

*Real Problems...Real Solutions for Nursing Home Decision Makers*

**NATIONAL TECHNOLOGY SURVEY**

**NAME/TITLE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**ORGANIZATION:** \_\_\_\_\_ **STATE:** \_\_\_\_\_

**EMAIL ADDRESS:** \_\_\_\_\_ **PHONE #:** \_\_\_\_\_

Please take a few moments to complete this questionnaire regarding the current use of technology within your facility.

**1. FACILITY DEMOGRAPHIC INFORMATION**

- a. Type of Facility Ownership
- For profit – individual
  - For profit – partnership
  - For profit – corporation
  - Non-profit – corporation
  - Non-profit – church related
- b. Type of facility
- Free standing
  - Hospital based
  - Multi-owner
    - 2 – 5 facilities
    - 6 – 15 facilities
    - Over 15 facilities
- c. Number of beds
- 1 – 50
  - 51 – 100
  - 101 – 200
  - 201 – 300
  - Over 300

**2. NURSE CALL SYSTEM**

- a. How old is your nurse call system?
- Less than 1 year
  - 1 - 3 years
  - 3 – 5 years
  - 5 - 10 years
  - 10 + years
- b. Type of system currently used in your facility:
- Telephone-based
  - Wireless
  - Wired
- c. Check all features your current system utilizes:
- Automatic recording of calls
  - Automatic recording of response times
  - Staff-to-resident speaker capability
  - Remote pagers
  - Staff-to-staff communication capability

**3. WANDERING/ELOPEMENT MANAGEMENT SYSTEM**

- a. Check all systems currently used in your facility:
- Wired door alarm
  - Wireless door alarms
  - Delayed door egress
  - Talking signal at door
  - Motion detectors
  - RF (radio frequency)
  - Resident-worn transmitter device
  - Resident tracking system
  - GPS (Global Positioning System)
- b. Is your system capable of isolating a resident who has wandered past a secured area?
- Yes
  - No

**4. TELEPHONE SYSTEM**

- a. Type of internal system currently used by your facility:
- Wired service
  - Satellite service
  - Wireless service
- b. How calls are routed:
- Directly to resident
  - Through a switchboard
- c. Resident charges:
- Residents make direct payment to phone company
  - Facility charges resident (check all that apply):
    - Phone use
    - Internet access
    - Television
- d. Check all features your current phone system has available:
- Voice mail
  - Caller ID
  - Call forwarding
  - Call waiting
  - Internal group intercom
  - Conference capability

**5. STAFF SCHEDULING**

- a. Do you currently utilize electronic staff scheduling software?
- Yes
  - No (proceed to question 6)
- b. If yes, does your current system meet your staff scheduling needs?
- Yes
  - No

**6. IN-SERVICE TRACKING SYSTEM**

- a. Do you currently utilize an automated in-service tracking system?
- Yes
  - No (proceed to question 7)
- b. If yes, check all features your system is capable of:
- Track license/certification expirations
  - Track hours of attendance
  - Automatic notification of employee in-service delinquency
  - Report generation
  - Calendar generation

**7. PAYROLL/TIME AND ATTENDANCE SYSTEM**

- a. Do you currently utilize an electronic payroll/time and attendance system?
- Yes
  - No (proceed to question 8)
- b. Does your system track:
- Vacations
  - Physicals

*Please turn page over and complete other side.*

**8. EMPLOYEE & RESIDENT SCREENING/BACKGROUND VERIFICATION**

- a. Does your facility perform pre-employment criminal background checks?  
 Yes  
 No (proceed to c.)
- b. Does your facility perform on-going employee criminal background checks?  
 Yes  
 No
- c. Does your facility perform criminal background checks on residents?  
 Yes  
 No
- d. If yes to a, b or c check type of entities that conduct facility criminal background checks:  
 Governmental agency  
 Background Checking Company  
 Drug Testing Company
- e. Does your facility currently perform:  
 Drug testing  
 Social Security verification  
 License verification  
 Workers compensation reports  
 Verification of work history  
 Verification of educational credentials  
 Review of credit reports  
 Review of Motor Vehicle reports

**9. ONLINE PURCHASING/INVENTORY**

- a. Do you currently purchase any inventory online?  
 Yes  
 No (proceed to question 10)
- b. If yes, check each type of item purchased:  
 Medical supplies  
 Food and food supplies  
 Housekeeping supplies
- c. How is the purchase order sent to the supplier?  
 Direct link  
 Email
- d. In-house material management from storeroom to unit is handled via:  
 Paper requisitions  
 Online requisitions  
 Bar code tracking system

**10. MEDICATION ADMINISTRATION**

- a. Does your facility currently utilize any automated medication administration systems?  
 Yes  
 No (proceed to question 11)
- b. If yes, please check all that apply:  
 Automated dispensing cabinets  
 Automated dispensing carts  
 Barcode medication distribution  
 Personal automatic dispensing  
 Electronic physician orders  
 E-prescribing with pharmacy vendor  
 Ability to print resident/medication data reports  
 PDR electronic libraries available to staff/physicians

**11. ELECTRONIC MEDICAL RECORDS**

- a. Does your facility utilize automated MDS software?  
 Yes  
 No (proceed to c.)
- b. If yes, check all that apply:  
 Interface with admissions/billing  
 Generate an MDS schedule/calendar  
 Generate a Roster Matrix (CMS 802)

**11. ELECTRONIC MEDICAL RECORDS CONTINUED**

- Generate a Census & Condition Report (CMS 672)  
 Generate a Point of Care CNA Accountability Record
- c. Does your facility utilize electronic medical records?  
 Yes  
 No (proceed to question 12)
- d. If yes, check all discipline records that apply:  
 Nurse  Social Service  
 Physician  Dietary  
 Therapy  TR
- e. Are online medical records available to authorized staff?  
 Yes  
 No (proceed to question 12)
- f. If yes, check all that apply:  
 In facility  
 At home

