

Using *ACHieve* For Care Management: A Web Based Service For North Carolina Adult Care Homes

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Training Objectives

- Gain an understanding of the purpose and uses of the ACHieve web service
- Learn how ACHieve works and what tools and information are included in the Web service
- Learn how to access and use ACHieve



ACHieve Background

- Purpose
 - ✓ Automate key business functions critical to ACH operations
 - ✓ Response to state mandates
- Support For ACH Restructuring, based on:
 - ✓ Refined ACH services
 - ✓ Refined licensure rules and policies
 - ✓ Altered payment rates
 - ✓ New Medicaid waiver



ACHieve Background (Cont.)

- Sponsorship of *ACHieve*
 - ✓ NCALTCF acting as lead sponsor supported by VieBridge, Inc. as the technology partner
 - ✓ Picks up responsibility for initiative started by the NC Department of Health and Human Services (DHHS), Div. of Medical Assistance
 - ✓ Provider contributions toward development costs of Web service
 - ✓ Support provided by the DHHS, Division of Health Service Regulation for development of training and technical assistance materials that can be used on *ACHieve*



ACHieve Supports:

- Resident Service Coordination
 - ✓ Resident admission and discharge
 - ✓ Resident assessment and care planning
 - ✓ Resident monitoring and outcomes tracking
- Survey Compliance
- Quality Management Programs
- Staff Development and Education
- Staff Peer Support and Networking
- Reporting and Analysis of Operations
- Optional Supports
 - ✓ Resident Education and Self-Management Support
 - ✓ Informal Caregiver/Family Supports



How ACHieve Is Set Up

- Web Service
 - ✓ Requires computer and Internet access
 - ✓ Requires broadband access
- Protects Resident Information
 - ✓ All users must be registered; require passwords
 - ✓ Encrypted resident data
 - ✓ Secure physical site for the data
- Centrally Hosted By VieBridge
 - ✓ Maintenance and updates performed in one place

ACHieve can be accessed with Internet Explorer and other browsers

Providers simply use the system; no installation; no maintenance



How ACHieve Is Set Up (Cont.)

- Promotes Collaboration Among Providers/Staffs
 - ✓ Multiple providers share one system
 - ✓ Becomes a communications tool among providers
- Customized For North Carolina ACHs
 - ✓ Tools are NC-centric
 - ✓ Information is NC-centric
 - ✓ Responsive to State rules and regulations for adult care homes



Key Operational Features of *ACHieve*

- Organized Into Modules Around Key ACH Business Processes
 - ✓ Care management – resident assessment, care planning and monitoring
 - ✓ Survey compliance/quality management
 - ✓ Staff development and training
- Design For *ACHieve* – Automates Key Elements of the Resident Record
 - Moves adult care homes toward adoption of an electronic resident record
- Provides for a Back-End Data Base
 - ✓ A large and diverse data gathering capability is supported
 - ✓ *ACHieve* supports analysis of resident data and ACH performance data – within and across facilities



