

# Camms.Risk



Whitepaper

## The Future of Elderly Care: Processes That Ensure Quality Care for All

Camms.



## Executive Summary

When it comes to the growing demand for Elderly Care in the United States (U.S.) the stats speak volumes: in 2019, there were 54.1 million people aged 65 and older (up from 39.6 million in 2020), and the population is projected to reach 80.8 million by 2040 and 94.7 million by 2060.

As of 2019, approximately 1.2 million of the most vulnerable Americans lived in a nursing home. Consequently, Elderly Care is one of the most heavily regulated industries in the U.S. – both at federal and state level. Failure to adhere to this comprehensive set of minimum care standards can result in severe penalties for nursing homes – from the suspension of vital funding and fines, to licences being revoked.

To offer sufficient care that complies with the rules and regulations, these facilities must have detailed operational, tactical and strategic plans in place. Elderly Care providers must, therefore, equip themselves with the necessary resources to achieve the required results – and avoid the existential threat of severe penalties for noncompliance. Software plays a pivotal role in strategy execution, reporting and transparency, making it essential to delivering value in terms of compliance, privacy, security and data centralisation.

This whitepaper explores the digital shift Elderly Care providers in the U.S. are making to software solutions that offer transparent and efficient tracking, recording and reporting of incidents, KPIs and complaints.

# U.S. Elderly Care Sector Regulatory Requirements

There are two overarching regulatory mechanisms in place in the U.S. to ensure health care standards are maintained for residents of nursing homes: federal government laws and individual state laws. The aim of these guidelines is to maintain the social, physical, and overall mental health of residents of Elderly Care facilities.

## Federal regulations

In response to reports of widespread neglect and abuse in nursing homes, Congress implemented legislation in 1987 – namely the Nursing Home Reform Act (NHRA) – requiring nursing homes participating in Medicare and Medicaid to comply, as a minimum, with prescriptive quality of care rules. Medicare is a federal program providing health coverage for anyone over 65 or under 65 that has a disability, no matter their income. Medicaid is a state and federal program that provides health coverage for those with very low income. Both programs dovetail to provide health coverage at lower costs.

The Nursing Home Reform Act stipulates that nursing homes “must provide services and activities to attain or maintain the highest practicable physical, mental and psychosocial well-being of each resident in accordance with a written plan of care.”



To help achieve this goal, the NHRA established a comprehensive set of rights for nursing home residents:



The right to freedom from abuse, mistreatment, and neglect



The right to be treated with dignity



The right to freedom from physical restraints



The right to exercise self-determination



The right to privacy



The right to communicate freely



The right to accommodation of medical, physical, psychological and social needs



The right to participate in the review of one's care plan, and to be fully informed in advance about any changes in care, treatment, or change of status in the facility



The right to participate in resident and family groups



The right to voice grievances without discrimination or reprisal

Nursing homes must adhere to the specific guidelines detailed in the legislation to be eligible to receive funding from Medicare and Medicaid. Under these laws, the wellbeing and health of residents must not decline unless due to something medically unavoidable.

More recently, the federal Elder Justice Act 2010 has sought to close gaps in surveillance and corrective enforcement that have resulted in instances of elder abuse being overlooked by law enforcement and regulators. This requires employees and staff at certain long-term care facilities to report crimes committed against elderly residents within specified time frames.

## State regulations

The federal government sets the standards for nursing homes in the NHRA, but it's the states that are responsible for monitoring their nursing homes. To assess whether facilities uphold these laws, the NHRA established a certification process that requires states to conduct unannounced surveys, including resident interviews at irregular intervals – at least once every 15 months. All these state responsibilities are funded through Medicare and Medicaid.

State health inspectors observe the daily care that is provided at a nursing home and conduct investigations when a complaint is filed. These surveys typically focus on residents' rights, quality of care, quality of life and the services provided to residents. Nursing homes found to be providing insufficient care that violates the NHRA are subject to penalties – including fines, denial of Medicare or Medicaid funds, state monitoring, temporary state management and the revoking of a license if the violations are serious and sustained enough to merit it.

