PalCare®

How PalPortal Provides Objective Data & Insight

Helping Inform Conversations & Make More Confident Decisions

As the senior living industry continues to evolve, corporate and community leaders are looking for ways to integrate top-notch technology into existing workflows to improve their competitive edge as a care operator and provider. JCI Senior House has done just that with their latest adoption of PalCare's innovative cloud-based platform, PalPortal. Over the past several months, JCI has improved their standard of care and streamlined operations thanks in-part to the data insights and holistic measurement provided via PalPortal.

70K+

Alerts Per Day

Managed & Routed With PalCare

Optimizing Staffing Resources to Decrease Burnout

Staffing shortages due to high employee turnover is an all too real challenge in senior living communities today. Low wages, lack of training, high stress and heavy workloads are all contributing factors to staff dissatisfaction. Without proper staffing numbers, not only can the quality of care for residents be compromised, but the morale of existing employees may be affected – leading to further shortages.

To make the most of community caregivers, it is imperative that organizations prioritize the training, management and wellbeing of employees. Through employee-level data, PalPortal is

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Features of the PalPortal Platform

- *Real-time, interactive data*
- *Unified reporting & centralized data management*
- *Identify staffing inefficiencies across communities*
- *Identify residents with inaccurate care plan levels*
- *Automatically export & distribute quarterly reports for Regional Directors & Operational stakeholders*

PalPortal helped JCI administrators identify a caregiver who had handled 300% more call volume than other staff members

helping communities uncover opportunities to proactively address staffing concerns in order to decrease staff dissatisfaction before it leads to employee burnout and turnover.

During a recent analysis of employee-level data within the PalPortal platform, JCI administrators identified a caregiver who had handled 300% more call volume than other staff members working at the same community during the same shift. This finding illuminated a potential liability for the community — as one caregiver handling a majority of the community's calls is more likely to respond slower as they move from resident to resident and may end up overworked and exhausted in a short amount of time. This informative and insightful data from PalPortal helped JCI identify the concern and respond quickly to avoid similar occurrences in the future.

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Equipping Management with Data to Justify Changes in Care Plans

Having conversations with the families of residents can be a challenge for both parties, especially when it evolves changing or increasing the level of care they are already receiving. As a loved one, it's difficult to understand the why behind recommendations and for caregivers it can be difficult to deliver a course of action without appearing subjective. With PalPortal's data-driven approach to care, organizations can ensure their discussions remain factual and impartial so that everyone's best interests are served.

PalPortal has armed JCI Senior House with the data needed to conduct difficult conversations with resident family members. In their experience, family members who are not regularly visiting the community or speaking with relatives may not have a full picture into their health situation. With the data from PalPortal, JCI can confidently show family members concrete examples of how the care plan for their loved one has changed or grown over the last several weeks or months.

For example, JCI caregivers can now give families insight into the number of calls, types of calls, and hours of care administered in comparison to the averages from other residents in the same community. This level of detail has armed Executive Directors at JCI to make strong, data-driven cases for changes in care plans. Moreover; because the data paints an objective picture of the resident's current situation, conversations with family members are often less emotionally-charged and more well-received – making it easier for everyone involved to come to an agreement.

> "The power of information provided from PalPortal removes subjectivity from conversations we find ourselves having and decisions we make on a regular basis. We can drill down to hours and minutes required for care for one resident and compare this to other residents at the same care level and have made adjustments to care rates because of these comparisons. Historically, these conversations may have been difficult to have with family members, but now, because we have the data to support our recommendations, we find these conversations to be much more streamlined and allow for our residents to receive the proper level of care faster than they may have in the past."
>
> Britta Edwards, RN, VP Senior Living
> JCI Senior House

Eliminating Conflict Between Residents and Caregivers

Perhaps one of the most unique features of PalPortal is the ability to drill down data to the individual community-level to create a single source of truth for decision makers. Conflicting reports and experiences between residents and staff is all too common within senior living communities. Because of the fast-paced and dynamic atmosphere within care communities, it can be difficult to pinpoint the truth. PalPortal's data provides unbiased, data-backed insights, allowing communities to confidently course correct conflicts based on the facts.

In some instances, data may demonstrate that residents are receiving more care than they may say or realize. In other cases, the data may uncover areas of improvement for caregivers due lack of care. Whatever the case, the insights from PalPortal can help to inform the necessary steps to conflict resolution including improved training or changes to care.

This level of reporting has helped JCI hold staff and residents accountable. For instance, if there is an operational inefficiency at any given community, the data can shine a spotlight on areas where caregivers have failed to meet the standard of care. Or in other cases, administrators can verify whether or not the complaints or requests of a particular resident are valid.

A recent example of this within JCI was when a resident claimed that they had experienced consistently slow response times. In response, JCI was able to use insights from PalPortal to first determine whether the resident's claim was legitimate, and then subsequently identify areas for improvement within their own procedures and resourcing.

To learn more about PalCare or schedule a free demo, visit our website palcare.com.

About PalCare

PalCare provides emergency alert solutions to the senior living industry. From alert through resolution, the PalCare platform empowers caregivers to deliver the most effective care possible when residents need it most. The system directly supports the most reliable emergency call systems, customized reporting tools and easy-to-use staff communication tools. PalCare is trusted by over 130,000 residents nationwide – reducing risk, improving outcomes and allowing for an overall better senior living experience.

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