



# Together. With Connected Care

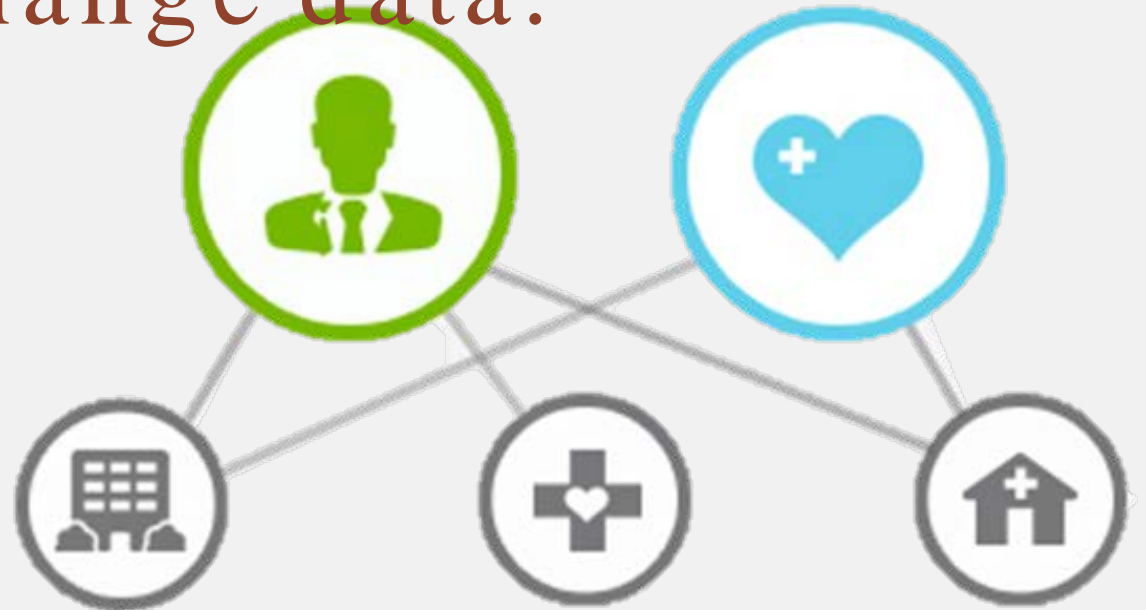
PointClickCare  
Strengths Interoperability in  
Healthcare Management

連繫 · 無阻

PointClickCare 長期護理個案管理系統

# Interoperability is.....

“where multiple technology platforms and software applications are able to connect, communicate, and exchange data.”



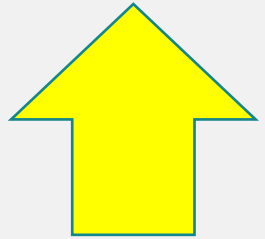
# Why We Need multiple technology platforms ?



**Case complexity**



**Ageing in Place**



**Multidisciplinary  
Collaboration**



**Workload**

***We Need Shared Platform  
to support delivery decision-making process.***

# PointClickCare

- First introduced in Canada in 2000
- It is a platform that takes a person-centred approach to managing senior care

- Ranked #1 long-term care software vendor by KLAS Research in 2013 & 2014



- 2014 Deloitte Technology Fast 50™



- Over 10,000 skilled nursing and senior living facilities use PointClickCare today in USA & Canada

# PCC in Hong Kong

- The first, true cloud-based care management system in 2002
- Over 4000 clients from residential home, elderly day care centre, Enhanced home and community care services (EHCCS) etc



# How to make a difference in Healthcare management

**Share** information , Improve decision making

Better communication ,  
Stronger relationships.



