

Staffing Shortages and ResiDex EHR Solutions

Staffing Shortages are Severe Across the Country

The long-term care industry has long been aware that staffing challenges loomed. As baby boomers retire and age, the demand for housing and services has skyrocketed and the number of available workers to fill caregiving positions has shown a steady downward trend.



The phenomenon known as “The Great Resignation”, in which we saw record numbers of people completely opt out of the workforce in 2020, exacerbated the long-term care industry’s already growing fight to maintain adequate levels of staffing. Many of these workers have sought better wages and work environments, while others quit due to illness risks. Statistics earlier that year showed how long-term care facility residents and staff accounted for more than 201,000 COVID-19 deaths, and at least 23% of all COVID-19 deaths in the U.S. alone.¹

Across a sample of 1,183 long-term care providers polled by the American Health Care Association and the National Center for Assisted Living (AHCA/NCAL), 99% of nursing homes and 96% of assisted living communities said they are facing some degree of staffing shortages.² Without enough staff, nurses and care providers across the country struggle with tasks like accurately recording and tracking medication administration, handling health records, obtaining medications from the pharmacy, and properly completing healthcare billing. A nurse in one of the severely understaffed centers in Chicago, when asked about how she manages with staffing shortages said, “The stress is unbearable. You’ve got to basically keep yourself safe, keep the residents safe, and then you’ve got to make sure that you do everything that you’re supposed to do.”

In addition, many care centers are operating at a financial loss. The industry that provides millions of Americans with life-sustaining care is in dire need of help. There is no one single solution to filling all staff positions and meeting financial needs, but electronic health records are part of the solution. ResiDex Software—a complete, integrated software—offers a system with efficiencies and the tools needed to allow staff to work ‘smarter’.

Charting Efficiencies with RTasks by ResiDex

Electronic Health Records (EHRs) offer benefits including efficient entry of data, organization of patient health information, the easy retrieval of information, and efficient reporting functionality. Electronic health records also offer the advantage of encrypted protection of information, making them safer and more secure than paper records.

RTasks by ResiDex makes entry and management of the electronic records easy and efficient. RTasks offers:

- ✓ Simple and quick resident data entry, fast-tracking
- ✓ No redundant entry of information
- ✓ Dissemination of 'need-to-know' information to caregivers– Care Plans, Policies and Procedures, up-to-the-minute changes in service details
- ✓ RTasks data entry is fully integrated and tells the resident's story - from services to notes, and assessments to incidents

Improved Staff Communication

Nurses have the ability to delegate effectively using resident-specific instructions for medications, services, chores and tasks. Completing resident assessments updates the Plan of Care. Policies and procedures can be uploaded.

All this information is available to frontline caregivers. When charting, staff have resident-specific preferences and details spelled out, and can click a link to view facility policies and procedures. Another 'click' and the staff person can review the Plan of Care. Never has so much information been so readily available!

The Snap Messaging system is integral throughout RTasks. It can operate effectively as an internal 'email' system, but is also available from resident service screens, when entering narrative notes, when administering medications, and more. A quick 'click' and staff can share an observation, a concern, a resident service or narrative note to the nurse.

RTasks offers the ability for team members to collaborate effectively - easily moving between task lists to see what has been provided, what needs to be accomplished, and helping one another out as needed. Charting-as-you-go capabilities on electronic devices saves time and can provide up-to-the-minute current information.

EMAR Efficiency

Medication Management using the Electronic Medication Administration Record (EMAR) is all about safety, accuracy, nursing best practices, AND efficiency. Medication management in RTasks begins with the review and receipt of medications from the pharmacy and tracks through the entire process to administration and documentation of effectiveness. The complete EMAR system includes:



- ✓ Accountability at every step
- ✓ Access to National Institute of Health medication information (side effects, contraindications, black box warnings)
- ✓ Easy access to review unscheduled med administrations, declined meds and med changes
- ✓ Controlled medication count record with alerts for discrepancies

- ✓ Generation of complete, printed EMAR records (that even paper record users love!)
- ✓ Ancillary reports aid in the coordination of care with outside entities

Enhanced Pharmacy Collaboration

The Pharmacy Connect feature offers a one-way integration with your pharmacy allowing an effective process of medication reconciliation between facility and pharmacy. The nurse retains the ability to review and process meds, taking into account resident preferences and the degree of instruction needed in delegating med administration to staff.

Pharmacists can be granted limited access to RTasks, including a Pharmacy dashboard that includes need-to-know information such as resident admissions, discharges and 'holds', med changes, administration details (declines or misses), med counts, and refill needs.



Administrative Efficiencies

Administrators can work most effectively when they have the information they need to make informed decisions. Reporting and analysis from RTasks is all about the optimization and effective application of over 1500 types of reports in every department. Reports can be accessed as documents, pulled into a Login Report to notify staff of concerns, or alert supervisors to incidents or internal messages.

RTasks Dashboards give administrators, nurses, pharmacists, or direct care staff, need-to-know information at their fingertips when logged in any time throughout your day. No more arduous paper trails that keep staff away from residents too long.

*Also included is Custom Reporting— the ease of creating custom reports to meet state regulations, collaborate with your medical community effectively, and support your case with 3rd party payers.

Conclusion

Staff shortages in assisted living facilities and group homes are at record levels. No facility is immune to the battle for finding and retaining the quality staff needed to meet the needs of their residents. RTasks by ResiDex offers solutions as it simplifies every required task and maximizes staff efficiency.

There is so much ResiDex can offer. We invite you to see it for yourself!

[Schedule a demo today!](#)

866.512.8369

Sources

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- 3) Chatterjee, R. (2022, February 22). The pandemic pummeled long-term care – it may not recover quickly, experts warn. NPR. Retrieved July 1, 2022, from <https://www.npr.org/sections/health-shots/2022/02/22/1081901906/the-pandemic-pummeled-long-term-care-it-may-not-recover-quickly-experts-warn>
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- 5) Saric, I. (2022, June 7). Nursing homes face closure risks amid staff shortages post-COVID. Axios. Retrieved July 1, 2022, from <https://www.axios.com/2022/06/07/nursing-home-staff-shortage-closure-covid>