers along side existing applications such as Microsoft Exchange and Microsoft SQL Server. The services are compatible with VMware, Citrix and Microsoft Terminal Services providing many options for deployment and remote support.

The VCare client is installed on the users PC, Citrix or Microsoft Terminal Services server. The client uses the JADE Thin Client Technology to provide remote connection over existing broadband connections. With the thin client, any updates

applied to the server are automatically downloaded to the client reducing administrative load on the IT support staff. VCare integrates with Microsoft Word and Microsoft Publisher providing mail merging functionality. Extracts are provided in Comma Separated Value formats compatible with Microsoft Excel. If Adobe Reader is installed, VCare will import and display documents in PDF formats.

For large sites, high availability can be achieved through the use of the JADE Synchronised Database Service providing a hot standby in case of system failure. The data can also be exported to Microsoft SQL database providing a near real time copy of the data for reporting.



Connection  
Exception {

## VCare International

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