

Case Study on the positive effects of RTasks in a group home setting:

# Pine River Group Homes

## The Problem

Prior to using RTasks, PRGH, Inc. used paper charting for all documentation: MAR, progress notes, outcome data collection, BM charting, family contact notes, ADL service charting, etc.

- ✗ We used a lot of paper!
- ✗ Paper charts also must be stored forever and take up a lot of space.
- ✗ One must be on site with the paper charts to access or review them.
- ✗ Filing was a nightmare – going from location to location to do so.
- ✗ If someone forgot to chart something, a late entry was out of order.
- ✗ Paper MARs were more prone to errors.
- ✗ Paper charts were less secure – someone could walk out with them or view them without rights to that information!
- ✗ For in-home staff, paper charts were in their personal homes, a potential HIPAA risk. They physically had to drive them to the office to turn them in at the end of the month.
- ✗ The program director has no access to this information in real time.
- ✗ Some people have terrible handwriting or writing skills, making paper charting hard to read.
- ✗ Finding specific information you are looking for in paper charts took a lot of time.

## Summary

Pine River Group Home, Inc. transitioned from paper charting and documentation to RTasks by ResiDex Software in 2017. Pine River Group Home, Inc. is a private, non-profit agency that provides residential and community support services to persons with developmental or other disabilities. We are licensed under MN statute 245D. We currently have 26 persons in our group homes (called community residential services) and 15 persons in our community-based services, sometimes called unit-based services or in-home services. We currently employ 67 people.

## The Solution

- ✓ We explored several other vendors, and RTasks appeared to have the most flexibility and support for our needs.
- ✓ RTasks representatives spent a lot of time with us to address our individual requirements and concerns.
- ✓ RTasks Software is always changing and evolving to meet our ever-changing needs.

## The Results

- ✓ All resident records are easily accessible from any location.
- ✓ Appointments are easy to track for reporting to the expanded support team.
- ✓ Records are consistently organized for each person and home.
- ✓ The RTasks help desk is responsive to our needs.
- ✓ Staff records are easy to update and keep current.
- ✓ No information loss/failure since we have worked with them.
- ✓ Reports can be obtained quickly and efficiently.
- ✓ RTasks now has a 245D task force to keep up with the ever-changing licensing requirements.

## Conclusion

We would recommend RTasks to other businesses looking for electronic record support. RTasks is an easy way to store, file, and find what you are looking for!