



# CareFacts Customers Talk About Surveys

## *Customers Tell How CareFacts Helps Them Achieve Excellent Survey Results*

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CareFacts often hears from our customers about their experiences with Medicare, JCAHO, and other surveyors. We have used that information to give us insight into the critical elements of a good survey experience. Here are some reflections from customers who have reported excellent survey results.

**Organized documentation that is easy to read.** Surveyors can easily find the information they need, whether they are using printed records or are navigating the system themselves. Ann Mallet<sup>1</sup> reports that their surveyors run into other software systems and say that CareFacts is easier to navigate. Caryn Bommersbach<sup>2</sup> adds that clear, concise care plans and progress notes help surveyors find the information they need. Prompts in the system that help clinicians create accurate and complete documentation show surveyors the quality of their care, according to Mary Tenbrink.<sup>3</sup> All agree that surveyors are more satisfied when they are able to more easily obtain the information they need to complete their work.

**Better management of clinical care and administrative tasks.** Not only is documentation easy to access and read, the care itself is enhanced with CareFacts' clinical tools. The prompts help the clinician complete comprehensive assessments, and care plans are logical and easier for the clinician to follow. Nurses who have used other systems say that CareFacts follows their work flow and facilitates more accurate and complete documentation of what they are doing in the home. In addition, CareFacts allows more consistent use of appropriate interventions that are clearly stated and easy to use. Agencies are therefore able to reap the benefits of providing optimal care as well as the satisfaction of knowing that surveyors will find that their documentation supports their claims of high quality care.

Marsha Wisniewski<sup>4</sup> believes that CareFacts helps her agency comply with federal requirements such as integration of the comprehensive assessment, submission of OASIS data correctly and within mandated timeframes. CareFacts enables good survey results by facilitating tracking of visits and orders, according to Mary Tenbrink.<sup>3</sup> It is easy to lose track of visits and orders without a system, and Mary uses CareFacts to routinely monitor them. Knowing this important issue is under control saves staff time and allows peace of mind when surveyors walk in the door.

The CareFacts Customer Support staff members go out of their way to be available when surveyors are at the agency to help with any unexpected requests. Marsha Wisniewski<sup>4</sup> appreciates the additional help that is available when surveyors show up. She also believes the nursing documentation is an important part of achieving good results.

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### THANK YOU TO OUR CONTRIBUTORS

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