



Bringing a Post-Acute Facility Back from the Brink of Closure

Long-standing, Texas-based Facility Achieves Complete Operational Turnaround with the Help of American HealthTech EHR

After a long, rocky road riddled with previously ineffective management, numerous CMS citations and low satisfaction scores, Odd Fellow & Rebekah was at a crossroads. Its Board of Directors realized that many families in its rural community relied upon the care the facility provided; however, its road back to becoming a high-functioning organization was an uphill climb. So the Board decided to forge ahead with completely new management and a new commitment to technology. Today, Odd Fellow & Rebekah is on a pathway to better care for its community. But with this journey comes the need to make some changes in how they manage care and how they document progress. They wanted to become completely data-driven and they turned to American HealthTech to achieve their goals.

Success Hinges on Implementation, Support and Training

Odd Fellow & Rebekah had access to American HealthTech's EHR; however, they were only utilizing physician's orders and the paper MARs and TARs, which are just very small portions of AHT's full range of capabilities.

Geri Callender, Administrator for Odd Fellow & Rebekah, knew they needed more and she set forth to broaden AHT's capabilities within her facility.

"We made a business decision to fully utilize AHT throughout our operations, from clinical all the way through our back-office functions including MDS submission. This gave us a 360-degree view of our entire operations. The goal was seamless integration of the AHT EHR."

But Geri realized that, in order for their deployment to succeed, they needed staff buy-in, meaning they wanted their "hearts and minds" behind their vision.

That made implementation **critical**.

"When we got the call from Odd Fellow & Rebekah, we set-up a planning meeting so we could fully understand their vision and their goals, which included their goals for their team," said Jennifer Peterson, LPN, Clinical Service Consultant for American HealthTech. "Based on that information, we then crafted an implementation process built on three pillars: Leadership, Communication and Training."

Leadership, Communication and Training

From a leadership standpoint, AHT helped Odd Fellow & Rebekah flesh-out the solutions they wanted to start using. From this guidance, they created a game plan that included eCharting, smart charting and expanding physician orders.

"The next step was communicating the game plan to the staff and getting everyone ready for the changes," said Jennifer. "That was the toughest part. It's natural for people to feel nervous about change. There are some nerves you have to work through."

According to Temique Griffin, Director of Nursing for Odd Fellow & Rebekah, “Our CNAs were nervous about using AHT at first, mostly because there were unknowns. We’re so busy during our shifts, working through our care plans that you’re unsure if this is going to take even more time. But once they worked through it with AHT and their colleagues, the clinical team became comfortable.”

“AHT helped get buy-in by the way they communicated a positive and confident message to the team,” said Geri Callender. “They made us feel that we were up for this challenge and they had our backs. That kept morale high.”

To help ease the pressures of deployment, AHT approached deployment in measured phases to ensure it deployed each solution thoroughly and at a good pace for the team. This is why onsite training plays a big part.

“AHT developed a training schedule so we knew what would be covered and when,” said Temique Griffin. “The training corresponded with each phase, which made learning more efficient and timely. We were able to be ‘hands-on’ immediately after the solutions were deployed, which helped us retain the knowledge.”

Geri Callender explained that one of the most important things they learned was that the EHR software itself is really only part of the puzzle. The other part is successful implementation, backed by leadership, communication training and support.

“AHT brought all of that to the table,” Callender said. “They led and we followed. Because of their approach, we’re now leading on our own. But it’s still good to know that AHT is there to support us whenever we need them. We consider AHT part of our team. We couldn’t do this without them.”

Today, Odd Fellow & Rebekah are well on their way toward achieving their goals with the AHT solution. With the combination of new management and new clinical focus backed by EHR technology, they are now operating deficiency-free and have achieved positive clinical outcomes across the board. And they are now operating in the black instead of the red, meaning its doors have remained open to the community it has served for decades.



Case Study Highlights

- The American HealthTech solution helps facilities work smartly and efficiently with benefits like eCharting, smart charting and automated physicians orders.
- The three pillars of AHT’s implementation process – leadership, communication and training – are critical toward successful team buy-in and usage of an EHR.
- The American HealthTech solution helps organizations increase efficiency and accuracy, resulting in improved quality of care and CMS surveys.