

How Improved Care Planning Increases Family Satisfaction and Reduces Service Creep

BPM Senior Living Uses Vigilant to Manage New Care Plan Strategy

Testimonial by Kris Brock, Director of Health Services, BPM Senior Living

Situation:

BPM Senior Living operates 17 premier Senior Living communities in 7 states and provides an experienced and caring staff, a choice of programs, services and beautiful living environments. BPM has an excellent reputation for professionalism through effective and caring management.

Challenge:

Despite excellent care and meeting occupancy targets, the management team had been noticing a trend across several communities—they simply were not hitting their expected revenue targets based on services rendered.

Solution:

Across all our communities we've adopted a more stringent timeframe for conducting care conferences. Most state rules require care conferences every 6 to 12 months. Other states require a quarterly assessment. Now instead of a 30-day care conference after move-in for those with dementia, we conduct a 14-day care conference, and this has helped us eliminate most of the service creep that we were seeing. During the 14-day care conference, the responsible party, resident and all of the managers of the building meet. During that time we formalize the care plan and talk about specific charges that are going to be going forth.

We are using Vigilant to track the appointments. So for example, when somebody moves in we have the option in the software program of asking for the 14-day care conference so that we know we are doing it on time—and the same with adding a special assessment after change of condition. Vigilant's software automatically notifies us 30-days that we need to review that care plan as part of the quarterly review. So this again eliminates a lot of the service creep. We also do the care plan with the responsible party and the resident using a laptop which allows for a lot of negotiation during that session. At the end of the session we can print out the care plan and hand it to them.

Results:

Most of the communities have seen a minimum of \$3,000 a month, some up to \$5,000, and we have one community that is seeing more than \$10,000 a month in increased revenue. I am absolutely sold on Vigilant. It is an easy product to use, its very readable for both the responsible parties and the caregivers. It also has great tracking tools as far as task sheets for the caregivers.



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