# How to make a difference in Healthcare management

**Real-time** information readily available regardless of where they are in within the community of care



# How to make a difference in Healthcare management

**Improved accuracy** on care delivery :

Description,  
Classification,  
Data Management  
Report

**CONSISTENCY is key**



**To SUCCess**



# How to make a difference in Healthcare management

**Powerful reporting tools**  
enable improved operational  
management



# How to make a difference in Healthcare management

**Monitoring** the service quality  
in smart way

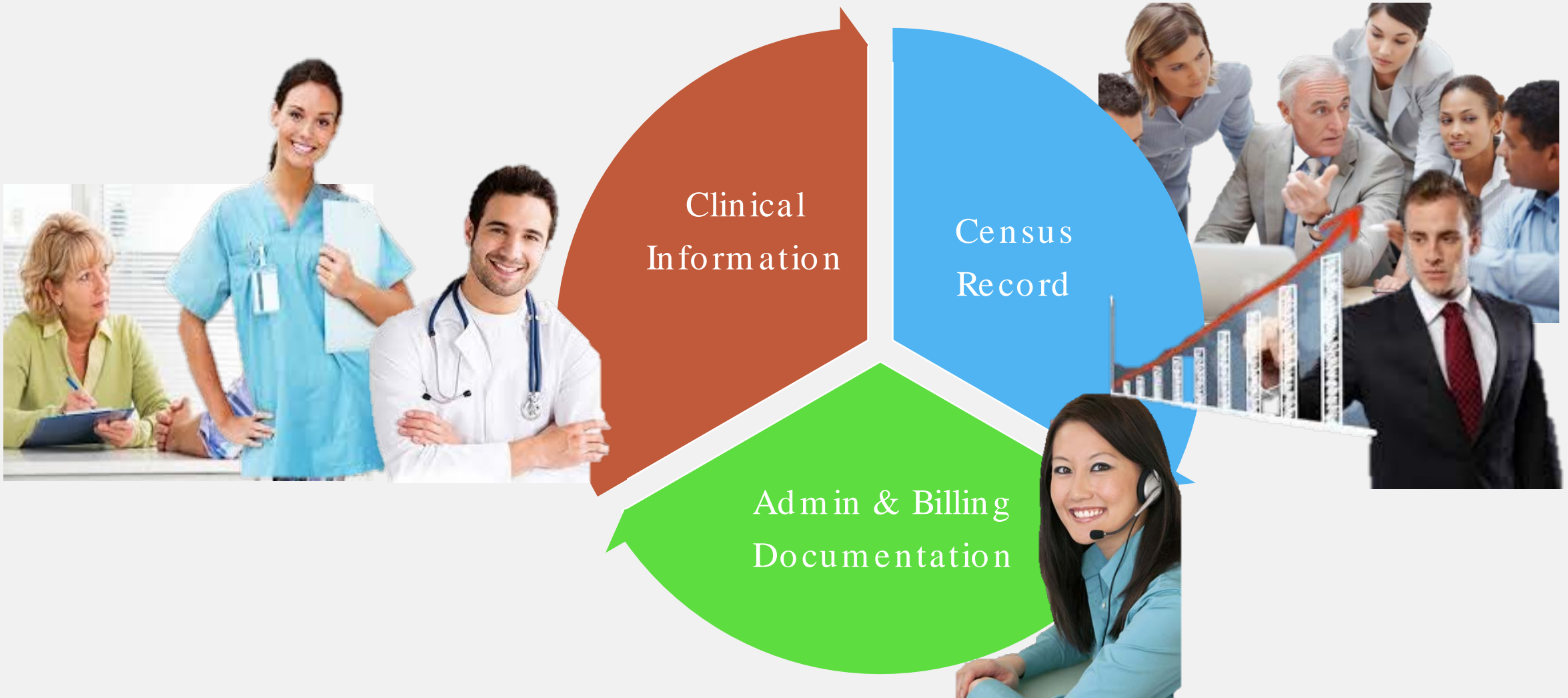


# How to make a difference in Healthcare management

**Reduced**  
documentation effort  
and improved accuracy



# Our interoperable solutions



“integrated a variety of *clinical information, census record & billing documentation* that brings together a network of healthcare providers and partners”

# Integrated functions include

## Admin

- Client Profile
- Care giver Record
- Human Resource Management
- Billing

## Clinical

- Health Record
- Medication Record (EMAR)
- Lab/Rx Result
- Daily Service Recording
- Vital Sign Record
- E-Assessment

