



Service Plan Management for Assisted Living

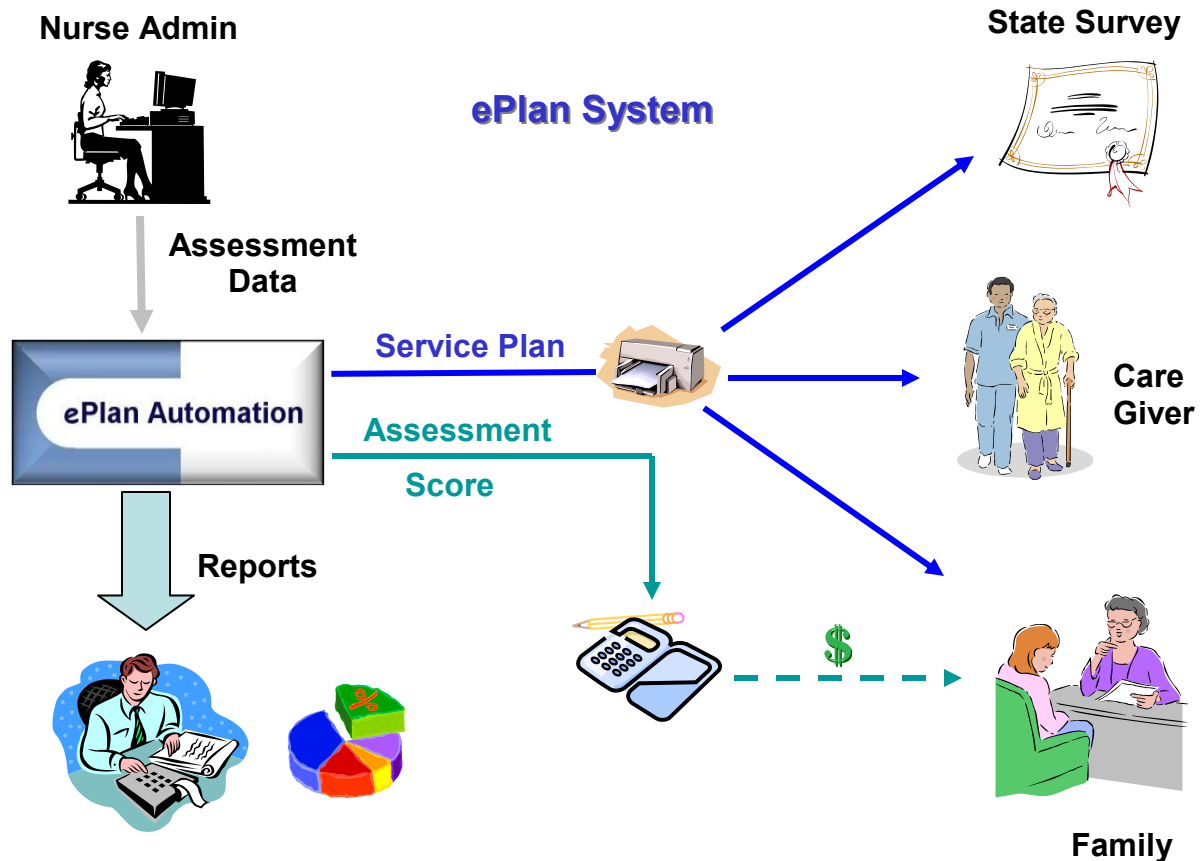


ePlan Features

- **Easier Data entry with fewer errors**
- **Minimum Computer experience required**
- **On-line visibility from Internet**
- **Automatic off-site back-up**
- **Management Reports by Facility**
- **Assessment calculated as data entered**
- **Data Encryption for confidentiality**

Description

Developed by a team of health care professionals, the ePlan Automation System provides Assisted Living Facilities with a low cost, integrated approach to easily maintain Plans of Care and perform Resident Assessments. This Internet-based system supports both large and small corporate providers. Users of ePlan praise its ability to create consistent and accurate reports for optimal resident care and efficient operational management.



The ePlan System uses your existing Internet connected PCs. No other hardware is required.