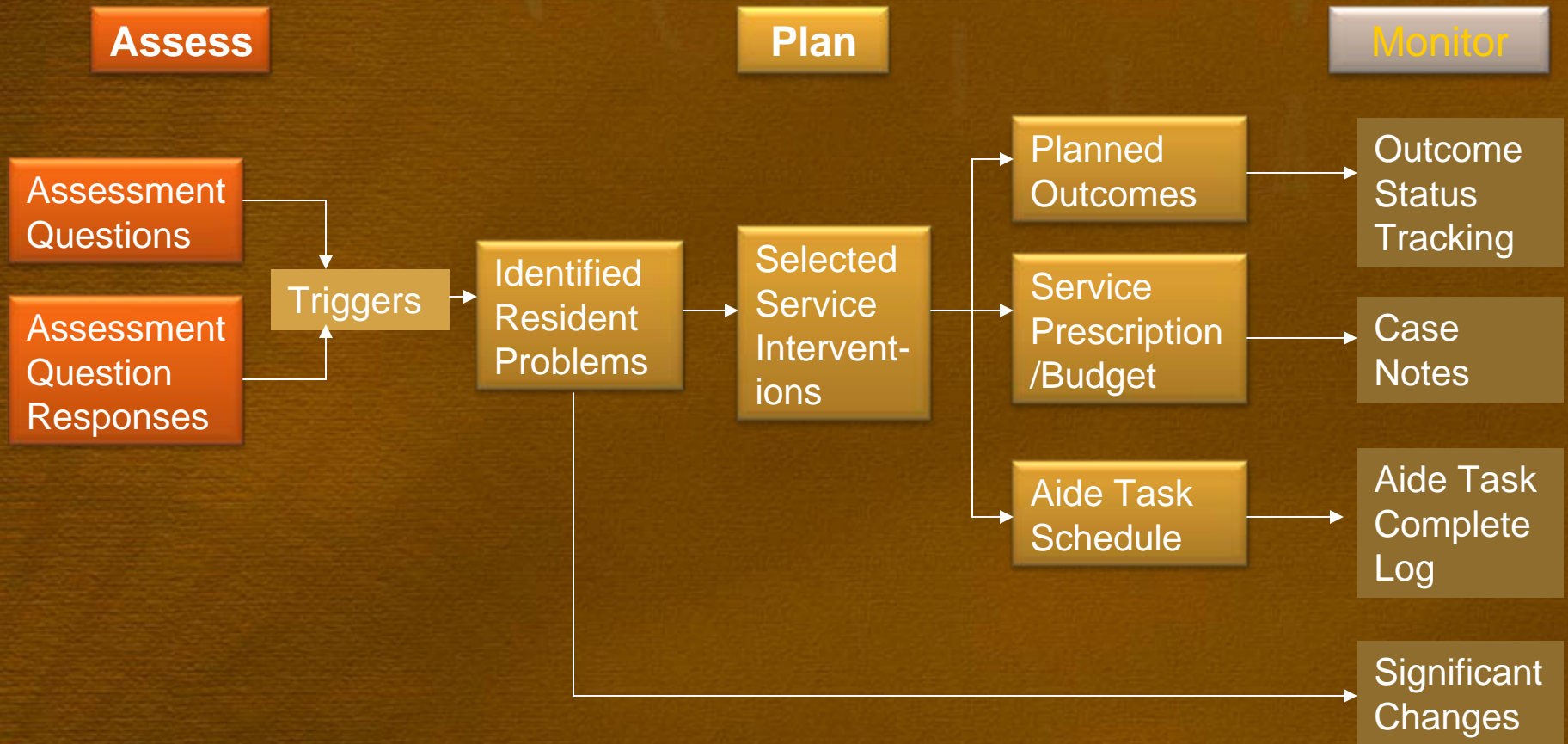
Supports Refined Resident Assessment and Care Plan Process

- Mandated new and expanded assessment process
- Comprehensive look at each resident
- Ability to track changes in residents' needs
- Expanded review of residents' mental health needs
- Plans of care based on identified resident needs

Immediately accessible information to providers, payers and oversight agencies (DHSR etc.)