## Client Detail - Edit Client

■ Fields Autopopulate CCRS Assessment

Save

Save and New

Delete

Cancel

Client Number: SJS/010/2011  
Prefix / First Name: 周永中 \*  
Last Name / Suffix: CHAN WING CHUN \*  
Preferred Name:  
CRS Rehab No.:  
公開相片意向: Yes

Middle Name:  
Maiden Name:  
Case Manager: Jerry Chan  
八達通NO:

Birth Date: 11/11/1930 (MM/DD/YYYY)

Initial Admission Date: 6/5/2011

Estimated Discharge Date:

Discharge Date:

Most Recent Admission (Re-entry): 6/5/2011

Reassessment Due:

Birth Place: 香港

Sex: Male

Religion:

Race: Choose race(s)...

Primary Language:

Interpreter Needed:

Default Pharmacy: Bradbury Clinic (2)

Allergies: To Be Determined \*

No Known Allergies:

# Client Profile

High Risk:

### Home Address:

Last Physician Visit:

Next Physician Visit: 7/5/2011 [Clear](#)

Last Order Review:

Next Order Review:

Previous address: 灣仔謝斐道123號大得大廈15樓B室

## Progress Notes

[New](#)[Back](#)[Printable View](#) Display eMAR Progress Notes[prev](#) | [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [11](#) [12](#) [13](#) [14](#) [15](#) [16](#) [17](#) [18](#) [19](#) [20](#) [\[21 - 23\]](#) | [next](#)

	Date	Type	Note Text	Care Plan Item or Task	Dept.	Shift	Report	24 Hour Report	Completed
<a href="#">view</a>	12/7/2010 17:13	Post-discharge Summary	Late Entry: Note Text: discharged from A&E medication prescribed: 1.Panadol 500mg Q6h PRN for 1 week 2.Hirrudoid cream BD for 1week  X-ray and CT brain done in A&E		Para-medical Team		N	N	Y
<a href="#">view</a>	12/7/2010 14:08	Fall related injuries 摔跌受傷	Late Entry: Physical/ Mental Conditions: Major Cause: tripped by something in the Follow-Up Action: consulted A&E		Para-medical Team		Y	Y	Y
<a href="#">view</a>	12/6/2010 11:51	SW progress Report	Problem identification, if any: 案主家中欠缺 Assessment: 寒冬將至, 擔心案主沒有足夠的預寒物品。 Intervention: 社工與案主傾談, 同意向長者家居環境改善計劃申請暖爐。  社工替其辦理有關手續。 Follow up actions: 跟進案主申請暖爐的程序。		Case Management Team		Y	Y	Y
<a href="#">view</a>	11/18/2010 15:59	Follow-up information 覆診摘要	Late Entry: Specialist/ Hospital or Clinic: RB GOPD  Follow-up Content: consult for Flu and m 1.Ammonia and Ipecacuanha Mixture 10 2.chlopheniramine malate 4mg TDS PRN 3.paracetamol 500mg QID PRN 4.Bromhexine HCL 8mg TDS PRN 5.Prazosin HCL 0.5mg BD Next Follow-up Date / Time: nil Escort Service Needed?: NEAT / Family Accompanyship / Others: Blood Taking (Y/N) (Pls. indicate Fasting Y/N): Remarks:		Para-medical Team		N	N	Y
<a href="#">view</a>	11/16/2010 09:57	Not at home / missed an appointment 服務失約	Date: 11/17/2010 Reason: 長者因事, 暫停EX服務。 Follow up: NIL		Case Management Team		N	N	Y
<a href="#">view</a>	11/16/2010 09:30	OT Progress Report	Late Entry: Complaint: - client was visited today; Assessment: - client with tired looking; - c/o mild headache; - client said he had not intake the medication yet; - BP measured: 176/98; pulse: 76; - Body temperature measured: 36.8; - bedside rail installed; no problem found; clietn also felt satisfactory to the handrail; - shoe wearing checked; shoes were appropriate; Problem identified, if any: Intervention: - Reinforced client to use walking stick when going out;		Para-medical Team		Y	Y	Y