The NHRA only applies to nursing homes that receive Medicaid or Medicare payments. However, state laws – along with other federal laws – help to fill the gap. Nursing homes are required to be licensed by the state in which they're physically located, even if the parent organization is located elsewhere. To provide services to residents in a state, the nursing home provider must follow the state's regulations.

## Elderly Care in a Digital World - Delivering Value-Based, Patient Centered Care

The U.S. Elderly Care sector is experiencing an increasing shift towards electronic tools and digital transformation. Given that, Elderly Care software has become a key feature in most offerings, service providers with an eye on the future are starting to reap the rewards:

- ✓ A significant reduction in operating costs
- ✓ Increase in scheduling efficiency
- ✓ Overall improvement in service delivery

Consequently, many providers are now perceiving enterprise software solutions as a beacon for growth. Growing customer expectations are providing new opportunities for healthcare providers to take charge in offering a premium service. By digitising key aspects of practices and harnessing data science, facilities can improve the quality of life for Elderly Care customers. By combining this with being seen as a more viable option to comply with stringent industry regulations and controls, Elderly Care providers can provide customers with peace of mind.

## Benefits of Using Software

### Ease of Data Collection and Documentation



Gathering data and centralising it for documentation purposes forms a major part of Elderly Care providers responsibility. By using the right tools and software, this process is made easy and hassle free. Therefore, caregivers are no longer required to maintain heavy files, hard copy documents and time-consuming spreadsheets, which are all susceptible to human error. Providers can ensure information is easily updated with seamless data gathering and storage processes, cutting down inefficiencies and increasing compliance.

### Greater Transparency, Visibility and Governance



More than ever, Elderly Care providers are under intense scrutiny and subject to strict regulations and policies. Complying with these regulations can be greatly assisted by innovative technology. Maintaining and communicating progress notes, customer information and service times is incredibly important to all parties concerned and software provides a structured process to house this data. The right technology can provide live updates, enabling providers to have a better understanding of high and low risk points across the organization.

### Increased Staff Productivity and Satisfaction



Introducing a fully integrated enterprise solution is more likely to boost staff productivity and satisfaction. The time taken to focus on mundane administrative tasks is cut down significantly, freeing up staff to focus their efforts on providing quality customer service.

### Elderly Care Enterprises Become More Adaptive and Flexible



The adoption of digital solutions provides transparency between key stakeholders, leaving the board and management with a clear view of the bigger picture. A burgeoning factor that is increasingly drawing a number of Elderly Care providers to software solutions is the ability to improve the customer experience, which in turn drives positive customer engagement, allowing organizations to achieve and maintain a competitive edge.



## Key Takeaways

Software solutions are key for Elderly Care providers and care facilities that aim to pre-empt the challenges in a rapidly evolving sector through improved system integration, data collection and documentation for increased transparency across the enterprise.

## What are the Possibilities of Digitisation in Elderly Care?

**1**

### Increased Governance with a Robust Digital Incident Management Approach

Elderly Care organizations' approach to incident management often lies within spreadsheets and paper-based reports, with little procedural oversight – allowing incidents to slip through the cracks. The visibility created by a robust approach to incident management through software, not only develops a strong safety culture; it allows organizations to; respond to incidents, record and report an incident, analyze incidents, follow up on corrective actions and close the loop on an incident.

The right solution ensures Elderly Care providers can empower employees to report all incidents that happen in a residential environment. With a robust approach to incident management, organizations can achieve strong governance of incidents, hazards and near-misses, ensuring they can continuously improve the safety and quality of their service.

**2**

### Compliance and Risk Management

Residential Elderly Care operates in a highly regulated, dynamic and increasingly competitive market. In short, regulation has not eased, nor has competition for customers. Therefore, a comprehensive approach to risk and compliance is a key differentiator for care homes as it provides assurance for patients and families. There are many risks which also become an institutional and business matter. While risk management is well established in other industries, there is little guidance available on how best to gather data to assess risks, hazards and incidents in the care sector, or how to approach risk management systematically. So nursing homes are turning to best-practice risk software to provide a framework.