New eTask Function Ensures Maximum Utilization of Resident Service Plans

eTask Features

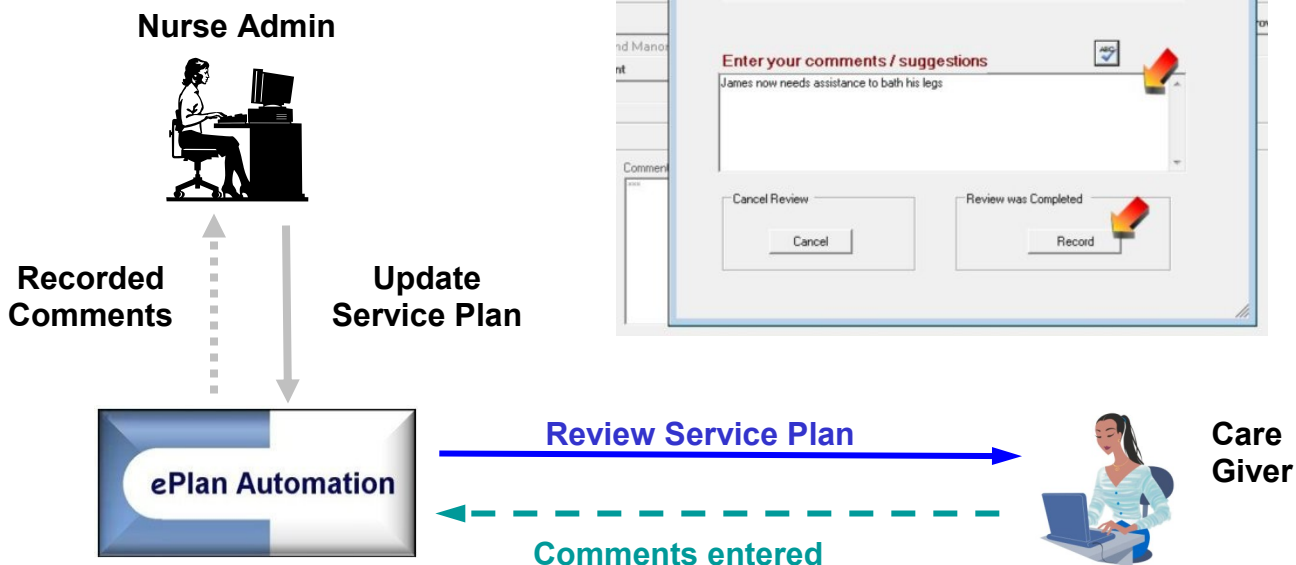
- Ensures Staff review of ADL updates
- Records Feedback from Caregivers
- Highlights recent updates not yet viewed
- Reduces risk of resident care errors
- Simplifies Service Plan Updates
- Separate History for each Caregiver
- Only Admins see Caregiver entries
- Integrates directly with ePlan

Description

The eTask system makes it easier for Caregivers to locate and review recently modified Service Plan ADLs. This is accomplished by creating an ADL Review Task for each Caregiver whenever an ADL in a particular resident's Service Plan has been modified. For example, if the Bathing ADL for a resident is updated by the Service Plan Coordinator at a facility, each Aide and Nurse responsible for that resident will see a new (i.e. pending) task indicating that they need to review the newly updated Resident ADL.

eTask System

Simplifying the Caregiver's task of reviewing ADL Updates, while recording their suggestions for future revisions.





Customer Feedback from ePlan System Users

Comments from ePlan Users

Read what one Corporate Administrator had to say about ePlan Automation:

“...Currently our 23 communities Assisted Living and stand-alone Dementia Care facilities are using the ePlan Service Planning system. The Nurses have found time management savings in all aspects of service planning including the initial assessment phase, updates and change of conditions documentation. The care staff has benefited from a succinct, easy to read and understand document. At the corporate level I am able to track a multitude of data including but not limited to census, levels of care with anticipated revenue, marketing information related to admission sources, zip codes of prior residence, age of clients and so on. I am also able to monitor and work directly with individual Nurses from remote settings to assure compliance with service planning regulatory requirements and provide training remotely.”

And the following email from a new ePlan User:

“...We just went through survey [and] the survey teams at both buildings raved about the way the assessments and care plans work. It was a bit weird since the survey teams rarely commend something we do (they are not allowed to give positive feedback).

Time Savings with ePlan

The ePlan system offers data entry advantages over both hand written Service Plan systems and other automated data entry systems. The table below shows user estimates of times required to enter resident information with an Excel spreadsheet template versus ePlan.

Service Plan Operation performed	Data Entry time using Excel or printed template	Data Entry time using ePlan Automation
Create new Plan	Up to 4 hours	< 1 hour
Update existing Plan	20 to 30 minutes	10 minutes
New assessment	Up to 1 hour	0 **
Update assessment	10 minutes	0 **

** Assessment Score is calculated automatically as Service Plan data is entered.



ePlan System Description

The ePlan Automation System provides Assisted Living Facilities with a low cost, secure, and reliable approach to easily maintain Plans of Care and perform Resident Assessments. The different functional components that make up the ePlan System are described below.