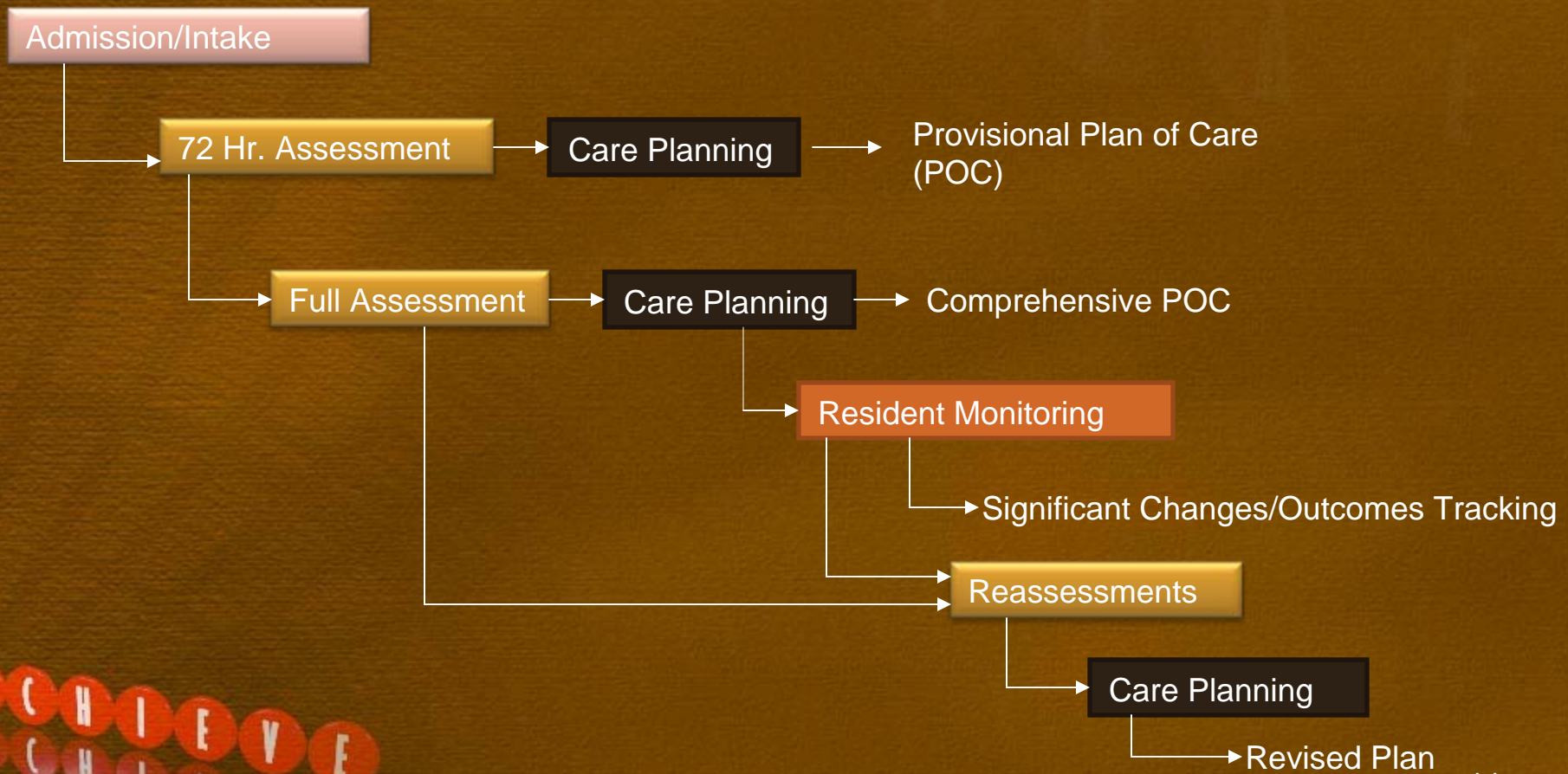
ACHieve Care Management Backbone



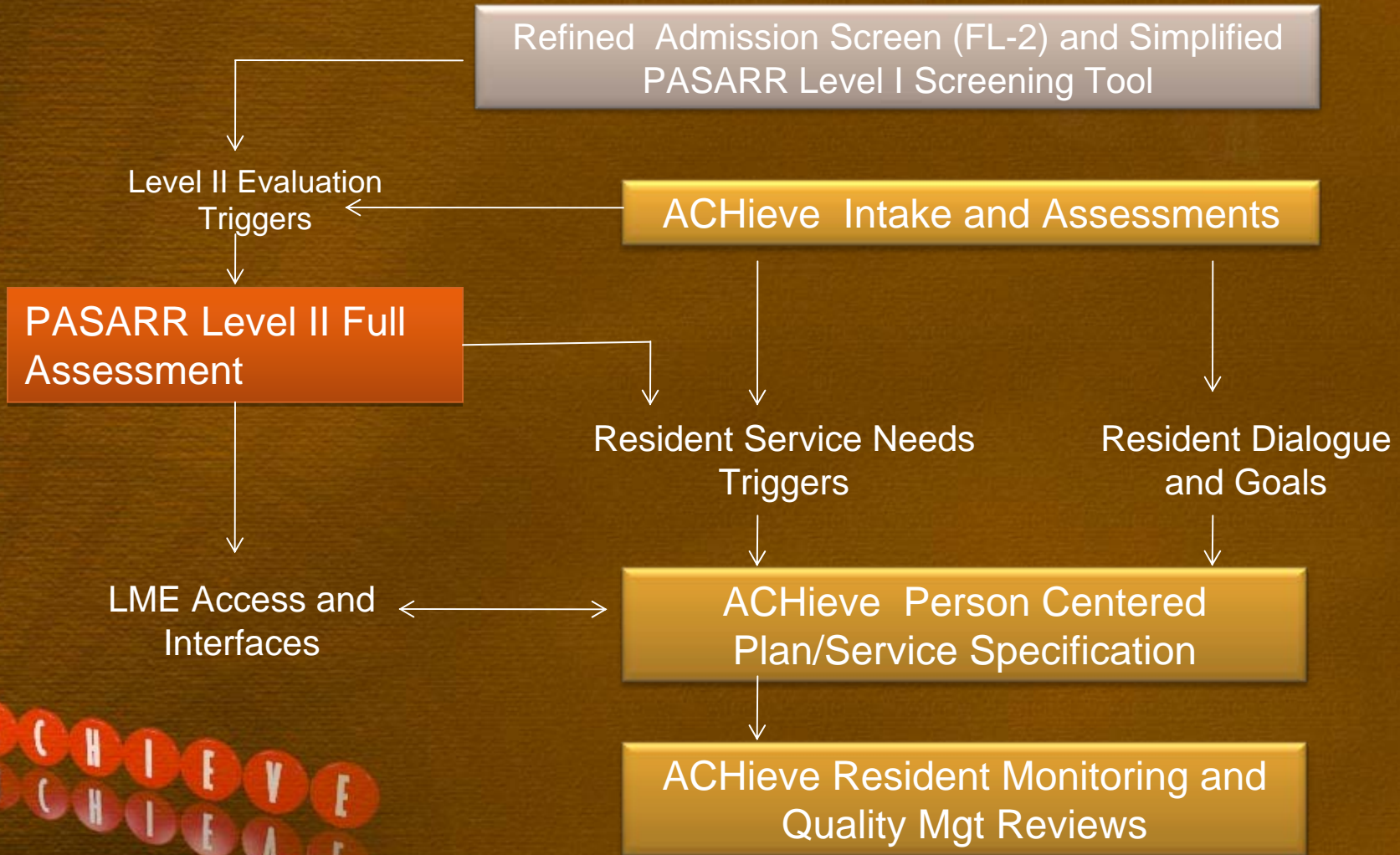
Users need to understand how the various parts of the ACHieve care management module are interconnected



Supports Key Assessment and Care Planning Requirements



Integrating LTC and MH Screening & Care Management



Key Operational Features of ACHieve

- Information/News Directed to ACH Staff
- Supports Daily Operations As Well As Management and Analysis
- Supports Different Job Functions
 - ✓ Assessors/Service Coordinators
 - ✓ Aide Supervisors
 - ✓ LHSP Professionals
 - ✓ Aides
 - ✓ Dietary
 - ✓ Activity Directors
 - ✓ Outside Providers – HHAs, QMH professionals etc.
 - ✓ Quality Control/Management
 - ✓ Staff Training and Development
 - ✓ ACH Administrators
- Optional Users
 - ✓ Informal Family Caregivers
 - ✓ Residents

