ECS MONTHLY NEWSLETTER

The latest in ECS News, Technology, & Company Updates

JUNE 2020

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- ***Coming Soon***- *New & Improved American Data Training Site*
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Webinars

Upcoming Webinar
Outbreak! Infection Preventionist Module

Session Date: Thursday, June 18th (1:00pm-2:00pm CST)

Sign Up Today- Space is Limited!

SIGN UP

ECS Updates/ Industry News

"Be Careful What You Wish For"
45-Year LTC Veteran Administrator Speaks to the Possible Unintended COVID-19 Consequences for Nursing Homes

At a recent infection control webinar, a speaker from the Wisconsin Department of Health and Human Services made the statement that *"we want [remote] access to the electronic health record. Now we know that not every electronic health record has the availability to be web based [browser based] in particular I know, ECS is one that doesn't typically have web-based information."* American Data uses ECS in our offices to track all information on our clients and since March 17th through the end of May, all American Data's staff worked out of their homes, remotely accessing our ECS system. It is false to suggest that American Data's ECS cannot be accessed remotely.

Perhaps some IT definitions would help people understand what is going on. You have heard of the term **"Browser-Based"** (some refer to this as "web-based") and the term **"SaaS"** used with some major LTC medical record software. But there is another term that perhaps you haven't heard too often since it is not advertised very much. That word is **"Multi-Tenant"** referring to the system's database where the medical records are stored. But what do these terms really mean, and why should they be of concern to the administration of a LTC facility?

Since the COVID situation we have had a few requests to allow state inspectors access to ECS from their homes, and we gave the facilities the directions on how to make that happen using our mobile capabilities, a VPN or Terminal Services. In these cases, the facility must be made aware that someone outside of facility staff or business associates that are caring for the residents, want to gain access to those residents' medical records inside of ECS. With a browser-based system, all that one needs to access a facility's medical records is a web browser like shopping on Amazon with an account. Of course, the person would have to have credentials to log onto the system that the facility is using as a service, but nothing more than a browser would be necessary to have access to the servers holding the facility's records. With VPNs and Terminal Services, access to the server must be provided by the facility. **Will we see the day when after receiving a family complaint, a state inspector will simply "dial-in" and check it out at any time of the day or night from anywhere?**

"Software as a Service" **(SaaS)** is just that, the facility does not possess the software but rather just uses it "in the vendor's cloud" as a service to make and store their records in the vendor's database. But this database may contain not just the facility's records but also the records of other unrelated facilities **(Multi-Tenant)**. In my opinion, this model results in a major negative for the facility. A multi-tenant software system must be made with little flexibility as to navigation and presentation because several unrelated facilities might be using the same "cloud" hosted system service. That is, from one nursing home to the next, the navigation and presentation is the same. As a state inspector, this would be ideal when following up on a family complaint regardless of what day, what time, or location of the person.

Does all of this end up being what the adage states: "Be careful what you wish for"? I believe the difference with ECS is critical to a facility's right to due process in the case of accusations.

ECS offers a browser-based option with a different user interface (navigation) than the desktop version, which can be used by surveyors to view documentation.. Thus, the facility can control access to the servers and the entire clinical record.

In addition to the security of our platform with each facility/organization having its own server(s) whether self-hosted or hosted through American Data, each facility has control of the "workflow" access through use of ECS's unique customizable "Access Screens". Access Screens control what data can be viewed based on a user's credentials upon logging into ECS. One might argue and/or our competition may banter that thus it takes more effort and skill to keep an ECS system up to date through use of a well-versed "ECS System Supervisor" to make the changes in setups.

This is where American Data staff can assist. We are here with skilled health care professionals to be that "ECS System Supervisor" for your facility at your request. Yes, there is a fee for services if the task desired is not covered by the on-going maintenance fees, but what is a secure medical record system worth to a facility? It will be a fraction of the cost of an undeserved fine or the litigation costs to prove innocence and for sure less expensive than our competitor EHRs.

It's something to think about as nursing homes continue to be a target during COVID for months to come. We are here to help you during these times when it appears that not everyone is as concerned about the elderly as you are and as they should be.

Career Advancement Resource & Educational Support

New & Improved American Data Training Site

American Data is upgrading our online training site! The same trusted Client Sign On has been redesigned for smoother site navigation, simpler resource organization, and enhanced communication outlets.

Keep an eye out for an email from CARES@american-data.com with an official release date and information about the next steps in this migration.

