

# How did [Stage Management](#) improve resident care and uncover an extra \$3,500 a month?

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See how Yardi EHR helped this senior living provider align their business processes and resident care through improved recordkeeping and communication.

**\$3,500**

extra revenue  
monthly

**\$1,000**

in paper savings  
annually

**8+**

caregiver  
hours saved daily

**2-3**

billing calls a  
month eliminated

*"Yardi EHR has been immensely helpful, keeping track of what's needed and who does what. It's changed the way we operate."*

Troy McClymonds  
Partner  
Stage Management

# THE COMPANY

*“Our mission for staff is care comes first. We’re not a real estate business — we’re a care company.”*

Troy McClymonds  
Partner  
Stage Management

**Stage Management** is committed to care. Based out of Centennial, Colorado, the senior housing owner and operator breaks down walls between residents and staff, building trust and strengthening relationships in the process.

This focus on quality care shines through at Stage Management’s full-service retirement community, **Golden Pond**, which offers 115 units of independent living, assisted living and memory care in Golden, Colorado. The staff encourage

residents to follow their interests and pursue new passions, all while providing comforts to make everyone feel at home. “The residents really love the staff, and the staff really love the residents,” said McClymonds.

# THE CHALLENGE

In the past, when falls or other incidents took place, staff would respond quickly to ensure resident safety. However, after seeing to the resident's immediate needs, caregivers were often left without the necessary time to complete incident logs or compose detailed email communication. Although paperwork understandably took a back seat to caregiving, the missing or incomplete information made following up on incidents extremely difficult.

"If you had a question, you had to call the caregiver who took care of

it. Or go into a filing cabinet full of resident binders," said McClymonds. The incident reports would take time to sift through, and sometimes there would be notes from caregivers with forgotten details.

Following an incident, nurses would also assess how a resident's condition and care needs might have changed. These assessments were done by hand on paper, which presented its own challenges. The assessments might not make it quickly to the finance team's desk for billing to be updated, which

meant extra care services were provided without charge in the meantime. When this happened, it could take 60 to 90 days before billing was corrected.

This delay led to surprises for family members, who would call to ask why there were additional charges. Staff would have to clarify that the increase was due to an incident that may have happened months before. "It was a lot harder to explain," recalled McClymonds.

# THE SOLUTION

To help staff manage their documentation, communication and assessments, Stage Management chose **Yardi EHR**. The full-service electronic health record solution, built into the **Yardi Senior Living Suite**, gives caregivers seamless access to resident records and point-of-care charting in a simple interface. "It's all right there. We don't have complaints about it being hard to work with," said McClymonds. "That's a huge testament to its user friendliness."

The mobile-optimized design of Yardi EHR also plays a role in the quality care that Stage Management provides. Every caregiver carries a tablet, so they're able to manage everything on the spot. They don't need to return to the office to find specific records.

Using Yardi EHR on the go for their incident response workflows, staff now check off every necessary step as they tend to residents. This includes notifying family members or powers of attorney (POAs) as soon as possible when a resident's condition changes. "I think that's been the biggest piece. You can't continue on without notifying a POA," said McClymonds.

The progress notes captured within Yardi are immediately available to other staff at the community, which makes collaboration more efficient, especially when family members come to visit. "You can have nine people working with one particular

resident at a time," said McClymonds. The executive director can now pull details for the family in the office while caregivers help in the resident's room. Everyone can look at the same information at the same time.

Yardi EHR also notifies nurses when the next assessment is due. After nurses record care changes, the information syncs across the Yardi Senior Living Suite for accurate billing. Staff require the resident or POA to sign anytime an assessment change happens, and the integration makes the process simpler. "It's clear what they're being charged and why, so there are fewer questions regarding changes in billing," said McClymonds.

# THE RESULTS

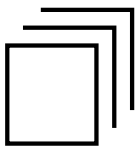
With electronic health records always close at hand thanks to Yardi EHR, Stage Management can take a more efficient and compassionate approach to their care services. Staff have the time to focus on residents without missing a step along the way.



**\$3,500 EXTRA  
REVENUE MONTHLY**

## **CAPTURING REAL COSTS**

For Stage Management, Yardi EHR benefits not only resident care but also the community's bottom line. By using the assessments when needed, "we're capturing the care costs that are necessary for each resident in real time," said McClymonds. Since Yardi EHR integrates fully with the business side, these care changes are readily accessible by the billing team, which has helped Stage Management pull in an extra \$3,500 a month.



**\$1,000 IN PAPER  
SAVINGS ANNUALLY**

## **PAPERLESS SAVINGS**

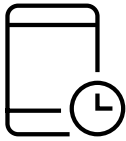
Every file, from lease agreements to medication orders to physician notes, goes right into Yardi EHR. Digitizing their documents helps Stage Management streamline day-to-day recordkeeping for caregivers. Rather than pull out a booklet and search pages of handwritten notes, staff can quickly see what's taken place and what's important to know. And by going paperless, Stage Management saves about \$1,000 a year.



**8+ HOURS  
SAVED DAILY**

## **MORE PRODUCTIVE CARE**

Staff now use Yardi EHR on their rounds, and they take advantage of the voice-to-text feature on their tablets to quickly capture information. Thanks to workflow efficiencies like these, Stage Management has been able to maintain staffing levels as their occupancy has increased. In terms of time savings, McClymonds estimates Yardi EHR has eliminated at least an extra person's worth of work, the equivalent of three eight-hour shifts a day.



### **2-3 BILLING CALLS ELIMINATED**

#### **TIMELY COMMUNICATION**

Information about residents is more readily available to managers as well as family members. Calls to notify POAs of incidents happen quickly, and Stage Management will frequently make announcements within EHR to keep other caregivers informed of progress or concerns. Assessment results are also shared much sooner, which has helped eliminate two to three billing calls a month from family members.



#### **ACCURATE, COMPLETE RECORDS**

Thanks to Yardi EHR, medical records are clear and filled out. If managers have questions, they can quickly read through progress notes and incident reports to spot patterns and understand the full situation. There's no more hunting through binders or tracking down the original caregiver. Management can find answers in the system and follow up from anywhere.



#### **MORE TIME FOR WHAT MATTERS**

Yardi EHR supports Stage Management's care-first focus. Better recordkeeping and clearer visibility are important to staff, but it's the opportunity to provide greater care that the community values. "Because of Yardi EHR, all of our caregivers are able to spend more time with the residents," said McClymonds. "That's really what it's all about."

**Yardi EHR is an efficient electronic health record platform that empowers staff to reduce errors, limit liability and improve satisfaction. See how Yardi can help your staff deliver high-quality care.**

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