



North Carolina Department of Health and Human Services
Division of Health Service Regulation
Adult Care Licensure Section

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Announcing the New ACHieve Website for NC Adult Care Homes

To: NC Adult Care Homes and Family Care Homes
NC County Departments of Social Services
From: Barbara Ryan
Date: October 13, 2009
Re: ACHieve website and registration information

We are pleased to announce a new website designed to assist adult care homes and family care homes in providing the highest quality of life and quality of care for their residents. The website is also a valuable tool for County DSS staff and others involved in the care and services for adult care home residents.

ACHieve is a comprehensive Web service designed for use by adult care homes in North Carolina. The website is supported by the North Carolina Association, Long Term Care Facilities Educational Foundation and was developed by VieBridge, Inc., a health technology company based in Herndon, Virginia. The NC DHHS Division of Health Service Regulation provided funding and a variety of educational content for the website. This Web service is accessible 24/7 for authorized users and is a significant step toward an electronic resident record. It is also a vehicle for information sharing among individuals and organizations in the community assisting residents. Users have access to various job aids and educational content that varies based upon what type of access is authorized.

To register to use the ACHieve website, please go to www.ncachieve.net and click on the "Register" tab at the top of the page.

ACHieve is designed to support adult care homes in two broad areas: education and training, and care management.

Education and Training

ACHieve provides a wealth of training and technical assistance materials oriented toward major adult care home roles and responsibilities, mainly focused on the fundamental rule areas. Education materials are organized into three areas: resident services and supports, management and administration, and staffing and staff development.

The cost to use the educational content of the website is free of charge to all users for the first year.

Educational content is packaged in many different ways to make it easy for adult care home staff and management to use. Instead of training courses, ACHieve educational content is oriented toward the "learning moment" and includes easy-to-use features such as: 'did you know's', test your knowledge questions, articles, blogs, and discussion forums.

There are also special technical assistance and training materials designed to promote survey compliance and staff education including: self-survey checklists, orientation/training presentations, and model policies and procedures and tools.

ACHieve includes a knowledge exchange which is an extensive repository of training and technical assistance tools that adult care homes can download and use. There is also a video on demand library that includes education videos and interviews with various experts on various resident conditions/diseases and various treatment methods.

Care Management

ACHieve includes a full set of tools to support resident care management. The care management module includes



assessment, care planning and resident monitoring tools. Tools include: Intake, screening, preliminary resident assessment; initial comprehensive resident assessments; routine reassessments and significant change reassessments; plans of care; and resident monitoring tools.

There is a cost associated with the use of the Care Management portion of the ACHieve website. This part of the website is not free to all users.

In the Care Management section, all resident data are kept in a central location and maintained by the ACHieve sponsors on behalf of the users.

The assessment and plan of care templates rely on assessment triggers that identify potential resident needs or problems that should be addressed in the plans of care. Both the assessment instrument and the plan of care template are responsive to licensure rules and Medicaid policies but applicable to private pay residents as well.

Again, to register to use the ACHieve website, please go to www.ncachieve.net and click on the “Register” tab at the top of the page.