The Importance of an Infection Preventionist

With the current COVID-19 crisis & the new mandate that took effect Nov. 28, 2019, requiring facilities to have at least one infection preventionist on staff, ECS is developing more tools for infection prevention and the handling of outbreaks at facilities. Part of the Phase 3 Requirements of Participation for Nursing Homes that came out in November 2016 from the Centers for Medicare and Medicaid Services (CMS), requires LTC facilities to have a designated and specially trained infection preventionist to run a comprehensive infection prevention and control program. The infection preventionist role can be part-time or full-time, and ideally would be an on-site employee. The position is an "F-Tag 882," which is the designation for an infection preventionist.

In last month's webinar we brought you a taste of some of what is to come with the Employee Health Tracking topic and graph reports. For our June webinar, we will be presenting "Outbreak! Infection Preventionist Module" and show you the new topics, reports and tools we have created in ECS.

Infections in LTC facilities present a significant challenge. Up to 3 million serious infections occur annually across nursing homes, skilled nursing facilities and assisted living facilities, according to the Centers for Disease Control and Prevention (CDC). As many as 380,000 people die of infections in LTC facilities each year, the CDC says. Infections include urinary tract infections, diarrheal diseases, antibiotic-resistant staph infections, and others. At American Data, we provide our clients the most up-to-date tools and resources available, so stay tuned and get signed up today for our June webinar!

Combatting Loneliness in Residents with Dementia Through Improving Engagement

Every day is a struggle for care providers in nursing homes and other community settings to provide enough 1:1 time with residents. Staffing issues, residents with higher acuity, and time-consuming charting and paperwork that needs to be completed, are barriers to providing meaningful engagement with the people who need it most. We must find ways to help residents find a purpose in each day by providing them with personal interaction opportunities that interest them.

Feeling important and purposeful will put a smile on anyone's face. Interactions with our residents should be focusing on a more person-centered approach for caring about the individual's needs as seen from their perspective versus a nursing perspective. In today's ever-changing world, providers need to realize the importance of a multidimensional approach

LONELINESS & DEMENTIA

to bring wellness into a resident's quality of life. Start a King/Queen For a Day program to raise up one person's spirits by offering them a crown and a cape to wear, have mealtimes be extra special with a decorated "head" table with a cupcake for dessert, lavish them with hand/foot massages and personal 1:1 time throughout the day. It gives the other residents hope and something to look forward to for their day of pampering!

Find technology that you can use for interaction with residents as they have never had before. Learning and seeing new things gets those brains stimulated and can offer so much enjoyment. Pull out those tablets and iPads to get the residents playing games involving memory such as Picture This, which is great because it not only engages the resident, but it is with pictures that are familiar to them so they can do some reminiscing as well.

While time may not always be on our side, use the time that is, in the best and most meaningful way possible and it will make a huge difference. Remember, all we need is love.

You & Your Residents

PICTURE THIS
www.picturethisgames.com
Download the FREE app today!
Google Play | App Store

Try Picture This with your Residents Today!

When a loved one's memory declines, conversation can become a struggle. Picture This helps facilitate communication between loved ones and their families through the power of pictures. You can create custom card backs and send text message invites straight from your phone! Use your own family photos to help connect past memories and people to present realities. Picture This engages the short-term and long-term memory all in one activity.

To see for yourself, visit the website below to read the blog post on Seniors, Memory Care, and the benefits of Picture This.

GET MORE INFO

PICTURE THIS
Patent Pending | © 2018 Systems Inc. 2018

CATARACT AWARENESS

JUNE 2020

"If you are age 60 or older, you should have a comprehensive dilated eye exam at least once every two years. In addition to cataract, your eye care professional can check for signs of age-related macular degeneration, glaucoma, and other vision disorders. Early treatment for many eye diseases may save your sight."

Aging Care

SUBMIT A PHOTO!

Be featured in the Newsletter!

We want to get to know you and your hardworking facility!

Submit a photo of members of your staff via Facebook or email us at cares@american-data.com with your facility's name and location to be the feature photo at the top of the next monthly newsletter!

Your facilities are the reason American Data thrives and we want to recognize that.

SUBMIT A PHOTO

Deficiency-Free Survey Awards

Share Your Success!

DEFICIENCY FREE STATE SURVEY

Did your facility receive a Survey? Let us know!
Please let us know of your facility's Deficiency-Free Survey and/or Most Improved Survey so we can share your successes! Send an email to cares@american-data.com.

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Want to be the first to know about the latest software updates, reminders, and company news? Follow our **Facebook** page to receive up-to-date posts on all things ECS, American Data, and much more.

American Data
Healthcare Administrator

1.1 miles · 711 21st St, Prairie du Sac · Open Now

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American Data After-Hours Support

Regular Business Hours:
Monday- Friday: 8:00am-5:00pm
Saturday & Sunday: Closed

For immediate assistance after regular business hours, call 1-608-438-7505.
Or send us an email at **cares@american-data.com**

Stay Connected to American Data!

Follow our social media accounts to get the latest information on software updates, reminders, and company news!

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