

## Long-Term Care & Residential Facilities

Long-term and residential care facilities are facing unprecedented new challenges – the growth of aging populations, increasingly strained budgets, and stricter regulations.

Every long-term care resident has their own unique needs, making it important to develop an inter-professional approach to care as well as a thorough, well documented Care Plan.

Each Care Plan could include multiple aspects and numerous providers. Everything from medical and nursing requirements, to personal supports, nutritional needs, social activities, or spiritual practices.

### **As people change, so do their needs**

When changes to a Care Plan are recommended, professional care providers must obtain approval of the changes from residents, substitute decision makers (SDM's), or an individual charged with medical power of attorney (MPOA).



This approval process is costly, time consuming and frustrating for healthcare providers who would prefer to be engaging directly with residents.

### **Communications hold the key**

Trying to connect with the decision makers in these instances is proving to be a critical challenge for many facilities – involving multiple phone calls (and messages), faxing and filing of paper-based documents and ensuring that Care Plans or Electronic Medical Record (EMR) are updated properly, usually after the fact.



## Stay connected with the entire Circle of Care

By connecting a resident's Circle of Care through a centralized communications platform, any change to a treatment plan can be quickly and easily requested, approved, tracked and logged, and shared with all stakeholders at the same time.

Streamlining this single approval process is resulting in dramatic time and cost reductions, improved patient and staff satisfaction and de-risks potential confusion or escalations.

## Enhancing Efficiencies Benefits Everyone



Approvals for **Care Plan changes** are requested, received, tracked and implemented quickly and easily within the app.



Act on approvals, questions or requests for information **on your schedule** – aTouchAway let's you respond immediately, or store unactioned tasks for other shifts, or for when you're not actively engaged with a client.



Care plans are shared across a individual's entire Circle of Care – information is shared once, and is **accessible 24/7** (by authorized parties).

Skilled staff spend less time on administration and **more time caring** for residents.



**Easy-to-use** for non-technical users – minimal learning curve, high user adoption.

Mobile device agnostic – both iOS and Android.



Resident subscription pricing model per resident with an unlimited number of members in their care team, realizes **significant return on investment (ROI)**.



## The "hidden" costs of a broken process

An Ontario based long-term care residence with 450 rooms estimated that Care Plan outreach activities were consuming 10,285 person hours per year.

When they factored in the cost of the highly skilled personnel mandated to perform the outreach, it was equivalent to approximately 491,500\$ annually.

By deploying aTouchAway with an integrated Care Plan approval process they have estimated a savings of more than 5,000 hours (or 50% reduction in outreach costs) in the first year alone.



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