Newsletter

Fall 2009

Greetings from the team at BlueStep™ Systems. Since the last newsletter, you may have noticed your HQ system growing. We're constantly working with our clients in mind and have created many new features and enhanced numerous existing functions. We are happy to offer these upgrades and hope they are improving your experience with BlueStep software. We're always open to new concepts, so please drop us a line if you have a great idea we can put into practice.

The highlights below touch very briefly on some of the more noticeable advancements of the last few months. We're anxious for all users of BlueStep products to get the most from all of our products, so please post this document in your organization's Shared Files, e-mail it to users who may benefit from the information or cover this material in your staff meetings. You will also find this newsletter and help documentation at the client care website, clientcare.bluestep.net, including the new HQ Users Manual, Assisted Living Edition. If you have any questions about any of the items mentioned, please don't hesitate to contact us and we'll be happy to help you.

Latest Upgrades

Custom MAR

The options available through the "Custom MAR" screen create a page displaying only those Med Passes (medication administration times) selected by the user. This is a two-screen operation in which the user indicates the desired med pass time, then clicks the Save button. The medication administrations for the selected time(s) are immediately displayed, as shown below. This greatly eliminates screen clutter and the system remembers each user's preferred selections, making it easy for those who work the same med passes each day. The "Scheduled MAR" is still available for a full day's view of all medications to be administered.

Daily Meds Report (Custom)

Select	Full Name	Med Pass MARs			
Select	Arizona, Annie	**PM**			
		Brandisept (C2)	20mg	01 Oral (PO)	Twice daily
		Guaifenisin	30mg	01 Oral (PO)	Give twice daily with water
Select	Idaho, Isabelle	**6:30am**			
		Corapamil	1mg	01 Oral (PO)	Give with plenty of water
Select	Nevada, Nona	**PM**			
		Warfarin	5 mg	01 Oral (PO)	twice daily
		Bedtime			
		Senna	40 mg	01 Oral (PO)	Take one tab pm
Select	Newmex, Nikki	Complete			
Select	Utah, Elizabeth	**5:00pm**			
		Colace (Docusate Sodium)	100 mg	01 Oral (PO)	Give with plenty of water

MRSA Field and Report

New to the Medication-Prescribed form is a field labeled MRSA. This acronym stands for Methicillin-Resistant Staphylococcus Aureus, a **highly contagious** bacterium that is resistant to several common penicillin, amoxicillin and methicillin drugs. These staph infections occur most frequently among the elderly in skilled nursing and assisted living facilities and can quickly be fatal to those with weakened immune systems. This field will alert you to those in your facility who are receiving treatment for MRSA so that appropriate infection control can be implemented at your community. Whenever a new antibiotic is prescribed for one of your residents, please be sure to contact the doctor for confirmation if you suspect a MRSA infection. A new MRSA report will be available soon; until the report is ready, you may always check the resident's record to determine contagion levels.

Staff Scheduling

Currently being implemented in our client HQs, "Staff Scheduling" allows the creation of customizable shifts and assignment of individual staff members, per facility, as needed (see illustration below). Multiple screens offer a view of the day, week or month schedule and provide printable schedules for two weeks in advance. Time-off requests can be entered by staff members and approved by managers. The system allows for staffing changes and interacts with the staff member's record. When this module is available for your organization, look for the link in the Staff or HR module.

Staff Schedule Setup — By Staff | By Shift — Print | Add Shift

Shift	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Weekend Day Nurse	Cara C. Nanette N. + Add Staff						Cara C. Nanette N. + Add Staff
Weekly Day Nurse		Darla D. Nanette N. + Add Staff	Darla D. Nanette N. + Add Staff	Darla D. Nanette N. + Add Staff	Darla D. Nanette N. + Add Staff	Darla D. Nanette N. + Add Staff	
Weekly Swing CNA		Anita A. Sylvia P. + Add Staff	Anita A. Sylvia P. + Add Staff	Cara C. Sylvia P. + Add Staff	Anita A. Sylvia P. + Add Staff	Anita A. Sylvia P. + Add Staff	
Weekly Swing Nurse		Anita A. + Add Staff	Anita A. + Add Staff	Anita A. Cara C. + Add Staff	Anita A. + Add Staff	Anita A. + Add Staff	

Marketing/Leads

The multi-faceted "Marketing/Lead" system is now available. This system allows marketing, sales and administrative users to track data on prospective residents (leads) and the sources of those leads (referrals) and to create follow-up tasks which populate a Task Calendar. The screens provide for easy storage and recall of contact data, resident profile, financial information and other pertinent data in an easy-to-access format. This interconnected system continually follows the disposition of leads to either resident or closed lead status. Tasks (meetings, mailings, tours, etc.) can be assigned to each lead and closed leads can be reopened at any time.


Rooms/Beds

On the resident's "Individual Worksheet" the new room tracking system automatically checks the assignment of rooms to new residents and makes available only those that are vacant. To implement this system in your HQ, the all the rooms in your facility must be entered into the Room/Bed system. Once this information is in the database, new reports can be built, such as the upcoming "Community Census" report and customized per unit costs and expenses.

Pharmacist Reports

Most states require that a pharmacist manage three items: 1) stock and verify usage of Emergency Med Kit (First Aid), 2) review resident prescribed medications and MAR, 3) review and report on community/facility medication handling, storage and management. "Pharmacist Reports" in the Community/Facility module provides the tools for these functions and includes printable, hand-signable copies for your records.