ACHieve makes it easy for various staff and outside providers to communicate and share information



Differences of *ACHieve* Relative to Other Systems

- Shared application used by multiple ACHs
- True Web based application
- Integrates training capabilities and staff development functionality with care management
- Built for collaboration with other local providers working with ACH residents
- Built for collaboration across ACHs – peer support
- Focused on assessment and care planning
- Strong orientation toward DHSR survey compliance
- Built to support advocacy for ACHs and their role in long term care



Tools And Information In *ACHieve* For ACH Professionals and Outside Providers



Diverse Tools and Content for Professionals

Assessment and Care Planning

- Multi-functional assessment with triggers
- Computerized analysis of assessment data
- Risk screens
- Plan of care templates
- Service authorization and notification functionality
- Outcomes specification and tracking integral to plans of care
- Nutrition and medications management tools

Education and Job Aids

- On-line reminders
- Video library for consumer and professional education
- Monitoring tools
- QA tools
- Tips/Hints
- Best practices
- Professional training and educational support to keep professionals up-to-date



Home Page

VieBridge - Windows Internet Explorer

https://www.lastinglifestyles.net/Dev3/main.aspx

File Edit View Favorites Tools Help

VieBridge

ACHieve

Home | Care Mgmt | Quality | Education

Search Go

Home

Welcome To Our Service: PaulaH

My Tasks

| Task Name | Step | Last Date | Current Owner |
|-----------|------|-----------|---------------|
| None | | | |

Quick Mail

| From | Time | Message |
|-----------|----------------|----------------------------------------------------------------------------|
| bsantiago | 9/3/2008 9:27p | Hi. Can we set up weekly call to review our HH services to your residents? |

Today's Reminders for Me


| | |
|----------|----------------------------------------------------|
| 10:00 AM | Annual reassessment -- Rhonda Carson |
| 2:00 PM | Full initial assessment for Nathan Wembley |
| 3:00 PM | Call Horizon HHA -- Discuss resident concerns |
| 4:00 PM | Talk to Dr. Welby's Office -- Med changes - R. Car |

Raleigh News Observer

- [2 US soldiers killed in Baghdad roadside bomb](#)
- [Canes' alternate uniforms to be displayed Sept. 10](#)
- [American Airlines may cut 469 jobs at airports](#)
- [Shimmer Wall lights up tonight](#)
- [Snake hanging from minivan is rescued](#)

Weather

Raleigh NC
Sep 4, 1:51 pm EDT

 88°F (31°C)

A Few Clouds Feels Like 89°F (32°C)

Forecast

Join a Chat

- [Best Practices Exchange \(0\)](#)
- [DMA Exchange \(0\)](#)
- [DHSR Exchange \(0\)](#)
- [NCALTF Exchange \(0\)](#)
- [NCALA Exchange \(0\)](#)
- [Quality Circle - ACH \(0\)](#)
- [Quality Circle - Home Care \(0\)](#)
- [Quality Circle - SCU \(0\)](#)
- [General \(0\)](#)

Discussion Forums

- [Aide Services](#)
- [Case Management](#)
- [Consumer Directed Care](#)
- [Delivery Issues Delivery Issues](#)
- [Facility Maintenance](#)

Google Web Search

Google

Done

start VZAccess Manager Inbox - Microsoft Out... Untitled - Message (H... Microsoft Word fo... Microsoft PowerPoint ... VieBridge - Windows I... Internet 100% 2:51 PM

Assessment Module

- Assessment Design
 - ✓ Based on mandated assessment tool – replacement of the 3050
 - ✓ Eliminate the resident register
 - ✓ Supports both a 72 hour assessment and full assessment
 - ✓ Supports annual reassessment
 - ✓ Provision for a quarterly SCU assessment (under development)
 - ✓ Includes resident medications inventory
- Assessment Use
 - ✓ 72 Hour assessment – Carries over into full assessment when ready
 - ✓ Organized into assessment domains
 - ✓ Tracks completed sections of the assessment
 - ✓ Fully automated entry, edit, presentation and analysis of assessment data
 - ✓ Capacity to recall and use prior assessments

Assessment Module (cont.)

