

GRACE INSPIRED MINISTRIES CASE STUDY:

Care Above All Else: ViClarity GRC Empowers Staff to Focus on Resident Well Being

Grace Inspired Ministries aspires for continuous improvement, sees GRC software as vital for growth



A rule-follower by nature, Marcie Lynn Doster has found her ideal career as the director of compliance for Grace Inspired Ministries, a senior living organization that operates two facilities in Bucks County, Pennsylvania.

After joining Grace Inspired Ministries as the executive assistant to the CEO, Doster quickly began taking on more responsibility. “I really liked the industry, so I enrolled in continuing education courses. That’s where I found risk and compliance. It seemed like a good fit for my personality, and it would keep me in touch with all the different departments across our organization.”

It didn't take long for Doster's first major compliance challenge to strike. Armed with a strong team of colleagues and a new technology solution, however, she managed to stay on track with the community's regulatory requirements and even advance the organization's overall GRC strategy.



New Director Navigates Unprecedented Time in Continuing Care

Doster came into the director of compliance role just as the U.S. Secretary of Health and Human Services (HHS) declared COVID-19 a public health emergency. Staff were under immense pressure to keep residents safe from the virus but also safe from loneliness, as visitors were not allowed. Some of the nurses even volunteered to stay on-site, not going home for six weeks.

“Our people are here for the right reasons. This is not glamorous work, but they love it. Our families really appreciated the extra work that went into navigating the pandemic.”

In addition to the need for increased labor and care, the reporting requirements for continuing care facilities changed overnight. “It was becoming clear we wouldn't be able to keep up,” said Doster. “We'd put out information, and within a day, it would change. Things were just moving so quickly.”

Grace Inspired Ministries needed faster access to real-time information. Only one of the two facilities was even using software to track required incidents, such as falls, elopements, complaints and of course, positive COVID-19 tests. The other was using paper. “COVID aside, it was difficult to spot trends so we could continue to improve,” said Doster, who added that although both facilities are 5-star rated, she believes there is always opportunity to improve.

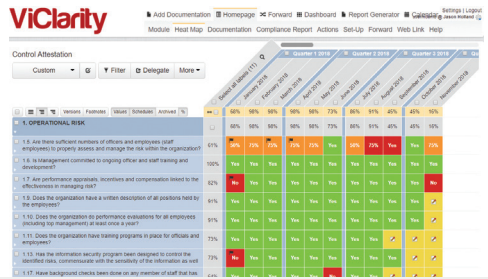


Doster wanted to be sure the GRC solution they ultimately chose would not add a lot of busy work to the lives of the frontline staff.

A Collaborative Approach to Shopping for Software

Doster began evaluating governance, risk and compliance (GRC) software solutions to achieve her aim of continuous improvement. She worked closely with the organization’s IT director who was also a registered nurse. This collaboration was key because Doster wanted to be sure the GRC solution they ultimately chose would not add a lot of busy work to the lives of the frontline staff charged with caring for residents.

In talks with the ViClarity team, Doster soon learned the company shared her collaborative values. “ViClarity insisted on getting as many people involved as possible, even during the exploratory phase,” she said. “Their team wanted to understand how we worked and what our existing processes looked like so the solution could be customized to provide the greatest impact.”



And customize, they did. ViClarity's technologists worked with Doster and her colleagues to build incident reporting workflows tailor-made for Grace Inspired Ministries. Beyond incorporating all the required data fields and timelines, the tool was designed to make the paper-to-digital transition very easy for staff used to filing manual reports.

'Our Staff are Caregivers, Not Computer People'

Since implementing the ViClarity GRC solution, Doster anticipates a smoother audit experience. “Our previous software solution only allowed us to report on incidents,” she said. “Now with ViClarity, we also have audit functionality, which helps us better prepare for exams.”

As a professional still learning the ins-and-outs of compliance in continuing care, Doster also appreciates the people behind the technology at ViClarity. “The support is more important than the reports,” she said.

“There has never been a single problem without an answer, and I usually get that answer within a few hours. Overall, it’s been a great experience.”

Harkening back to what drew her to Grace Inspired Living, Doster explained that the ViClarity GRC solution has greatly enhanced communication with the non-profit's board of directors. "We just had our first in-person meeting since COVID, and it was great to see everyone again. And yes, being able to easily pull together an operations dashboard for our volunteer directors was great."



Aside from improvements in reporting, Doster says the software is enabling vast leaps forward in terms of spotting patterns. The additional insight on recurring issues empowers Grace Inspired Ministries' management to make important changes that directly impact resident and staff experiences.

"Paper reporting is so limiting and makes analysis so time-intensive," Doster said. "Now, if our director of nursing wants to see all falls in the month of November, or if falls are trending on a particular shift, for instance, it's a really easy task. That's important. Our wonderful staff are caregivers, not computer people. They appreciate being able to focus on the care above all else, and ViClarity makes that possible."

Interested in learning more about how ViClarity can support you?

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