Share information and case progress among Para-medical Team and Case Management Team

Recording // Progress Notes



**Chan Hong Ni, Canny, 陳康妮 (SJS/003)**

2 of 83 [Prev](#) [Next](#)

Status: Current Location: SG:Mild Dependency Mild-A

Gender: DOB:

Physician: Olivia Tang 鄧

[Edit](#) [Print](#)

**Current Vitals**

<b>BP: 140/90</b> 04/27/2004 10:57	<b>Temp: 35.8</b> 04/16/2010 14:43	<b>Pulse: 54</b> 08/01/2012 10:52
<b>Resp: 20</b> 04/27/2004 10:57	<b>BS: 15</b> 10/02/2013 12:13	<b>O2:</b>

# Diagnosis Record

**Allergies:** To Be Determined

**Code Status:** Blood Pressure Quarterly

Medical Diagnosis [New Diagnosis](#) [Rank Diagnoses](#) [Reports](#)

Display Filters

	Code	Description	Onset Date	Rank	Classification
<a href="#">update</a>	a-mdshc	中風 (Cerebrovascular accident / Stroke)	3/1/2004	輕度	Admission
<a href="#">update</a>	SJS.06	高血壓	6/9/2015		
<a href="#">update</a>	tr-12	心跳不均 (Irregularly Irregular Pulse)	6/9/2015		
<a href="#">update</a>	294.1	DEMENTIA IN CONDITIONS CLASSIFIED ELSEWHERE	4/30/2004		
<a href="#">update</a>	SJS.04	糖尿病	4/30/2004		





鄭智宇, Cheng Chi Yu (sjs/033/11) "鄭婆婆"

1 of 83 Prev Next

Status: Current Location:  
 Gender: Female DOB: 12/12/1938  
 Physician: Hung Lawrence

Edit Print

Current Vitals		
<b>BP: 110/70</b> 05/20/2015 18:56	<b>Temp: 38</b> 05/20/2015 18:56	<b>Pulse: 70</b> 05/20/2015 18:56
<b>Resp: 40</b> 01/13/2014 10:20	<b>BS: 5</b> 05/20/2015 18:56	<b>O2: 98</b> 05/20/2015 18:56

**Allergies:** Adverse Drug Reaction : Imovane (Zopiclone). Adverse Drug Reaction : Quetiapine Fumarate. Alert : try to avoid sedatives/hypnotics, at risk of developing CO2 retention

# Medication Record

Last Order Review: Next Order Review:

Show:  Discontinued before   
 Struck Out   
 Active  
 Completed

Administration Record Consolidated Orders (Chart) Pharmacy Requisition

Category: All

Actions	Description	Category	Admin Record	Created	Revised	Last Reorder Date
<a href="#">edit</a> <a href="#">d/c</a> <a href="#">hold</a> <a href="#">pn</a> <a href="#">strikeout</a>	H Lactulose 15ml tid	Pharmacy	MAR	10/14/2014	11/29/2014	
<a href="#">edit</a> <a href="#">d/c</a> <a href="#">hold</a> <a href="#">pn</a> <a href="#">strikeout</a>	H Perinopril 2mg tab 1 QD AC	Pharmacy	MAR	11/21/2014	11/21/2014	
<a href="#">edit</a> <a href="#">d/c</a> <a href="#">hold</a> <a href="#">pn</a> <a href="#">strikeout</a>	H Frusemide 40mg tab 0.5 QD prn	Pharmacy	MAR	11/21/2014	11/21/2014	
<a href="#">edit</a> <a href="#">d/c</a> <a href="#">hold</a> <a href="#">pn</a> <a href="#">strikeout</a>	H Pantoloc 40mg tab 1 QD AC	Pharmacy	MAR	11/05/2014	11/05/2014	
<a href="#">edit</a> <a href="#">d/c</a> <a href="#">hold</a> <a href="#">pn</a> <a href="#">strikeout</a>	H Fleet enema 133ml/bottle 1 bottle tid prn	Pharmacy	LA-MAR	08/22/2014	10/21/2014	
<a href="#">edit</a> <a href="#">d/c</a> <a href="#">hold</a> <a href="#">pn</a> <a href="#">strikeout</a>	H Ventolin via aerochamer 2 puff QID prn	Pharmacy	LA-MAR	07/31/2014	10/14/2014	
<a href="#">edit</a> <a href="#">d/c</a> <a href="#">hold</a> <a href="#">pn</a> <a href="#">strikeout</a>	H Bisacodyl (Dulcolax)Rectal Suppository 10mg/tab 10mg daily prn	Pharmacy	LA-MAR	07/12/2014	08/10/2014	
<a href="#">edit</a> <a href="#">d/c</a> <a href="#">hold</a> <a href="#">pn</a> <a href="#">strikeout</a>	H Simvastatin 10mg/tab tab 1 nocte	Pharmacy	MAR	07/29/2014	07/29/2014	