**12. COMPARATIVE FINANCIAL DATA**

- a. Have you viewed Ziva's Comparative Management Tool (ZivaCMT)?  
 Yes (proceed to question 13)  
 No
- b. If no, would you utilize a program that provides comparative financial data and statistics in a per-patient/per-day format for every nursing facility in your state based on the annual Medicaid cost reports?  
 Yes  
 No

**13. DIETARY SERVICES**

- a. Does your facility utilize electronic nutrition/food service systems?  
 Yes  
 No (proceed to question 14)
- b. If yes, check all that apply:  
 Meal planning  
 Resident selective menu  
 Electronic prepared recipe  
 Nutritional analysis program  
 Resident can order from menu online  
 Personalized resident meal tickets  
 Cost analysis of menus and recipes  
 Catering applications

**14. ADMISSION/DISCHARGE**

- a. Does your facility currently receive hospital discharge/pre-admission information electronically?  
 Yes  
 No
- b. How does your facility communicate with hospital discharge personnel/home care agency personnel? Check all that apply:  
 Phone  
 Email  
 Fax

**15. INTRA/INTER-FACILITY COMMUNICATION**

- a. Which facility staff has access to office computers and email?  
 All staff  
 Department heads only  
 Clinical staff only
- b. How does your facility communicate with staff internally? Check all that apply:  
 Phone/cell  Fax  
 Email  Beeper  
 Voice mail  Overhead page

**15. INTRA/INTER-FACILITY COMMUNICATION CONTINUED**

- c. How does your facility communicate with the physician in an emergency? Check all that apply:
- Phone/cell
  - Email
  - Fax
  - Beeper
  - Automatic office/home/cell phone connection
- d. How does your facility communicate with families? Check all that apply:
- Phone/cell
  - Email
  - Fax
  - Written communication via mail
- e. How does your facility communicate with residents? Check all that apply:
- Phone/cell
  - Intercom
  - Automatic phone connection

**16. COMPUTER HARDWARE**

- a. Check all hardware currently utilized in your facility:
- Facility computers are networked by a central server
  - Facility network utilizes a mini-main frame system
  - Computers are available on all nursing units
  - Computers are available to all department heads
  - Computers are available to all clinical staff
  - Computers are available to all residents
  - Handheld computers
  - Digital photography
- b. There is an Information Technology specialist on staff:
- Yes
  - No

**17. ONLINE SATISFACTION SURVEYS**

- a. Does your facility have the ability to conduct online satisfaction surveys?
- Yes
  - No (proceed to question 18)
- b. If yes, satisfaction surveys may be conducted on (check all that apply)
- Residents
  - Families
  - Staff
- c. Does the facility have the ability to electronically correlate the data?
- Yes
  - No

**18. EMERGENCY AND DISASTER PREPAREDNESS**

- a. Does your emergency response plan have the capability of electronic notification of emergency response agencies?
- Yes
  - No (proceed to c.)
- b. If yes, check all that apply:
- Fire department
  - Police department
  - EMT/ambulance
  - Other governmental agency
- c. How does your facility communicate with staff in an emergency? Check all that apply:
- Phone/cell
  - Email
  - Fax
  - Beeper
  - Automatic electronic connection when in facility
  - Automatic electronic connection when at home

**19. RESIDENT PERSONAL ALLOWANCE ACCOUNTS**

- a. Are the resident personal allowance accounts handled electronically?
- Yes
  - No (Proceed to question 20)
- b. If yes, check method used:
- Bank
  - In-house facility software

**20. CHECK ANY OF THE FOLLOWING ADVANCED TECHNOLOGY SYSTEMS YOU THINK WILL HAVE THE GREATEST IMPACT ON IMPROVING THE EFFICIENCY OF STAFF TIME/PRODUCTIVITY:**

- Nurse call system
- Medication administration system
- Elopement management system
- Electronic medical records
- Telephone system
- Comparative financial data
- Staff scheduling system
- Nutrition/food service systems
- In-service tracking system
- Admission/discharge systems
- Payroll/time and attendance system
- Online satisfaction surveys
- Criminal background checks
- Emergency notification systems
- Purchasing/inventory system
- Inter/intra-facility communication system

**21. CHECK ANY OF THE FOLLOWING ADVANCED TECHNOLOGY SYSTEMS YOU THINK WILL HAVE THE GREATEST IMPACT ON IMPROVING THE QUALITY OF CARE/LIFE OF NURSING HOME RESIDENTS:**

- Nurse call system
- Medication administration system
- Elopement management system
- Electronic medical records
- Telephone system
- Comparative financial data
- Staff scheduling system
- Nutrition/food service systems
- In-service tracking system
- Admission/discharge systems
- Payroll/time and attendance system
- Online satisfaction surveys
- Criminal background checks
- Emergency notification systems
- Purchasing/inventory system
- Inter/intra-facility communication system

**22. TECHNOLOGY SURVEY REPORTS**

- a. Would you like to receive updates on the progress of this survey via email?
- Yes
  - No
- b. Would you be willing to answer additional questions as we continue to gather additional data?
- Yes
  - No
- c. Would you like to receive information about technology products?
- Yes
  - No

PLEASE RETURN COMPLETED SURVEYS TO MYZIVA BY:

- FAX: 516-616-9306
- E-MAIL: LRESTIVO@MYZIVA.COM
- MAIL: MYZIVA  
1111 MARCUS AVE., BLDG A, SUITE LL08  
LAKE SUCCESS, NY 11042-1034

**Thank you for your participation in MyZiva & ACHCA's National Technology Survey**