User Supplied Components

To use the ePlan System, all you need is a PC with a high speed connection to the Internet. No other hardware is required. To get started you simply install the ePlan User Interface software on your existing desktop or laptop computer, and login to your new facility database (that will be setup for you).

Also note that since a user can access resident data from any location having an internet connection, they can securely and easily work from home or while traveling away from the facility. This includes operation using a wireless Internet connection, although most users find that it is best to use a PC with a wired connection for normal editing operations.

Database Requirements

All data for the Resident Service Plan and Assessment is maintained in a remote database server provided as part of the ePlan System. This includes not only current Resident data, but historical data as well. This also includes data for individuals that are no longer residents. Resident data can be accessed from any internet connected PC using the secure login credentials provided.

System Backup

All Resident data in the remote database server is backed up at the end of each business day. In addition, the database servers are designed with redundant components that significantly reduce the possibility that a single failure will shut down the system for more than a few hours. And finally, each facility is encouraged to maintain printed copies of all current Service Plans locally as an additional precaution.

System Security

The ePlan system uses multi-tiered security measures to restrict access to resident data. Access levels are determined by the type of credentials that a user has been assigned by the parent organization for the facilities. For example, an Aide at a facility would have read-only access, while a nurse or administrator would be able to update resident data.

Access is also restricted by facility. Only corporate level users would be able to view resident data for multiple facilities. Also, changes to options affecting all corporate facilities will be restricted to users with corporate level credentials. And finally, data encryption techniques are used to protect data sent to and from the remote database server over the internet.



Enter Data Once for both Service Plan and Resident Assessment

Select Resident and ADL

Select Resident ADL to View

View Service Plan

Richmond Manor

Select Resident Below

Select ADL to review for: Carine Schmitt

Location	RecipientName	Adl Score	Oldest ADL	Newest ADL	Admt	Disc
Richmond - North 1	Pfalzheim, Henriette	40	4/4/2006 5:44 PM	4/10/2006 6:54 PM	2/2/2005	
Richmond - South 1	Roel, Ella	55	4/5/2006 5:56 PM	4/13/2006 12:46 PM	9/9/2004	
Richmond - South 1	Rogers, Yvonne	17	5/8/2006 6:19 PM	6/7/2009 10:45 PM	6/5/2006	
Richmond - South 1	Rossen, Mike	44	3/14/2006 4:55 PM	2/25/2007 3:29 PM	11/17/2005	
Richmond - North 1	Roulet, Annette	22	4/5/2006 5:39 PM	2/25/2007 9:34 PM	10/9/2005	
Richmond - South 1	Rovelli, Howard	29	3/15/2006 3:03 PM	5/3/2006 5:10 PM	12/9/2005	
Richmond - South 1	Saavedra, Faye	69	4/24/2006 1:43 PM	5/23/2009 5:47 PM	6/29/2004	
Richmond - South 1	Sanchez, Victoria	43	5/2/2006 5:52 PM	5/2/2006 6:36 PM	7/2/2004	
Richmond - South 1	Saveley, Mary	69	4/24/2006 1:08 PM	4/24/2006 1:21 PM	5/3/2000	
Richmond - North 1	Schmitt, Carine	39	4/16/2007 7:18 PM	5/17/2009 10:09 PM	8/6/2005	
Richmond - South 1	Simpson, Lois	30	3/31/2006 5:44 PM	3/31/2006 6:54 PM	8/1/2005	
Richmond - North 1	Smith, John	5	7/17/2006 2:33 PM	9/3/2009 9:02 PM	7/17/2006	
Richmond - South 1	Smith, Susie	11	4/16/2007 8:01 PM	4/16/2007 8:35 PM	7/17/2006	
Richmond - South 1	Sommer, June	38	3/27/2006 7:39 PM	3/31/2006 5:43 PM	3/22/2005	
Richmond - North 1	Tonini, Daniel	46	5/11/2006 5:38 PM	5/11/2006 6:32 PM	9/3/2005	
Richmond - North 1	Trujillo, Ana	29	5/3/2006 4:36 PM	5/19/2006 2:07 PM	8/9/2005	
Richmond - North 2	Wilder, Beth	7	6/7/2009 9:35 PM	7/30/2009 7:22 PM	6/7/2009	
Richmond - North 1	Wilson, Fran	13	3/15/2006 7:01 PM	3/15/2006 7:12 PM	10/9/2003	
Richmond - North 1	Wingert, Paulette	0	9/16/2009 11:40 AM	9/16/2009 11:43 AM	8/5/2005	
Richmond - Admin	Wolf, Elsie	48	7/29/2006 3:51 PM	6/1/2009 12:16 AM	7/29/2006	

