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# Using technology to help improve resident outcomes

"Data is powerful when it's used," said Joy Herring, VP of clinical analytics at LTC Consultants. And using technology like Clinical Advanced Insights to gather and analyze resident data can be key to improving resident outcomes, she says. Herring said her organization has experienced several benefits of using Clinical Advanced Insights, which uses data to help identify at-risk residents so her team can develop individualized interventions.

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>
> **Joy Herring,** VP of clinical analytics at LTC Consultants

When her staff sees an alert for a change in condition or a high acuity score, the information is reviewed during the daily clinical meeting. These "interventional insights" help her team modify care plans or develop interventions that help improve outcomes. Herring said these team reviews also help maintain regulatory compliance by ensuring that the patient, family member, or doctor was notified about any significant change in condition. In addition, the reviews help make sure they are capturing appropriate acuity levels for accurate submissions under managed care.

This new technology organizes data into dashboards so the entire care team see patterns and trends that may signal the need for proactive care, Herring said. It also helps users analyze patterns and identify changes that may be related to a policy or procedure.

Herring added that Clinical Advanced Insights has transformed what used to be an overwhelming task—tracking wounds and infections—into a manageable, effective workflow. Time previously spent gathering that information can instead be used to analyze data and implement changes.

Because staffing challenges continue to have a major impact, Herring said technology like Clinical Advanced Insights helped level the playing field for nursing staff. "Not all nurses have the same degree of experience identifying potential risk," she said. But machine learning technology let them drill down to real risk in one or two clicks, which helps caregivers make more informed decisions.

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## Leverage the value of machine learning

Herring says the challenges of the past two years have made the value of machine learning clear. "Having high risks quickly identified is like having a key leadership team member present 24 hours a day, speaking with each staff member about every resident. The real-life, real-time information that's available for everyone on the interdisciplinary team is having a positive impact on resident outcomes."

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