

Heritage Place Denali Grant # 06-4-C-4897
Close-out Report Narrative

Background:

Heritage Place intended to focus on 3 major areas of concern with it's Denali Commission Funding.

- Development of more efficient and cost effective methodology for medication administration
- Repair of its roof
- Development of both hardware and software to provide an electronic medical record for residents of the facility

Activities:

Heritage Place intended to partner with the Pyxis division of Cardinal Health to deploy their new technology, "Envoy." After several months of effort including Cardinal sending two different machines to the facility, Cardinal concluded that the company could not assure performance of the Envoy due to our location and the availability of trained technicians. Cardinal abandoned the product, and HP could not find an alternative. This required Heritage Place to re-allocate the funding identified for this project (\$125,000) to other worthwhile projects.

Heritage Place anticipated that its roof would need replacement. We retained an architect and examined the roof. We expected to spend \$70,000. After the report was complete it was determined that the roof had several years of service remaining. Our funds were re-allocated to other projects.

The third area of focus was the development of both hardware and software in support of automation of the clinical record for residents. Our partner was Lintech, Inc., a major provider of Long Term Care software. This project took a great deal of time and energy with a much slower development than anticipated. There was a great deal of beta testing as the software was changed. Great improvements in infrastructure and automation have been completed with the help of the Denali Funding.

Due to the decisions with the first two areas of focus, the facility requested that the funds be re-deployed for other necessary projects. With concurrence of the state Heritage Place completed the following:

- Re-sided the building making it much more attractive in appearance and eliminating the on-going cost of maintenance (painting)
- Purchased hi-lo adjustable beds which reduced risk for falls for residents
- Purchased a phone system and resident lifts to enhance communications safety of residents/staff
- Replaced much of the facility carpet with vinyl which improved the mobility of residents and improved the effectiveness of maintenance for cleaning
- Purchase a Maxi-Lift for safe transfer of residents

Heritage Place was very thankful that the grants administrator worked with our facility in allowing us to adjust our budget to meet the most pressing needs to serve residents.

Cost Containment (applies to capital projects only):

Where appropriate Heritage Place obtained proposals for projects. This was the case for the siding. One proposal was for \$62,000. The other proposal was for \$45,000. HP utilized the contractor with the proposal for 45,000.

Project Outcomes:

The development of an automated process for medical records and management of residents was the single largest accomplishment of the grant. The automation will greatly improve the ability of the facility to provide care. Although it was disappointing that the medication management system was not successful, being able to make the physical enhancements to our facility has been more rewarding.

Problems Encountered:

Heritage Place experienced two major problems.

- 1) The Envoy proved to be too reliant on mechanical parts for pyxis to be able to assure its reliability. Heritage Place expended a great deal of effort, and it was very difficult to led go of the failure of the project.
- 2) The clinical software/hardware development took much more time than originally anticipated. A lot of this was due to pioneering new territory with the software partner. In the end, the facility overcame the difficulties.

Conclusions and Recommendations:

Any organization evaluating automation of medication management should be very cautious with the difficulties Alaska presents in terms of technical support for keeping machinery operational. This is particularly the circumstance when your relying on the machinery to provide medications timely.

When your pioneering with a partner to create a software that doesn't currently exist in the marketplace, you need to be prepared for the fact the timeline will be much longer as you test your approaches.

The changes to beds and increase in lifts has had a very positive affect on resident safety. Would encourage other LTC's to utilize the hi-lo beds and to increase their capacity for lifts to reduce employee injury from lifting.

Close-out guidelines cont'd
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Attachments:

- 1) I am attaching photographs of our projects as part of this report.