New Graphics

New HQ graphics became available for all HQ clients last spring. If you have not yet seen or used them, we can assist you in doing so. A manager with the proper permissions can be trained on how to switch to the new look or we can make the change for you. These graphics and module colors should be easier on the eyes and visually more helpful in identifying the HQ modules. Our long-range goal for 2010/11 is an entirely new 'look and feel' that streamlines navigation and is more adaptable to the ever-growing array of digital technology products. The new graphics are a preliminary step in that process. We hope you enjoy the added color and vibrancy.
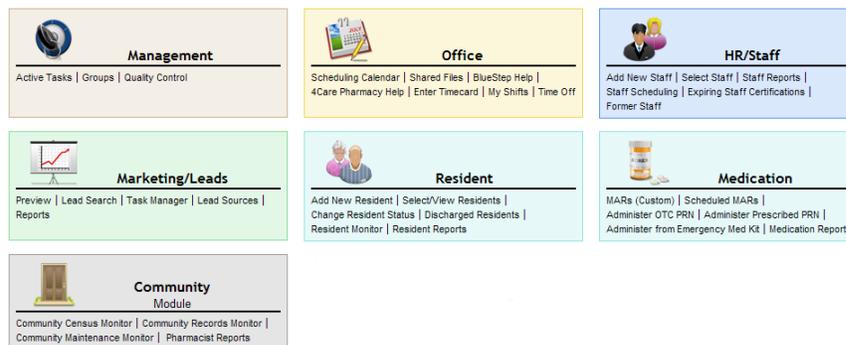
Group Vital Signs

On the Resident Reports screen you will find a new function for quickly recording vital signs when it is inconvenient to access each individual's record separately. This is called "Group Vital Signs" and is a two-screen process. On the first screen, choose the individuals for whom you want to record vital signs. Click Next. Eight fields from the Vital Signs form will be displayed for each person you selected. Simply sign at the top then enter the data for each. Any data placed in the Observations field will appear on the record of every individual on the screen. Click Save at the bottom. In addition to cutting down on the navigation time, this feature is a great way to be sure you have included everyone in the vital checks.

31-Day Backup MAR

A trio of new medication backup reports has been designed to be a paper backup record in case of catastrophic Internet or computer failure. These are posted on the Medication Reports submenu of the Medication module. Look for "31 Day MAR", "31 Day MAR-Reverse" and "31Day Medication Entry". Patterned after standard pre-printed MAR blanks, the backup MAR contains the dynamic MAR information from the record of each individual (at the time it was printed) with boxes for initials to record administration (see example below). A second report prints the nurse's notes section on the reverse side of the paper.

The Backup MAR should **NEVER** be used when the computer and Internet are available. Data entered on the paper forms will **not** report on any individual's administration record, medication ordering reports, missed medications reports, Physician's Quarterly Med Review, Pharmacist's Quarterly Med Review, C2 Inventory reports, Historical MAR Data form nor be reflected on any state reporting, which has the potential of creating a survey deficiency. These critical functions are short-circuited when the online MAR is not used. Additionally, please be aware that any paper MAR contains information that was current at the time it was printed, but may be out of date almost immediately, depending upon the physician-ordered changes to medications.

In the event of an emergency, however, the printed MAR is an excellent backup document. When the emergency has been resolved, data gathered on the backup MAR can be entered into the system from the third report, the "31-Day Backup Medication Entry". Care must be taken to ensure that accurate data is entered on correct dates, but doing so will effectively 'patch' medication administration records and resolve state reporting issues.

Please understand that it is the responsibility of your users to be sure the reports are printed at the beginning of each month, stored in compliance with HIPAA requirements and are not used for any but emergency purposes.

Financial Calculator and Printable Report
A new section was added to the Individual Worksheet, replacing the old financial fields. It allows for greater precision and flexibility in calculating fees, prorating rates and pricing extra services. A View Layout report that serves as a printable, signable fee agreement is associated with this section and can be customized with fields, verbiage and logo specific to your organization as desired.

New HQ Users Manual
Newly updated and reorganized, the "HQ Users Manual (Assisted Living)" outlines these features and others and is available on the BlueStep Client Care website. You may access it through the BlueStep Help link in the Office Module on your own HQ or through clientcare.bluestep.net.

…And More
More great systems and functions are on our development calendar and will be coming to you soon. As always, we sincerely appreciate the opportunity to work with you and your organization. Please let us know how we may best serve you.

Getting to Know Us

To help you know our management, engineering, configuration and support staff, we'll be featuring some of our employees in each newsletter. Each one is anxious to help you get the most out of the BlueStep System anytime you contact our office.

James Schriever – CIO
James graduated from Brigham Young University with a Bachelors Degree in Computer Science. He grew up in Liberty, Missouri. James and his wife, Amy, have five children - all girls. In his spare time, he coaches soccer and enjoys hiking and riding his mountain bike in the Wasatch Mountains.

Allene Marcum – Client Care Manager
Allene was born in Idaho Falls, Idaho and moved around a lot growing up. She has a strong background in business and client service, and is currently working on a degree in Information Technology, planning to be finished in December 2009. Allene has an 8 year-old son, who is full of energy and does a great job keeping their house free of "bad guys". She enjoys reading, writing and theology.