**Blood Pressure Summary**

Client: 鄭智宇, Cheng Chi Yu  
(sjs/033/11)

Goal Weight: 62.0 - 68.0

BMI: 26.7

Views: [Weights](#) - [Blood Pressure](#) - [Temperature](#) - [Pulse](#) - [Respirations](#) - [Blood Sugar](#) - [O2 sats](#) - [Height](#) - [Pain Level](#) - [Custom](#)

Show Cleared Warnings

	Date	Value	Position when BP taken	Facility	Instrument	Warnings	Strike Out Date / Strike Out By/ Strike Out Reason
<a href="#">strike-out</a>	5/20/2015 18:56	110 / 70	Sitting l/arm	SJS Training Database	Manual		
<a href="#">strike-out</a>	1/14/2014 11:46	120 / 60	Standing l/arm	SJS Training Database	Manual	<ul style="list-style-type: none"> <li>-10.0% change from baseline value [ -14.3% , -10.0 ]</li> <li>+10.0% change from baseline value [ +42.9% , +30.0 ]</li> </ul>	
<a href="#">strike-out</a>	1/13/2014 10:20	170 / 100	Sitting r/arm	SJS Training Database	Manual		
<a href="#">strike-out</a>	6/25/2013 12:19	170 / 110	Sitting l/arm	SJS Training Database	Manual		
<a href="#">strike-out</a>	8/2/2012 09:46	145 / 99		SJS Training Database	Manual	<ul style="list-style-type: none"> <li>+10.0% change from baseline value [ +41.4% , +29.0 ]</li> <li>+10.0% change from baseline value [ +25.7% , +18.0 ]</li> </ul>	
<a href="#">strike-out</a>	8/1/2012 15:05	133 / 88	Standing l/arm	SJS Training Database	Manual		
	<del>8/1/2012 15:04</del>	<del>89 / 115</del>		SJS Training Database	Manual		6/2/2015 12:32 by SJS IT Support 1 Typing error(s)
<a href="#">strike-out</a>	8/1/2012 15:03	120 / 88		SJS Training Database	Manual	<ul style="list-style-type: none"> <li>+10.0% change from baseline value [ +25.7% , +18.0 ]</li> <li>+10.0% change from baseline value [ +27.1% , +19.0 ]</li> </ul>	
<a href="#">strike-out</a>	7/10/2012 15:03	122 / 89		SJS Training Database	Manual		
<a href="#">strike-out</a>	12/22/2011 10:33	110 / 60	Standing l/arm	SJS Training Database	Manual	<ul style="list-style-type: none"> <li>-10.0% change from baseline value [ -14.3% , -10.0 ]</li> </ul>	
<a href="#">strike-out</a>	12/20/2011 17:07	110 / 60		SJS Training Database	Manual	<ul style="list-style-type: none"> <li>-10.0% change from baseline value [ -14.3% , -10.0 ]</li> </ul>	
<a href="#">strike-out</a>	12/20/2011 17:06	115 / 65		SJS Training Database	Manual		
<a href="#">strike-out</a>	12/19/2011 16:38	150 / 75		SJS Training Database	Manual		
<a href="#">strike-out</a>	12/18/2011 16:37	111 / 71		SJS Training Database	Manual		
<a href="#">strike-out</a>	12/17/2011 16:32	120 / 80		SJS Training Database	Manual	<ul style="list-style-type: none"> <li>+10.0% change from baseline value [ +28.6% , +20.0 ]</li> </ul>	
<a href="#">strike-out</a>	12/16/2011 11:58	115 / 75		SJS Training Database	Manual		
<a href="#">strike-out</a>	11/11/2011 12:21	80 / 120		SJS Training Database	Manual	<ul style="list-style-type: none"> <li>+10.0% change from baseline value [ +71.4% , +50.0 ]</li> <li>+10.0% change from baseline value [ +28.6% , +20.0 ]</li> </ul>	
<a href="#">strike-out</a>	7/28/2011 11:49	130 / 90		SJS Training Database	Manual	<ul style="list-style-type: none"> <li>+10.0% change from baseline value [ +28.6% , +20.0 ]</li> </ul>	
<a href="#">strike-out</a>	7/18/2011 11:36	130 / 90		SJS Training Database	Manual	<ul style="list-style-type: none"> <li>+10.0% change from baseline value [ +28.6% , +20.0 ]</li> </ul>	
<a href="#">strike-out</a>	7/17/2011 11:35	120 / 80		SJS Training Database	Manual	<ul style="list-style-type: none"> <li>+10.0% change from baseline value [ +14.3% , +10.0 ]</li> </ul>	

