ECS Monthly Newsletter

The latest in ECS news, technology, and industry updates.

September 2022

ECS Continues to Improve for You and Your Residents

Upcoming Webinars:
Fall Prevention and Behavior Monitoring
Wednesday, September 14th (1:00pm - 2:00pm CST)

ECS Updates/ Industry News:

Accounts Receivable Email Communication

September is Fall Prevention Month

Accounts Receivable Support

PPS PDPM Rates Changing Effective 10/01/2022

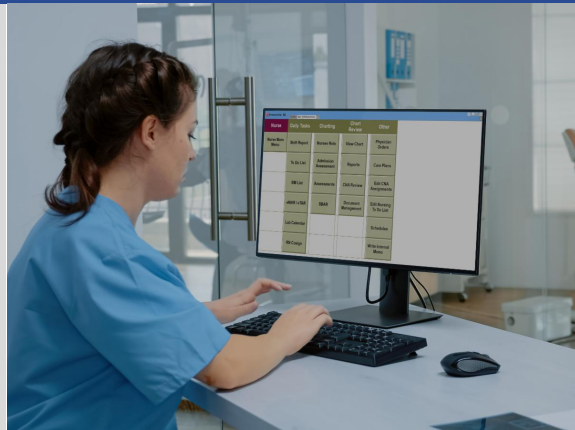*New and Notable Clinical Features*

ECS User Forum Discussions

Issues & Solutions Client Access Report

Paid Advertisements

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Deficiency-Free surveys

Quick Links:
Client Sign On

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ECS Continues to Improve for You and Your Residents

- Comprehensive and Flexible for all **Levels of Service** including SNF, Assisted Living, Independent Living, CCRC, CBRF, Adult Day, Behavioral Health, and Home Care

- Complete **Financial system (AR, AP, GL)** integrated with a robust, revolutionary, and facility-controlled Clinical EMR system

- MDS linked to the documentation of services provided to make compliance accurate and fast

- SNF and AL Billing are linked to the documentation of services provided to prevent over and undercharging.

- Electronic Billing with UB04 and 1500 Forms for all types of payers.

- 8 Different embedded Report Writers to create facility and department-specific special reports

- Unequaled 24/7 Support with Immediate or same-day response.

- Nationwide Hosting Center

- At prices that beat the competition

Contact us to learn more about ECS features and new enhancements.

LEARN MORE

Fall Prevention and Behavior Monitoring

Session Date: Wednesday, September 14th (1:00 - 2:00 pm CST)

SIGN UP TODAY

Accounts Receivable Email Communication

CONTACT US

As we consistently look to improve our process at American Data, we have recognized that using regular mail for Accounts Receivable is not the most efficient process. To continue giving our customers the quickest service and best attention, we will now be conducting all our **accounts receivable communication through email.** This includes sending invoices. By sending invoices through email, we can ensure each invoice includes the necessary information and can be received in a reasonable amount of time for our customers to pay by the due date.

Contact us if you want to apply these changes to your Facility.

September is Fall Prevention Month

Fall prevention month is a great time to review your facility's fall and fall risk documentation workflow. Below are some examples of areas to verify that your documentation tools are up to date and keep your workflows running smoothly.

- *Has your fall risk assessment been updated?*
    - To find out if you have the latest version of the fall risk assessment, go into the assessment as though you were going to document it on a resident. Scroll down in the first column, and look for the informational text with the source and year. The current assessment language is from the 2020 version.

- *Do you have fall and incident follow-up topics, and are they automatically assigned?*
    - ECS has fall and incident follow-up topics available that are great places for nurses to follow up on initial injuries and document any bruises or other injuries that may not appear until a day or two after a fall or incident occurs. These can be assigned automatically when the fall/incident is initially documented.

- *Does the language in your Supportive Devices assessment and Safety care plan match the language used in your facility?*
    - Many facilities use language such as "mobility assist rails" rather than "bed rails," or refer to the alarms that they use by the brand name. Using the same language in your EMR can help make care plans and assignments clear for your staff and prevent incidents that arise from miscommunication.

If you would like assistance to update any of your ECS features, including those for fall prevention, please reach out to us at **clinical@american-data.com**.

CONTACT US

PPS PDPM Rates

PPS PDPM Rates Changing Effective 10/01/2022

PPS PDPM rates will be changing effective 10/01/2022. If you use the ECS Accounts Receivable module, you will want to update your rates in ECS, prior to doing billing for the October 2022

dates of service.

PPS PDPM rates can be entered into ECS to see expected reimbursement on the PPS PDPM Analyzer, even if you are not currently using the ECS Accounts Receivable module. Click the button below for instructions on updating your rates.

Updating PPS PDPM Rates

Accounts Receivable Support

Is your Business Office in need of training? Maybe you have new staff who haven't been trained by American Data, or staff who could use a refresher on all the latest best practices. Are you experiencing staffing issues in your Business Office? Have someone out on temporary leave or just need assistance implementing a more efficient Business Office?

Contact American Data's **Financial Support Department**! We can provide on-site or remote training, and consultations, as well as manage certain tasks for your Business Office like the Trust Account, Self-Pay billing, posting cash, etc.

