How's Mom
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TLC MANAGEMENT IMPROVES OPERATIONS, ENHANCES CARE DELIVERY, DRIVES SATISFACTION WITH HOW'S MOM IMPLEMENTATION

TLC Management is a family-owned, Indiana-based skilled nursing chain dedicated to restoring its residents to their highest potential through kind, compassionate care. TLC's family-oriented culture ranks communication with residents and families high on its list of priorities. As staffing resources became scarcer during the COVID-19 pandemic, connecting residents, families, and staff to provide the very best care became increasingly challenging.

Staffing challenges increasingly impact operations and care delivery

With more than 20 locations and growing staffing challenges, TLC Management recognized it needed to optimize nursing time dedicated to patient care. The company was looking for a solution that would:

- Increase communication with families, residents, and staff
- Free up nurses from time-consuming administrative tasks, shifting their focus to resident care
- Support Cures Act compliance with access to and transparency of medical records

TLC Management sought a technology partner to seamlessly integrate their staff, families, and residents through access to information. A time study with TLC revealed that nursing staff spent an average of 21 minutes on the phone with family inquiries. With three-quarters of calls centered on basic questions about vitals and medications, there is an opportunity to connect stakeholders with the How's Mom app and give time back to nurses for resident care.

Integrating *How's Mom* impacted many aspects of operations

Getting the right information to the right people at the right time across its 20+ buildings was a challenge. The How's Mom all-in-one platform not only connected residents and families to data points they were seeking, it also checked an important compliance requirement as well. Best of all, implementation was a breeze. During the most challenging time in healthcare history, the partnership with How's Mom addressed a number of challenges for the management company and community administration.

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***How's Mom* positively impacts virtually every area of operations.**

Implementation – Implementing the app and "onboarding staff was painless." Staff were trained on the app in under an hour.
Business Development – How's Mom is a valuable tool for TLC's marketing and admissions staff. Prospects and new admissions are excited to learn about the free platform and its benefits.
Onboarding Families – Families are enrolled in the app easily directly from the electronic medical records (EMR), without extra steps from staff. Family members report the app is simple to use, with an effective display and easy access to data.
Care Delivery – Basic inquiry calls from family members are down, reducing the time staff spend on the phone. Staff have more opportunities to focus on the residents and direct care needs.
Compliance – "How's Mom is our answer to the new Cures Act legislation," says Nick Snyder, RN, WCC, Health Information Systems Director for TLC Management. The Cures Act mandates patient access to health data to foster better care management and the ability to make informed healthcare decisions.
Customer Service – Communicating with families through How's Mom fosters transparency, trust, and engagement with family members and staff. Families appreciate that they can "pop in and review data," noting how easy the app is to use.

"An unexpected benefit of How's Mom is more meaningful collaboration opportunities with families. Instead of a call to check mom's medications, a family member checks the How's Mom app and might notice a new medication was added last week and relay changes they have noticed, as a result. These collaborative conversations are leading to better care and outcomes for residents," says Justen Spirk, CEO of How's Mom.

What's next for TLC?

As TLC looks to the future, utilization and engagement are among its highest priorities. "We want to continue to get more people signed up, because we know that will drive down phone calls," says Snyder. With more utilization comes greater engagement. "We are beginning to integrate the mass messaging broadcast alerts through How's Mom, allowing us to easily communicate – messages go straight to a cell phone or email address." For a company that wants its residents to reach their highest potential, this app connects residents, families, and staff to optimize outcomes and answer the question on everyone's mind – "How's Mom?"

For more information about How's Mom, visit howsmom.net