- Interface with Plan of Care
 - ✓ Provides for triggers to problem types
 - ✓ Triggers are based on assessments and corresponding questions
 - ✓ Triggers can be weighted to refine profiles of residents' acuity
 - ✓ Currently triggers are unweighted
 - ✓ Will continue to be refined based on expanded provider usage



Plan of Care Module

- Plan of Care Design
 - ✓ Focused on resident problems/needs identified in the assessment
 - ✓ For listed problem(s) – specification of one or more services/tasks
 - ✓ For listed problem(s) – specification of one or more outcomes based on planned services
 - ✓ Service plan – frequency, intensity and duration of service/task
 - ✓ Service plan can take into account problem acuity or severity
 - ✓ Automatic calculation of plan budget based on individual service plan
 - ✓ Based on standardized problem types, services and outcomes – select from a list



Plan of Care Module (Cont.)

- Plan of Care Setup
 - ✓ Ability to customize the service interventions for individual residents
 - ✓ Ability to plan and track plan completion progress
 - ✓ Can include services provided by outside agencies/professionals
 - ✓ Ability to identify and track outcomes – Tied to identified problems



Plan of Care Module (Cont)

- Aide Services Planning
 - ✓ Ability to schedule aide services by day and shift and resident
 - ✓ Ability to analyze aide requirements and calculate hours/resident
 - ✓ Print aide schedules by residents – use for aide documentation
- Other Features
 - ✓ Meds inventory and scheduling
 - ✓ Menu planning
 - ✓ Ability to support LHSP reviews and approvals
 - ✓ Accessible by outside providers
 - ✓ Support for person-centered planning



Resident Monitoring/Plan Progress Tracking

- Built-In Outcomes Tracking
 - ✓ By plan problem
 - ✓ By outcome status by standard categories to support analysis
 - ✓ Ability to document outcome details for a specific resident
- Provision For Case Notes
- Aide Task Completion Documentation
 - ✓ Based on resident aide task schedule
- Tracking Capabilities
 - ✓ Resident hospitalizations and physician visits
 - ✓ Tracking of professional contacts
 - ✓ Tracking of test results
 - Telehealth Functionality – blood pressure, glucose, weight
 - Dietary Intake/Recall Support

ACHieve Reports

- Assessment Reports
 - ✓ Resident Profiling – See listings of each resident and their characteristics and conditions
 - ✓ Facility Profiling – Aggregate profiles of resident assessment data
 - ✓ Cross-facility profiling – See how your facility compares to other adult care homes
 - ✓ Print outs of the completed assessment
 - ✓ Reassessment schedules
- Plan of Care and Monitoring Reports
 - ✓ Plan printouts to support reviews and consents
 - ✓ Aide task schedules
 - ✓ Plan summaries for each resident in the facility
 - ✓ Facility profiling – Aggregate profiles of plan of care data
 - ✓ Cross-facility profiling – See how your facility compares to other adult care homes



Other Potential Users

- Access and Use By Outside Providers – Home health agencies etc.
- LHSP Reviews – Document approvals; track approval process
- DHSR Surveyor Access
 - ✓ Resident assessment and plan of care reviews
 - ✓ Medications review
- County Home Specialists
 - ✓ Support routine visits
 - ✓ Support incident report follow-up



What's Next

- Piloting of care management tools with various adult care homes
- Roll-out of the educational version of ACHieve
- Looking for DHHS support for use of ACHieve for care management