**Vital Sign Record**

## Braden Scale (New)

**Client:** Au Pui Chun, 歐佩珍 (KS/951-15)  
**Description:** Admission **Score:** [To Be Determined](#)  
**Date:** 6/2/2015 15:53  
**Section Status:** Unedited

[Save & Sign](#) [Save](#) [Save & Exit](#) [Save & Sign & Lock & Exit](#) [Cancel](#) [Clear All](#)

### SECTION Cust. Braden Scale (New)

- A.** Braden Scale For Predicting Pressure Ulcer Sore Risk
- 1. Sensory Perception: Ability to respond meaningfully to pressure-related discomfort** [H](#)
- 1. Completely Limited: Unresponsive (does not moan, flinch, or grasp) to painful stimuli, due to diminished level of consciousness or sedation, OR limited ability to feel pain over most of body surface
  - 2. Very Limited: Responds only to painful stimuli. Cannot communicate discomfort except by moaning or restlessness, OR has a sensory impairment which limits the ability to feel pain or discomfort over half of body.
  - 3. Slightly Limited: Responds to verbal commands but cannot always communicate discomfort or need to be turned, OR has some sensory impairment which limits ability to feel pain or discomfort in 1 or 2 extremities.
  - 4. No Impairment: Responds to verbal commands. Has no sensory deficit which would limit ability to feel or voice pain and discomfort. [clear](#)
- 2. Moisture: Degree to which skin is exposed to moisture**
- 1. Constantly Moist: Skin is kept moist almost continuously. Some patient is moved or turned.
  - 2. Very Moist: Skin is often but not always moist.
  - 3. Occasionally Moist: Skin is occasionally moist.
  - 4. Rarely Moist: Skin is usually dry; linen requires changing only at routine intervals. [clear](#)
- 3. Activity: Degree of physical activity** [H](#)
- 1. Bedfast: Confined to bed
  - 2. Chairfast: Ability to walk severely limited or non-existent. Cannot bear own weight and or must be assisted into chair or wheelchair
  - 3. Walks Occasionally: Walks occasionally during the day, but for very short distances, with or without assistance. Spends majority of each shift in bed or chair.
  - 4. Walks Frequently: Walks outside the room at least twice a day and inside room at least once every 2 hours during waking hours. [clear](#)
- 4. Mobility: Ability to change and control body position** [H](#)
- 1. Completely immobile: Does not make even slight changes in body or extremity position without assistance.
  - 2. Very Limited: Makes occasional slight changes in body or extremity position but unable to make frequent or significant changes independently.