A...	ADL Name...	Last Update	AdlScore
01	Communication	4/16/2007 7:18 PM	0
02a	Mobility	8/3/2008 3:51 PM	1
02b	Falls	8/3/2008 3:52 PM	1
03	Dressing	8/3/2008 4:04 PM	1
04	Grooming	8/3/2008 4:05 PM	2
05	Bathing	8/3/2008 4:06 PM	6
06	Continence	4/16/2007 7:30 PM	4
07a	Dining	8/3/2008 4:08 PM	1
07b	Substances	8/3/2008 4:10 PM	0
08	Activities	8/3/2008 4:10 PM	0
09	Cognition	8/3/2008 4:11 PM	2
10	Housekeeping	8/3/2008 4:11 PM	0
11	Health	5/17/2009 10:09 PM	13
12	Medication	8/3/2008 4:16 PM	8

Back Refresh Hide Discharged Residents

Julia Morton

Review or Update Resident Status

The ADL data shown is Current... Date Entered: Sunday, August 03, 2008

Bathing

Assessment Carine Schmitt 6 Richmond Manor

What Resident Does Show Default

Carine is able to bathe arms, legs, private areas when cued. She needs limited assistance in getting in and out of the whirlpool and assistance in bathing back, lower extremities and drying. Carine has very oily hair which must be

What the Aide does Show Default

Provide limited assistance of one in and out of the whirlpool. Give Carine a washcloth and encourage/cure her to accomplish as much of the bathing task as she can. Assist her in completing the task, bathing lower extremities, back, and shampooing hair with the Selsum Blue shampoo. Monitor skin and report any skin concerns to charge nurse. Apply lotion to damp skin.

Service Plan

Assistance Needed: None (0) Supervision (1x) Limited (2x) Extensive (3x) Total (4x)

Shower AM Shower Bench Grab Bars Baths / Week (x) 3 Preferences Selsum Blue shampoo Advanced skin care lotion

Return without changing ADL To Update / Confirm that the ADL data shown is current --- click below Show Previous Assessments

Back Update Print Adl Katherine Read 08/03/08 16:06 Older



Completed Service Plan can be viewed on-line or printed for handout

Example of printed Care Plan

Carine Schmitt		2/23/2007 8:27:32 PM
Bathing		Admit: 8/6/2005 Richmond - North 1
		Katherine Read 2/23/2007 8:21:00 PM
What Resident Does	Carine is able to bathe arms, legs, private areas when cued. She needs extensive assistance in getting in and out of the whirlpool and assistance in bathing back, lower extremities and drying. Carine has very oily hair which must be shampooed with special shampoo with each bath.	
What Provider Does	Provide extensive assistance of one in and out of the whirlpool. Give Carine a washcloth and encourage/cure her to accomplish as much of the bathing task as she can. Assist her in completing the task, bathing lower extremities, back, and shampooing hair with the Selsun Blue shampoo. Monitor skin and report any skin concerns to charge nurse. Apply lotion to damp skin .	
Assistance Needed - None (0)		
Assistance Needed - Supervision (1x)		
Assistance Needed - Limited (2x)		
Assistance Needed - Extensive (3x)	X	
Assistance Needed - Total (4x)		
Shower		
Bath	X	
AM	X	
PM		
Baths per Week	3	
Preferences	Selsun Blue shampoo Advanced skin care lotion	
Shower bench		
Hand held shower		
Grab bars	X	
Lotion	X	

Service Plans must be both detailed in content and easy to read. They must also be carefully designed to convey to families and other professionals the quality of care being provided to residents of the facility. In addition, the format of the printed Service Plans must be flexible enough to reflect particular requirements of individual facilities. For example, some facilities might want to show ADL Assessment Scores on the Service Plans provided to families, while for other facilities this might not be required.



ePlan System

Frequently Asked Questions

Q: Do I have to sign a long term contract to begin using ePlan Automation?

A: No, ePlan Automation is billed to your facility month-to-month. Service can be discontinued at any time with 30 day written notice.

Q: Can I try ePlan Automation before we decide to implement it throughout our company?

