

**Title of Project: Person-Centered Care in Nursing Homes: A Computerized Innovation**

The Presbyterian Homes

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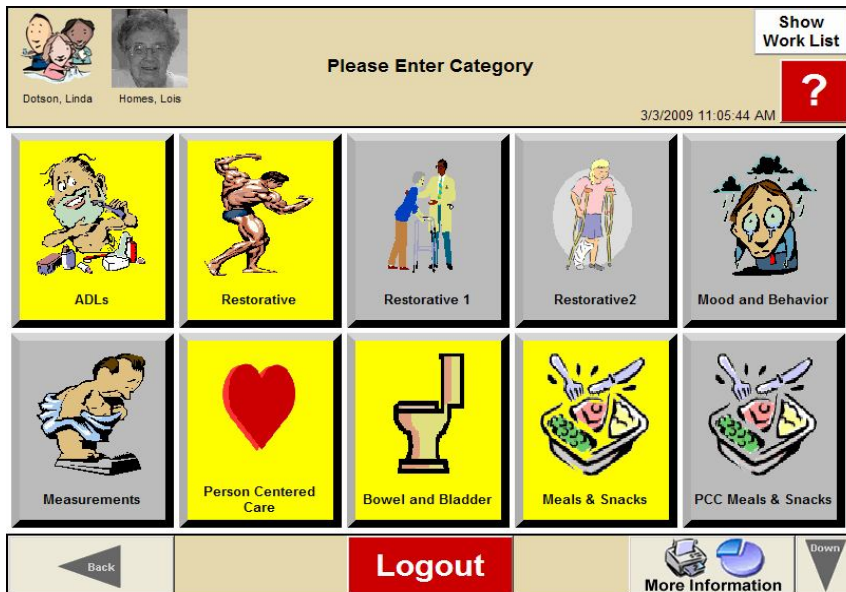
**Project Focus:** Implementation of a computer based person-centered care tool to support and measure delivery of resident preferences for daily routine. In addition, culture change and ability to replicate implementation of tools in multiple nursing care departments. Project was supported by a grant from the Illinois Department of Public Health from Fall 2007 thru Summer 2008 (4 quarters).

**Background:** Presbyterian Homes implemented person-centered care several years previous; and, had implemented CareTracker, a product offered by Resource Systems, New Concord, Ohio. CareTracker is a computerized documentation kiosk used by CNAs and others as care and service are delivered. The project computerized innovation was to create a user interface between these two efforts. Morning and evening care preferences (differentiated from health care services) were documented and built into the online CareTracker kiosk along with reports and monitoring documentation. The online documentation tool helped to assure that resident preferences became part of daily service routines and that preferences were honored.

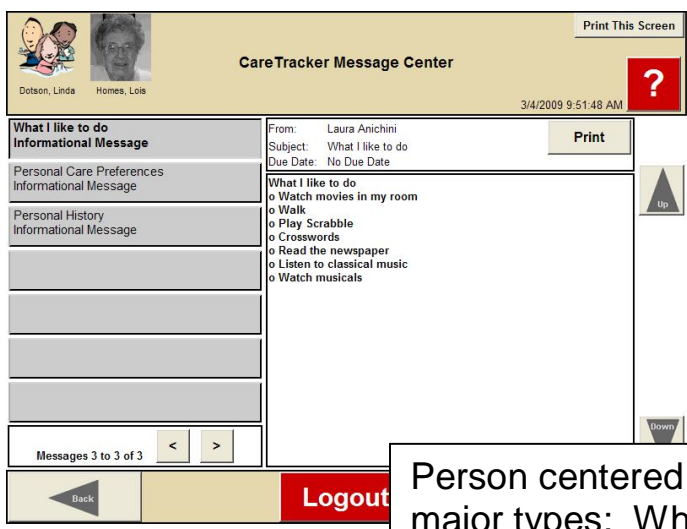
**Results:** Project was considered an innovation because computerized software to report and measure person-centered services was not found in the market. Success of the project was in part due to leveraging significant resident-staff relationships established by CNAs, CNAs were part of the development and served as trainers, and important work of CNAs was acknowledged via reporting and measurement. Post implementation research was conducted to determine culture change and success at addressing the expressed preferences of residents. The person-centered software and support procedures were easily implemented on all nursing floors.

**Contact:** For more information concerning this project, contact Jane H. Grad, Vice President Information Services, Presbyterian Homes, Evanston, IL. 847/866-1636 or


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Person Centered Care “button” is integrated into the service and care selections available on the CareTracker kiosk



Person centered care data includes three major types: What I Like to Do, Personal Care Preferences, and Personal History; only Personal Care Preferences are documented and monitored

 <span style="float: right;">Print This Screen</span>	
<b>CareTracker Message Center</b> <span style="float: right; background-color: red; color: white; padding: 2px 5px; border-radius: 50%; font-weight: bold;">?</span>	
3/4/2009 9:52:46 AM	
What I like to do Informational Message	From: Laura Anichini Subject: Personal Care Preferences Due Date: No Due Date <span style="float: right;">Print</span>
Personal Care Preferences Informational Message	Morning: * Up around 7:30am * Bathroom 1st * TV on  Evening: * Prepares at 9:30, to sleep at 11 * Socks on, 2 pillows * Window open, door open * Light on over bed
Personal History Informational Message	
Messages 3 to 3 of 3    <    >	<span style="background-color: #ccc; border: 1px solid #000; padding: 2px;">Up</span>  <span style="background-color: #ccc; border: 1px solid #000; padding: 2px;">Down</span>
<span style="background-color: #ccc; border: 1px solid #000; padding: 2px;">Back</span>	<span style="background-color: red; color: white; padding: 5px 15px; font-weight: bold;">Logout</span>

 <span style="float: right;">Print This Screen</span>	
<b>CareTracker Message Center</b> <span style="float: right; background-color: red; color: white; padding: 2px 5px; border-radius: 50%; font-weight: bold;">?</span>	
3/4/2009 9:53:32 AM	
What I like to do Informational Message	From: Laura Anichini Subject: Personal History Due Date: No Due Date <span style="float: right;">Print</span>
Personal Care Preferences Informational Message	Personal History o Born in Kenosha, WI in 1913 o Attended nursing school at Grant Hospital o Married in 1938 o 2 children, 5 grandchildren and 2 great grandchildren o Presbyterian o Active volunteer o Returned to nursing as children got older and continued education o Presbyterian
Personal History Informational Message	
Messages 3 to 3 of 3    <    >	<span style="background-color: #ccc; border: 1px solid #000; padding: 2px;">Up</span>  <span style="background-color: #ccc; border: 1px solid #000; padding: 2px;">Down</span>
<span style="background-color: #ccc; border: 1px solid #000; padding: 2px;">Back</span>	<span style="background-color: red; color: white; padding: 5px 15px; font-weight: bold;">Logout</span>

