

Smart Solutions: Does Your Software Help You Deliver Top Notch Care?



Delivery of Top Notch care is what we all strive to do! The assisted living industry has faced acute issues – pandemic, workforce shortages, increased expenses – on top of longer-term industry challenges of increasing acuity, high expectations, and increased regulatory requirements. Your goals of high quality care and enhanced quality of life for clients are within reach with the help of effective software solutions, creative problem-solving, and teamwork!

Care for Residents with Increasing Acuity

Assisted living and group home settings have seen rising acuity levels among its residents in recent years. There are many reasons for this including: residents wanting to age in place in less restrictive environments (but with more acute health care needs); families and residents avoiding higher levels of care due to more significant costs; and facilities not recognizing when higher levels of care may be necessary. Regardless of the reason, facility staff are challenged to provide an expanding range of treatments and services and meet the increased demands of residents with limited resources and time.

Emphasis on Quality of Life

Providing quality care and meeting resident health care needs is important, but an enhanced emphasis on quality of life challenges providers to go above and beyond basic care. Customized and responsive care, attention to resident preferences, and adaptive activity programming all factor into resident quality of life and give residents a sense of independence and positive self-image, especially when they are involved in planning their schedule.³ For residents with dementia or Alzheimer's, the effects of consistent and purposeful activity are proven to significantly increase positive outcomes and decrease agitated behaviors.³

Regulatory Requirements- a moving target

Assisted living facilities are seeing an increase in regulation – and this trend is expected to continue. While enhanced regulation is beneficial for ensuring standards of care and providing necessary safeguards, it creates additional challenges for facility staff. The most common changes to state regulations in 2018–2019, according to NCAL, were made with the goal of enhancing resident protections, most frequently related to resident disclosure and notification requirements.⁵

Additional Challenges

A global pandemic, acute workforce shortage, and changes in state regulation – all these are very real issues impacting the long term care industry in addition to the challenges identified earlier. What tools can be used to manage these issues and build resilience for new needs that arise?

Meeting the Challenge

Challenges need not be obstacles; the right tools for the job are critical. Is your software part of the solution? Let's illustrate how smart software can be a game-changer in providing excellent care.

RTasks by ResiDex: The Platform For Top-Notch Care

ResiDex Software offers effective resident and staff management solutions, but goes above and beyond in offering clinical and management processes that support nurses and administrators. ResiDex support staff work with you in understanding your specific regulatory needs and customizing reports to meet those requirements.

Adaptability - Routine Cares to Complex Treatment Management

RTasks tackles the issue of increasing resident acuity with customizable treatment services. Not only do treatment services offer resident-specific details and links to facility policies & procedures, they also allow a coordinated supervision of that treatment by nurses. Staff document treatments provided at point-of-care, have immediate visibility to all details of the prescribed treatment and care plan, and can notify the nurse of concerns immediately. Nurses receive notifications in real-time and are also prompted to provide ongoing supervision at specified intervals.

Communication with prescribers and pharmacies - and periodic reconciliation of orders - can all be performed electronically in RTasks. Considered a nursing best practice, this ensures continuity of care across providers.

Quality of Life - Meeting Individual Needs

The four standards used to measure quality of life include physical, emotional, mental, and social health. RTasks allows users to go beyond the physical health of the resident and address emotional, mental and social health as well. It all starts with the Bio/History assessment, allowing staff to document - and share electronically with staff - details of the resident's social history, care preferences, coping strategies, and more. RTasks allows staff to access details in an ongoing way through active links to Care Plan, Bio/History, and policies located in any service.

Studies demonstrate the importance of evaluating each resident's activity and engagement patterns in order to identify limitations, concerns, or problems affecting their participation in activities.³ RTasks' Interest Inventory allows facilities to document activity interests, hobbies, and adaptations needed to remain engaged socially. Activity scheduling incorporates the ease of scheduling templates with the ability to fine-tune and customize for special events... and track attendance AND resident-specific notes about their participation.

RTasks offers charting efficiency - less time shuffling papers means more time interacting with residents. A definite win-win! Combined with resident-specific details applied to resident services, you can be assured that each resident is getting the individual attention they need and deserve.



Regulatory Requirements

When the RTasks Clinical team was alerted of sweeping changes in Minnesota regulations in 2021, we went to work updating assessments, creating new reports, adding note types, and updating agreements. We can do the same for you.

Surveys are less stressful with a collection of state-specific reports that are tagged and collected in RTasks reports.

RTasks staff invite you to contact them when your next state survey occurs – whether it's a planned visit or a complete surprise. We're happy to be on hand to suggest and customize reports and answer questions.



Additional Challenges - handled

When the pandemic struck, RTasks was prompt in creating a system by which Covid19 symptoms were documented, tracked, and alerted nursing staff. Mass upload of Covid testing and vaccination data was enabled.

Staff shortages require ingenuity. Charting efficiency is a given. In addition, RTasks has responded with an internal learning management system – allowing new staff to be oriented, onboarded and gain proficiency in the least amount of time.

A variety of other acute situations – from state surveys to incident investigations – can require the right report at the right time. RTasks' unparalleled support team answers calls readily and works to provide the support you need, whether it's locating the right report, customizing others, or walking staff through a new and complex situation... We have industry experience that makes a difference.

Bottom Line: RTasks by ResiDex is Top Notch Care Software

As a robust and comprehensive software for assisted living facilities and group homes, ResiDex provides all of the management, reporting, and assistance that care providers need to deliver top notch care for their residents. Regardless of the different needs and requirements of every resident within a facility, RTasks has the features and functionality that ensures staff can monitor and assist residents for the best quality care. RTasks by ResiDex is the software that ensures you can deliver exceptional care.

RTasks by ResiDex is the solution.

[Schedule a demo today!](#)

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Sources

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- 3) Tak, S. H., Kedia, S., Tongumpun, T. M., & Hong, S. H. (2015, March). *Activity engagement: Perspectives from nursing home residents with dementia.* Educational gerontology. Retrieved October 5, 2022, from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4256713/>
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