**E-Assessment**

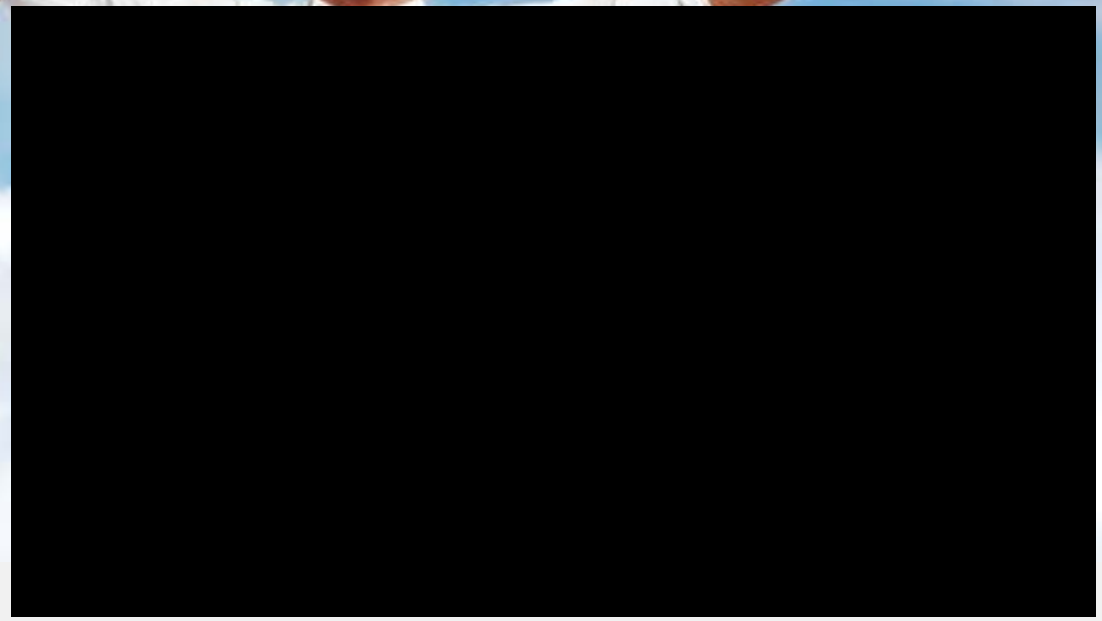
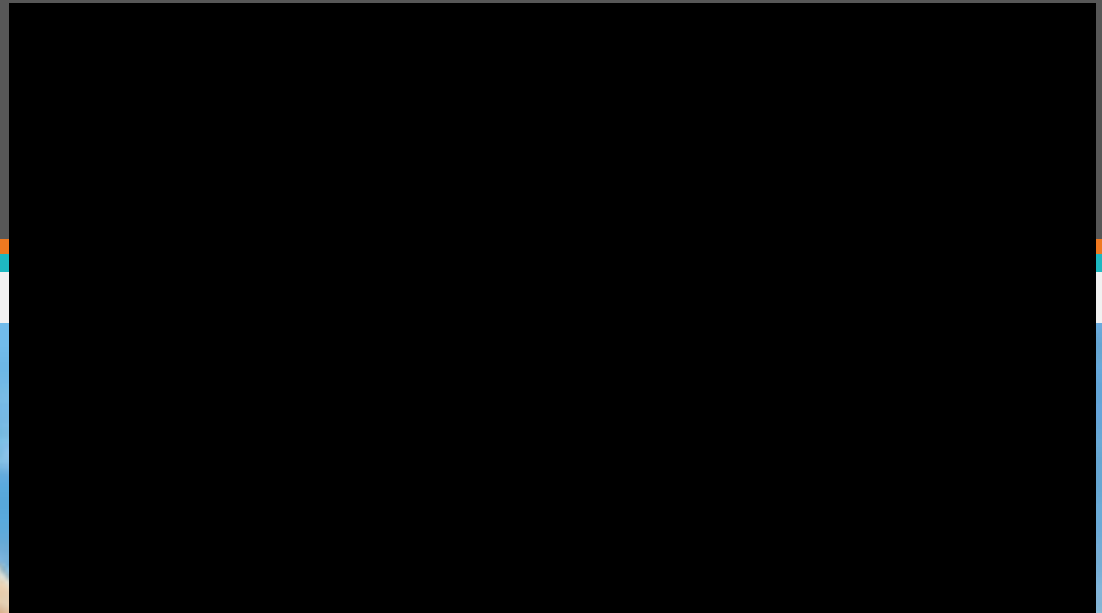
Focus	Goal	Interventions	Position	Freq/Resolved
	<ul style="list-style-type: none"> <li>認識藥物的作用及副作用</li> <li>協助長者遵照醫生吩咐</li> </ul>	<ul style="list-style-type: none"> <li>照顧者遵醫囑定時給予案主服藥</li> <li>認識藥物的作用及副作用</li> </ul>	Dr HCW FamCa CM Dr RN EN	
• 糖尿病之護理	<ul style="list-style-type: none"> <li>將血糖控制在正常範圍內</li> <li>防併發症</li> </ul>	<ul style="list-style-type: none"> <li>少吃高糖份, 高膽固醇, 高脂肪, 多油及煎炸之食物</li> <li>注意飲食: 定時定量, 少吃多餐, 每天進水6-8杯</li> </ul>	Diet CM Diet CM HCW FamCa	
• 血糖過高: 呼吸深而快, 口渴, 嘔吐, 腹痛, 嚴重者神智不清及昏迷 肥胖, 血管收縮	<ul style="list-style-type: none"> <li>預防併發症</li> </ul>	<ul style="list-style-type: none"> <li>如昏迷則不可給服任何食物或飲品, 即時送院救治</li> </ul>	RA HCW	
• 適應院舍新環境 因身體轉變, 而入住院舍, 生活習慣要改變	<ul style="list-style-type: none"> <li>協助長者適應新環境</li> <li>協助長者認識院舍設備、服務、職員等</li> </ul>	<ul style="list-style-type: none"> <li>定期與長者面談, 舒緩長者情緒, 了解進展</li> <li>邀請長者參加合適的院舍活動, 小組或復康活動</li> <li>鼓勵長者之親朋與長者保持聯絡, 特別新入住之階段</li> </ul>	SWK	
• UNKNOWN: 個案對自我及社會關係的負面感覺	<ul style="list-style-type: none"> <li>表示可以掌握自己的命運</li> <li>表示與室友相處愉快</li> <li>與其他案主愉快交談</li> </ul>	<ul style="list-style-type: none"> <li>向案主強調其不適當行為的不可接受性</li> <li>在活動開始前解釋活動程式</li> <li>UNKNOWN: 每天XXX次與案主進行一對一的交流</li> </ul>	CM RSW SW CM RSW SW CM SWK 二級工友	

# Care Plan

Allergies	牛肉, piriton	Physician
Diagnosis	高血壓(SJS.06), 小腸氣(SJS.100), SALMONELLA GA... Client's diagnoses	00), 中風(SJS.02), 糖尿病(SJ... See last page for a complete listing of the
Facility	SJS Training Database	
Client	鄭智宇, Cheng Chi Yu (sjs/033/11)	03/17/2015
Name	Signature	Date
Last Care Plan Review Completed:		07/24/2014

Easy to use ?

**Discover what makes  
us the platform of choice  
for senior care.**



“connecting people, data and organizations”

## Interoperable solutions

“brings together a network of healthcare providers and partners to ensure you have the **right information** at the **right time** to make the best care **giving decision** for the resident”



New Challenges :





# To actualize the “Aging in Place’ policy in Hong Kong

- Home Care Service Development  
e.g. Remote billing modules
- Collaboration with innovative health / care product  
e.g. external blood sugar meter
- Serve administrative and statistic works  
e.g. statistic report , attendance record



**All things  
PointClickCare.**



Thank you!