The right software solution for Elderly Care compliance and risk management will combine all aspects of the life and journey of a resident – from pre-admission and lifestyle and clinical journeys, through to exit, while incorporating visual insights and strong compliance, alongside risk management functions. Risk and compliance relies on collecting the right data, and software not only facilitates consistent data collection, but it provides a complete log of everything that happened, from incidents and near misses, to regulatory changes and policy updates, everything can be tracked and reported on using built in dashboards and reports.

3

### Successful Elderly Care Depends on Smart Project Management

Efficient project management is central to ensuring project completion on time and on budget. Historically, the provision of Elderly Care services and accommodations have been heavily regulated, yet the legislation has shifted the approach towards a consumer centric system of access, presenting opportunities for private, not-for-profit and government care providers. The shifting market, coupled with population growth, demands upgraded facilities and capital. The right project management solution must consider the challenges – including demand, financial stability, evolving needs of the residents and most importantly quality compliance.

4

### Reporting Capabilities are a Fundamental

When facilities digitize their processes using software, users can access a wealth of data that provides valuable insights for innovation and growth. If your current process only offers limited insight, you may find that you only have a short window to measure performance and make the kinds of continuous improvement necessary. A solution that can offer easy to digest reporting, such as detailed dashboards, will engage key stakeholders, make reporting to the board seamless, and reduce time collating data. A well-designed reporting solution should come complete with user-friendly dashboards that provide key information at a glance.

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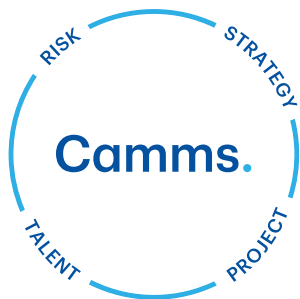
### Transparency

Providers in the Elderly Care sector often find themselves responding to new challenges and regulatory pressures – highlighting the need for better transparency and accountability. More and more providers are finding their systems disparate and manual information storage methods have become serious business impediments. Camms strives to address this gap by working with recognized Elderly Care providers to digitize their processes. The Camms solution not only provides transparency within the facility for staff, but the data can also be used to reassure patients and families and to provide audit trails and evidence for regulators at the click of a button.



## A Proven Intelligent Enterprise Solution in Elderly Care

The U.S Elderly Care regulatory landscape can be difficult to navigate from both a federal and state perspective. With integrated solutions in risk, strategy, projects and people, Camms software is helping Elderly Care organizations in the U.S. make the right decisions, manage risks, capture and investigate incidents, align talent and focus on what matters.



### Our integrated software solutions:



Deliver timely and accurate management reports detailing performance, and KPIs.



Provide feedback to front line staff.



Discover and monitor historical trends across clients and services.



Analyze problems with service delivery and identify efficiencies and inefficiencies.



Deliver timely and accurate management reports detailing performance, and KPIs.



Find opportunities for business growth.



## Why Choose Camms?

Camms.Risk is a cloud-based SaaS risk, incident, and compliance management solution. This central point of oversight has the power to streamline your key risk and compliance requirements by supporting the entire incident lifecycle:

- ✓ Defines all risks and ensures proactive plans are put in place to mitigate potential incidents.
- ✓ Supports organizational and clinical risks, controls, and treatment actions.
- ✓ Provides automated alerts and notifications to the right people via built-in email and SMS functions.
- ✓ Sign-offs can be implemented to ensure appropriate governance.
- ✓ Flexible workflows ensure all relevant information is captured and reported.
- ✓ Ensures effective remedies are devised for all high impact or high prevalent risks.
- ✓ Intuitive mobile app facilitates seamless incident reporting from anywhere at any time.
- ✓ Intuitive dashboard facilitates tracking of organizational incidents, feedback and risks, and the creation of detailed reports.
- ✓ Incident portal ensures collaboration with external stakeholders (customers and relatives).
- ✓ Automates the compliance management function in a single solution and provides details of relevant regulatory changes.

## How is Camms helping in the Elderly Care Industry?

Our integrated cloud-based solutions are assisting many Elderly Care providers to improve their service quality, ensuring the safety of their customers, and bringing them in line with current regulations.

With integrated solutions in risk, strategy, projects and people, Camms software is helping many Elderly Care organizations in the U.S. make the right decisions, manage risks, capture and investigate incidents, align talent, and focus on what matters.

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