A: Yes, we offer a 30 day free trial of the ePlan.

Q: Is there a way I can practice entering fictitious residents or actual residents?

A: Yes, each of your sites will have a practice site named 'Rosebud'. This is for practice only.

Q: I'm concerned about my PC losing all our Service Plan data for each resident.

A: All of your resident information is stored in our secure eTasking servers that are backed up at the end of each day. If your PC has a problem just access your information through another PC. Of course we want you to also have a printed copy for backup.

Q: Does the ePlan run better on a wireless or hard-wired Ethernet connection to the internet?

A: We prefer you access the internet through a wired connection for reliability and speed. .

Q: Can I access the ePlan when I am traveling or working from home?

A: Yes the ePlan can be accessed through our website www.etasking.net.

Q: What about security? Our resident information is very sensitive and we would not like it to be seen by other than our care givers or the resident's family or doctor.

A: Security is paramount to eTasking LLC. Each Administrator, Health Administrator, caregiver or corporate executive has an exclusive ID and Password with viewing credentials attached. They can only view records commensurate to their credentials. Additionally, only authorized personnel can make changes to records.

Q: How do I know who made an ADL update or entered a new resident?

A: ePlan records the name and date for every person logging in, and this name and date is applied to any change made by this person.

Q: Can you go back and make changes or corrections to a resident's existing Plan of Care?

A: Certainly, but all past versions are kept and the change/correction is name/date stamped by the person making the change/correction or update.

Q: If I discharge a resident, or a resident is deceased does their information get erased?

A: No, ALL INFORMATION IS RETAINED. You might want to retrieve it at some later date.

Q: Can I print a blank 'Service Plan' showing all the items of care addressed by the ePlan? I may need to show this to a family, the state, or an insurance company.

A: Yes, this generic 'Service Plan' is available for printing under your 'Rosebud' training site.

Q: When entering a resident's Plan of Care, and I am interrupted, do I lose the data I already entered?

A: No, each separate ADL or resident information change is stored by the server as soon as you click the "Enter/Update" button.

Q: Can I use standardized phrases in each ADL so all my facilities better understand the level of care expected for residents?

A: Yes, there is a list of Default Text phrases for each ADL. eTasking has prewritten these, but your corporate health Administrator can be given credentials that allow modification and ranking to accommodate your special needs and company goals for care.

Q: If I customize my resident's notes on each ADL, can I use 'Spell Check' to review mistakes?

A: Certainly, refer to the ePlan menu and a spell checker will assist you.



ePlan System

Frequently Asked Questions

Q: Can standard ADLs be removed for residents where they do not apply?

A: Yes, any of the 14 standard ADLs may be removed from a resident's Service Plan and Assessment form. They can also be added back at a later date if desired.

Q: Is there a score associated with each ADL and is this displayed by the ePlan?

A: Yes there is an assessed score that is automatically kept by the ePlan for each ADL and it can be displayed or not displayed.

Q: Is this score the same as the Minimum Data Set (MDS) score?

A: No, this score is a much simplified score used for your personal use.

Q: Can I print a facility summary of all residents for use by management and state inspectors?

A: Yes, there is a print option that allows for you to print a 'current census' of all your residents.

Q: Can this score be used by my corporate personnel to assess census data and create management reports for our business?

A: Yes, a number of reports are available for management and many more can be customized by our capable eTasking programming staff to meet your needs. These reports can also be accessed through our www.etsking.net website for ease of management.

Q: Regarding our printed Plan of Care for each resident, can the printed format be changed from Picture to Landscape? And can I print a partial or full Plan of Care as needed?

A: Yes, you can print preview and then format each ADL or whole Plan of Care to Picture or Landscape print format. eTasking suggests a current printed Plan of Care to be kept in a note book at all times. You can update as needed by printing only the pages changed.

Q: After I install ePlan Automation is there training available?

A: Yes, first you can use the tutorial available from your install disk or from our website, and second you can contact one of our representatives and they will assist you and your staff with training.

Q: We have a number of assisted living properties in numerous states. What about on-going training and training for new properties as they are purchased?

A: We recommend one-on-one training for each of your facilities as they become active using ePlan Automation. And we recommend periodic training of all your facilities using conference calling.

Q: When printing a resident's plan of care can I omit the unchecked items from the ADLs?

A: Yes, the printed Plan of Care will only contain those ADLs that you addressed and it will only print only those items you addressed. However, you can select to print all the ADLs and all the items on each ADL.