Contact American Data's Financial Department for assistance by emailing financial@american-data.com

CONTACT US

New & Notable Clinical Features

Alarm/IC Cleanup Utility

ECS released a new feature in Spring of 2022, which allows facility System Supervisors to clear excessive or unwanted alarms or internal communications (IC) for individual users. This buildup can occur when a user goes on vacation or takes a leave of absence and their inbox is excessively full upon their return, when a user changes services and does not want to receive alarms previously sent from their old service, or other similar circumstances.
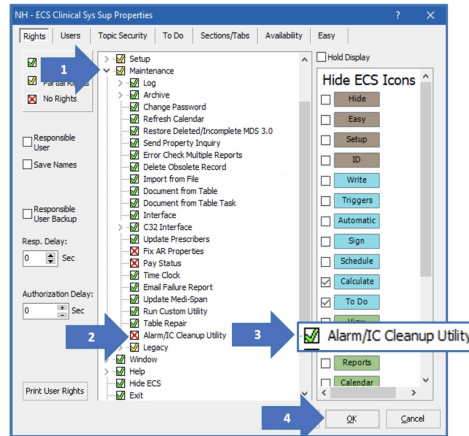
Note: By default, rights to this feature are only turned on for users in the ECS System Supervisor group. Users in other groups, including "Clinical System Supervisor" and "Financial System Supervisor" will need to have this access granted by a user with user group setup rights. These rights are found in the "User Group Rights Tree" under *American Data – ECS > Setup > Security > User Group*.

To use the Alarm/IC Cleanup Utility:

- Navigate to the utility by clicking on the American Data – ECS Drop down menu in the upper left corner of your screen. From the menu, choose "Maintenance," and then "Alarm/IC Cleanup Utility."

Note: If any of these menu options are Inactive, see above for updating your user group rights.

- When the utility opens, you will see a list of users with some options at the bottom of the screen:

1.   If you would only like to remove alarms and/or ICs for a certain date range, e.g., those received during a leave of absence, use "Date From" and "Date To" to select the appropriate date range. Okay got i
a.   If no date range is selected, ALL ICs and/or any outstanding alarms will be removed from the user.
b.   Alarms which are set to be delivered during the selected date range will be removed, not those created during that time.
2.   Highlight the effected user from the list
3.   Choose "Remove IC" or "Remove Alarms."
4.   You will be prompted with a warning confirming that you would like to delete the alarms/ICs for the selected user. Choose "Yes" and Alarms or ICs will be cleared for that user, during the selected time frame.
5.   Other options can be used to filter the user list:
a.   Refresh = Brings back full user list after it has been filtered down.
b.   Legend = Pops up a key for the site/service icons next to the users' names.
c.   Current Users = Filters user list down to only show users currently logged on to ECS.
d.   Filter Users = Allows user list to be sorted by users in a particular user group or site.

Please reach out to **clinical@american-data.com** or call us at (800)-464-9942 if you have any questions or would like additional information.

Visit the **ECS User Forum** on our Client Sign On page to view past and upcoming Clinical features.

CONTACT US

ECS User Forum Discussion Threads:

Current Issues & Solutions

If you have ever wondered, "Is American Data aware?" when running into an issue with the latest version of ECS, now you can confirm for yourself! Join our new "Current Issues & Solutions" discussion thread on our ECS User Forum. Follow the Smartsheet in the comments to view the real-time progress of known issues in ECS, discover temporary solutions, and be aware of estimated repair dates. Stay as informed about these issues as our own staff!

What's New & Upcoming

If you are ever curious about upcoming enhancements in the next update, you can now be one of the first to know! Join our new "What's New and Upcoming in ECS?" discussion thread on our ECS User Forum. Follow the Smartsheet in the comments to view a list of enhancements ready to roll out in spring of 2022 with version 10.1.7.0. Additionally, you can find a link to our ECS Wish List. We want to hear your software suggestions!

How do I find the discussion threads?

1. Log into the **Client Sign On**.
2. Locate the *ECS User Forum* under the *User* tab.
3. Click on *Sign In with American Data User in the right-hand corner.*

LOG IN

Issues & Solutions Client Access Report

View the **smartsheet** for the latest information on known issues, including planned dates of repair, and how you can work around them until then.

VIEW SMARTSHEET

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Deficiency-Free Survey Awards

Share your success with American Data!

Many ECS Facilities receive perfect surveys. Did your facility? 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.**

SHARE YOUR SUCCESS

"Like" Us On Facebook

"Like" Us On Facebook!

Follow our **Facebook** page to stay connected with the American Data community.
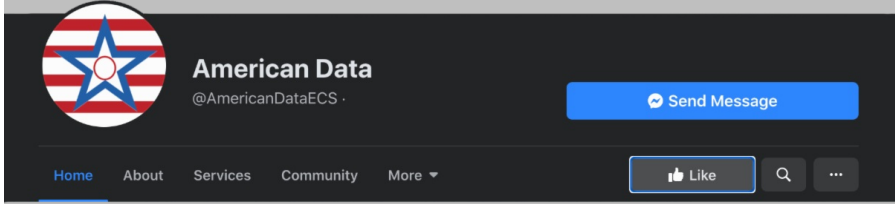
American Data After-Hours Support

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

For immediate assistance **after regular business hours,** call 1-608-438-7505**.**

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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