



Imagine! Case Study

Company Profile

Imagine! offers customized residential and community access options to people of all ages with physical, developmental and cognitive disabilities. Serving Boulder and Broomfield counties in the state of Colorado, Imagine! strives to ensure that the lives of the people they serve reflect the diversity of lifestyles and choices that are available to all citizens.

Imagine! is a private, not-for-profit corporation that has been providing support for people who have developmental disabilities in order for them to lead fulfilling lives since 1963.

Imagine! is dedicated to providing its services and support in the community. Providing community based services enables participants to be included and welcomed in society, as well as enriching surrounding communities by encouraging tolerance and acceptance of all. Providing community based services also means that Imagine! has many geographically dispersed service locations, serving more than 300 individuals in a variety of settings including 61 Host Homes, 12 Group Homes, and 11 Semi-Independent Apartments.

The Challenges

Imagine!'s many geographically dispersed locations allowed the organization to meet its mission, but created great difficulties when it came to effectively scheduling, administering, and tracking medications for residents. Imagine! staff nurses were spending much of their work hours travelling from location to location and filling out time-consuming paperwork, leaving them with precious little time to do what they do best – serve others. Even more alarming, this inefficient system meant that medication errors often went unnoticed and unreported for several days, potentially putting residents at risk.

The Solution

CaraSolva's MedSupport® platform provided Imagine! with a real-time prompting system to schedule medications, treatments, vitals, exercises, tasks and calendar related events and relays them to the staff. Nurses were able to supervise workflows in all of Imagine!'s worksites from their computer, saving vast amounts of travel time. In addition, the system provided Imagine! nurses with compliant electronic medication administration records (eMARs), eliminating the time consuming paper work that previously occupied much of the nurses' time.

MedSupport® also helped Imagine! address staff accountability through its comprehensive alert system. Nurses were immediately alerted when medications are given early, omitted, or given late.

The Results

Imagine! has experienced 12% growth in their residential program for the last six years. Thanks to MedSupport®, during that time the nursing headcount has remained flat, increasing the nursing to patient ratio from 1:27 to 1:56 – resulting in significant cost savings. Imagine! has saved more than \$130,000 annually by using MedSupport®, or, put another way, for every one dollar spent on MedSupport®, Imagine! saved \$15.50.

Even better, these cost savings occurred without a corresponding drop in quality of services. In fact, the use of MedSupport® at Imagine! has dramatically reduced medication errors, particularly errors of omission.