

# Customer Profile



## Luther Home looks to Momentum for a complete EHR solution to drive high level of care with same staff

Luther Home Personal Care Home opened its doors in 1969 in Winnipeg, Manitoba as an 80-bed, non-profit senior home. The Board of Directors also saw a need for a facility that could care for younger disabled residents, and today one-third of the population is under 65.

### SITUATION

Luther Home has been using Momentum Healthware Billing Management software since 1998. The initial purchase was prompted by MIS-compliance issues mandated by the Government. Since that time, they have taken full advantage of the robust Dynamics GP financial suite and resident billing and trust modules.

“We have been using the Momentum financial system successfully for quite a while,” states Ray Koop, CEO of Luther Home Corporation. “I was well aware of Momentum and their products.”

Luther Home had been looking into implementing an electronic health record (EHR) solution, and received a real boost from a provincial-wide governmental mandate. The Manitoba Government mandated that all non-profit healthcare facilities implement an MDS and care planning solution.

As part of that implementation, the government supplied and installed a complete wireless system in the Luther Home facility, including a number of wireless-capable laptops and wireless connections. “We received the wireless infrastructure for nothing,” said Ray, “and we were able to incrementally build from our existing financial software and the newly implemented MDS initiative towards a complete EHR solution—it was the ‘perfect storm’ for us.”

### SOLUTION

Luther Home saw the Provincial mandate to implement MDS as an opportunity to go one step further and implement a comprehensive EHR system. In order to achieve this goal, Luther Home looked to Momentum Healthware, and installed the full Momentum MDS package.

The staff at Luther Home knew of the features of the Momentum EHR, and were pleasantly surprised by the benefits. As Luther Home LPN Laurel Johnson states, “When I agreed to become a trainer for our facility’s implementation of an EHR, I had no concept of what impact it would have on the way we provide care. I have been thoroughly impressed by the Momentum Healthware team and their electronic health record, Care Organizer. As a nurse providing care in a long-term care facility, Care Organizer has proven to be an extremely effective way to plan and document the delivery of care.”

### BENEFITS

#### *Financial reporting*

Momentum Healthware has played an integral role in the financial and statistical reporting of Luther Home. In addition to internal reporting needs, they are required to provide reports to the Regional Health Authority, as well as to provincial and national concerns. “Momentum has assisted us in keeping in concert with a rapidly changing environment of requirements to meet MIS and other standards,” says Harvey Kinsman, CFO of Luther Homes.

#### *Same staff, more care*

Luther Home sees a very specific benefit to their staffing situation. “In the Canadian culture and environment, we don’t see these kinds of initiatives saving huge amounts of money.

### More Information

For more information about Momentum Healthware products and services, call toll-free 1-877-231-3836 visit [www.momentumhealthware.com](http://www.momentumhealthware.com)

For more information about Luther Home Personal Care Home, call 204-338-4641 visit [www.lutherhome.com](http://www.lutherhome.com)

# complete

*“Our nurses have bought into it. Regardless of how good a system is, if the nurses don’t buy in, it won’t work. They see the Momentum system significantly enhancing our quality of care.”*

*Ray Koop, Luther Home CEO*

What we do see is that an EHR system helps us provide better care to what’s often an increasingly complex clientele, for the same money,” stated Ray. Apart from capital investment, Luther Home has basically retained the same number of staff they’ve always had despite increasing care demands.

### *Quality of care*

The comprehensive nature of the Momentum solution provides specific quality of care enhancements for the residents of Luther Home. As an example, there was a recent situation in which a resident’s son expressed concern that his mom was not wearing her glasses. Laurel was immediately able to schedule a reminder in the Carepath for Nursing stating “ensure resident is wearing her glasses”.

“She now wears her glasses more, the son is happier, and I feel better because I know we have improved her quality of life,” says Laurel. “It may sound like a very small thing, but it makes a big difference to the resident and everyone who cares for her.”

### *Easy access means hands-on nursing*

Easy accessibility to key information is a cornerstone of a well-designed and well-implemented EHR system. Luther Home makes good use of their wireless infrastructure to provide better care. “The fact that I can take my laptop anywhere I go in the facility means I now have more time for the kind of hands-on nursing that is so important,” says Laurel. “Our care planning is now driven by the information gathered by all members of the care team. Care Organizer is an extremely impressive tool for managing resident care.”

### *Compliance*

Although Luther Home didn’t implement Momentum solutions to increase compliance, they’ve noticed a very positive impact. Their quality of documentation has improved so significantly that during their last review, they received no recommendations relative to documentation. “The biggest reason we’re compliant is because the nurses, who ultimately drive compliance, don’t necessarily differentiate between compliance activities and care plan activities,” says Ray. “The nurses on the floor just see that it’s worth it to their residents and to them.”

### **WHAT’S NEXT**

Luther Home has a comprehensive plan to continue expanding its EHR system towards a full enterprise solution with Momentum Healthcare products.

A key component of their future system centers on Momentum’s Resource Tracking System. “We’re in the planning/funding/approval stage for Resource Tracking System right now,” says Ray. “There’s a real advantage in working with the same company who’s providing the rest of our solutions. Our vision is to seamlessly integrate, not only have our systems talk to each other, but populate each other.”

They are also looking into future reporting needs. “There’s a real move in the industry to create a reporting mechanism that is tightly integrated across the entire system,” says Ray. “Momentum is absolutely moving in that direction. We feel we’re involved with Momentum as stakeholders in the development process. I appreciate that.”

