



Your concerns to foster the best care for the elderly are of utmost priority. To continue to provide excellent care for your clients, you must have a reliable program in place to better assess the participants' needs, develop interdisciplinary care plans and deliver services that your participants' require.

At Virtual OfficeWare, we make that possible by providing an all-encompassing software package that manages the vital data you collect on your participants as well as statistical information you need to report on internally and externally. Our system allows for your PACE Center to easily manage PACE Level Two External Reporting compliancy. Our solution is designed to enhance your performance and quality assurance by providing your center with added resources to ensure that you are keeping in accordance with national guidelines enforced by the CMS.

Our innovative technology will help your Adult Care Center facilitate effective data management; therefore, delivering beneficial results to your staff as well as your participants.

The Incident / Grievance & Appeal Program

Collecting and tracking information on a participant's concerns is a pertinent part your business. Virtual OfficeWare has developed a Incident/Grievance and Appeal software program that works together with the Centricity[®] Electronic Medical Record enabling your disciplines the ease of collecting and reporting specific data necessary to track a incident/grievance.

Program capabilities include, but are not limited to:

- Trend on types of problems and calculate frequency
- Update issues and track the entire history
- Send notices to Life Director and QA Coordinator
- Send letter to participants to inform them of the receipt of the incident/grievance *(includes name, address, & phone number of person assigned to resolve incident/grievance)*
- Assign person or persons to resolve issue
- Able to notify the state immediately for sentinel events
- Track and trend sentinel events
- Produce Incident, Grievance and Appeal Log for state
- Create a letter to the participant once the incident/grievance is resolved

The screenshot displays a software window titled "Incident (Case #15)". It contains several input fields and dropdown menus for recording incident details. At the bottom, there are two tables for "Administrators" and "Actions", each with columns for "User" and "Assigned Title".

Administrators		Actions	
User	Assigned Title	User	Assigned Title
Administrative		Administrative	
Intervention		Intervention	

For information on the Appeal Program, please see other side...

Our module also includes data collection fields to accommodate the appeal process should the participant disagree with the decision of the grievance. Whether the appeal is of an expedited or non-expedited nature, our application is equipped to manage key data involved with these types of events.

Secure your important data in a system designed specifically for your needs.

Program capabilities include, but are not limited to:

- Send letter to the participant to inform them of receipt of the appeal (*can include details about how the appeal will be handled and request additional information if necessary*)
- Send notice to Life Director and QA Coordinator
- Assign person or persons to resolve the appeal
- Document additional details and track history of entire appeal
- Create a letter to the participant about the decision; this includes the decision made, reasons for the decision and date of the decision. If denied, information in the letter will include the participants' appeal options
- Produce Incident/Grievance & Appeal Log for state

Incident ID	Participant	Classification	Status	Incident Type	Description	Submitter	Author
001769	Bennett, Greg C.	Full Level One	Pending	Level One	Participant appeal when receiving...		
001770	Bennett, Van L.	Inadequate Ser.	Pending	Multiple Issues	Participant claims will issues are received...		



Technology can help define tightly integrated processes and procedures within your organization, while heavily reducing the time-consuming tasks tied to manual process and paper work.

Our Incident/Grievance and Appeal module seamlessly works with the Centricity EMR, allowing your staff to accurately detail and track key information on your participants and their affairs that are custom to your business.

For more information on this software, please contact our office to speak to a Product Specialist.