

Plantation Management operates leaner and more effectively



Executive Summary

Plantation Management automates to make data more timely, measurable, and to enable data-based decisions.

Challenges

Like many operators, Plantation Management was challenged to remain competitive in a quality-driven environment, but to continue to do so, internal processes needed to be addressed. EHR, labor, and analytics reporting was problematic, while broken systems continued to delay information. A variety of departmental staff still pulled manual reports, further hindering the most timely data. Top leadership realized the need to automate and streamline access to facility data to keep stakeholders abreast of core operations to ultimately make better-informed decisions.

How We Helped

While Plantation Management was already a primeCLOUD hosting customer, they were eager to consider a solution that addressed their operational needs as well. Plantation's CEO held weekly meetings across all divisions – admissions, billing, AP, HR, Clinical, IT and legal – so access to timely, measurable information was paramount. Departmental directors also broke out individually with their data for one-on-one meetings with owners. With timely access to KPIs across operations, the primeVIEW business dashboard offered the company a comprehensive solution.

"Once we saw primeVIEW's capabilities in retrieving data from our existing clinical, HR, analytics, and labor management applications in practically real time, we were just bowled over," stated Samantha Broussard, RN, BSN, Director of Clinical Operations, Plantation Management. "The application also helps us with tracking our quality of care, so we can identify trends that show us our strengths as well as areas that need improvement. And because we use data from primeVIEW to form aligned partnerships with hospitals, confidence in our data is critical."



Plantation Management operates 14 skilled nursing facilities and two assisted living facilities in the state of Louisiana. Their mission is to work together with integrity and professionalism to achieve their core values of providing compassionate quality care for their patients.



"Our users can look at operations data however they need to and with far less labor from IT department."

In addition to tracking quality and other KPIs, primeVIEW was also able to help identify a trend in overtime labor. The data helped determine that OT hours were resulting from attrition, prompting Plantation's solution to attract new workers through improved wages.

Results

- Enabled access to updated data with one consolidated view of "big picture"
 - Helped cut operating costs and reduce expenses
 - Identified overtime issues to help target solution
 - Increased efficiency, visibility and productivity; no chasing down or consolidation of reports - data accurate every time.
 - Less labor from IT department and customized reporting
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Looking Ahead

The Clinical department at Plantation conducts "high risk" meetings, which required the need to gather EHR data from several care modules. While the application enables a consolidated clinical report of these types of care, it continues to evolve to help Plantation Management further customize clinical data to provide even more value to clinicians.

"Going from paper to electronic – and operating lean and effectively – was a win that superseded any required effort on our part."



Our primeVIEW solution pulls real-time data directly from your vendor and internal systems to present a single analytics dashboard – available online, anytime to your team. By consolidating this data into an easy-to-navigate interface, primeVIEW delivers an unparalleled, multi-dimensional view of operational performance.

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