



# HCR ManorCare Implements Point of Care Kiosks

## HCR ManorCare

*United States*

HCR ManorCare (HCR) is a leading provider of short- and long-term medical and rehabilitation care, which includes a nationwide network of skilled nursing and rehabilitation centers, assisted living facilities, outpatient rehabilitation clinics, and hospice and home care agencies. The company has more than 500 locations in the U.S., and nearly 60,000 employees.

HCR prides itself on providing quality care to its patients and residents. To help further its goal of quality care and increase profitability, HCR embarked on its Point of Care (POC) project, placing computer kiosks outside patient rooms so nurses could quickly enter the treatment patients receive, right after they receive it.

To fulfill these goals, HCR implemented 3,500 kiosk units within its 282 skilled nursing facilities while ensuring compliance with CMS, HIPAA, state, and local regulations. The project involved installing computer kiosks, wiring electrical and data cabling, training staff, and converting business processes to ensure nursing staff could quickly document the full course of treatment at the POC delivery. HCR also needed a warranty provider for the kiosks and ongoing support services for the system.

### Overcoming Challenges

- Select, install, and test computer kiosks in each of HCR's skilled nursing facilities within an 18-month period

- Install data and electrical cabling in 282 HCR locations to support 3,500 kiosk units wallmounted in patient/resident areas, accessed by several thousand nursing staff daily, while maintaining compliance with all local and national codes
- Provide post-installation end-user support and hardware repair services for the new system

### Realizing Results

After completing a competitive evaluation process for the kiosk hardware, HCR selected Hexagon's Safety & Infrastructure division to help lead the POC project. HCR chose Hexagon for its innovative and price competitive kiosk hardware and gave Hexagon responsibility for all implementation services. Throughout the previous eight years of partnership, Hexagon had completed several large-scale rollouts for HCR, and provided help desk, logistics, and ad hoc field deployment service for the company. Given its successful partnership with Hexagon, HCR was confident the company could deliver the entire solution on schedule and within budget. Hexagon offered HCR a complete solution for its POC project, which included providing units, installation, project management, kiosk warranty repair, and end-user support services at a lower cost than its competitors.

Hexagon based its innovative solution on a wallmounted, 17-inch kiosk unit with an integrated privacy filter that complied with CMS mounting guidelines. With a custom-



mounting solution, Hexagon provided a professional and clean installation by placing power and data cables behind the kiosk units. This allowed nursing staff to easily capture each patient's treatment and service records as soon as they were available.



**The Point of Care project has had a positive organizational impact from a clinical, financial, and employee satisfaction perspective.”**

Brenda Welch  
Implementation Manager  
HCR ManorCare

Hexagon technicians applied the custom image developed for HCR to each kiosk at its logistics center. Following shipment to the facility, Hexagon technicians installed and tested each kiosk according to coverage standards and CMS guidelines. HCR medical staff use the kiosk units to access a web-based healthcare management solution called PointClickCare. The custom kiosk images developed by Hexagon include pre-configured access to this application for nurses, doctors, administrators, and back-office personnel to track patient treatment.

Working with HCR IT and facilities management personnel, Hexagon fully implemented the POC kiosks in HCR's 282 skilled nursing facilities on schedule. By taking ownership of the equipment and deployment responsibilities, Hexagon helped HCR accelerate the project rollout, allowing the organization to earn additional revenue more quickly while increasing the effectiveness of its electronic medical records. Hexagon also provides warranty repair services for the kiosk units, which reduces complexity and saves HCR costs associated with shipment and repair.

The POC project has proven successful. At facilities implementing the kiosks, HCR has achieved a significant gain in average revenue without significantly increasing monthly costs.

“The Point of Care project has had a positive organizational impact from a clinical, financial, and employee satisfaction perspective,” said Brenda Welch, implementation manager for SNF/ALF at HCR. “From a clinical perspective, the project significantly advanced HCR toward the goal of an electronic medical record.”

Financially, it helped streamline processes and improve reimbursement during a challenging economic period. In addition, the front-line nursing assistant personnel

were the recipients of this new technology, and they appreciated that improvements in systems and processes were reaching their areas of responsibility.

“Hexagon, which coordinated everything from hardware device selection, configuration, and deployment to change management and training, completed the project on time and within the budget,” said Welch.



**Hexagon, which coordinated everything, completed the project on time and within the budget.”**

Brenda Welch  
Implementation Manager  
HCR ManorCare

---

Hexagon is a global leader in sensor, software and autonomous solutions. We are putting data to work to boost efficiency, productivity and quality across industrial, manufacturing, infrastructure, safety and mobility applications. Our technologies are shaping urban and production ecosystems to become increasingly connected and autonomous — ensuring a scalable, sustainable future.

Hexagon's Safety & Infrastructure division provides software for smart and safe cities, improving the performance, efficiency and resilience of vital services.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 20,000 employees in 50 countries and net sales of approximately 3.8bn EUR. Learn more at [hexagon.com](https://hexagon.com) and follow us @HexagonAB.