



Services

Plan Coach Monitor

# TENA® SERVICES: Solutions to Help with Your Top Challenges

We understand the top challenges faced by customers in Long Term Care today.

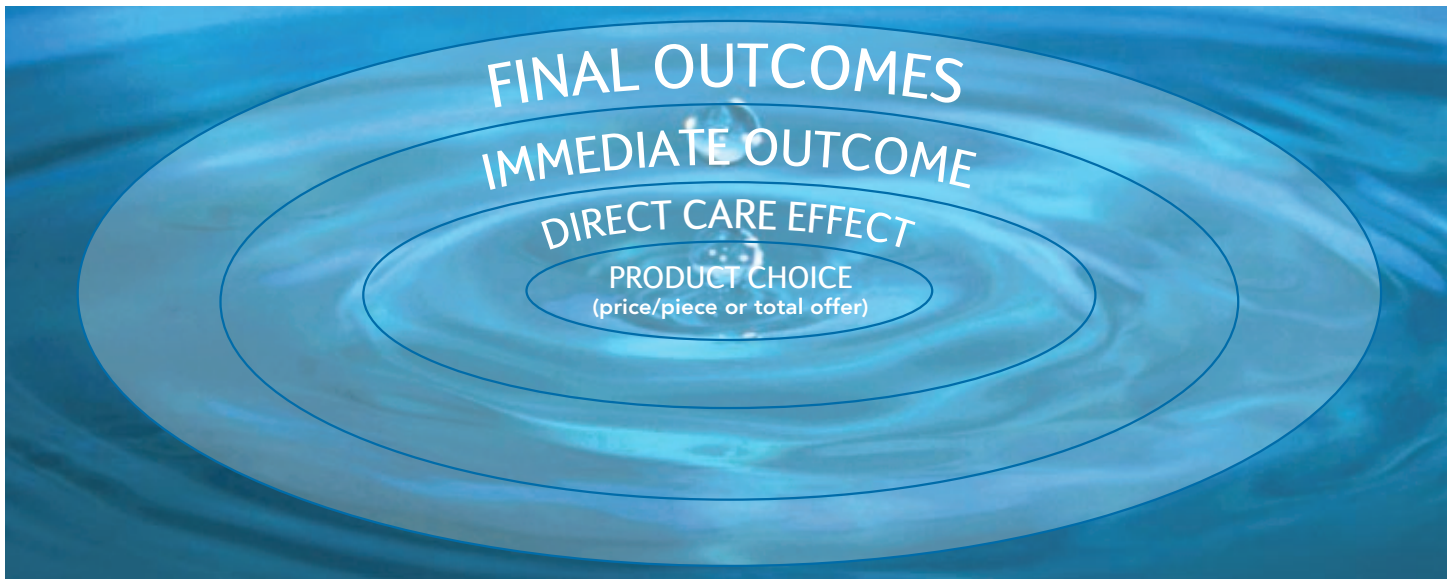
Our TENA® tools and programs support today's Long Term Care challenges



	TENA® SOLUTIONS													
	Ripple Guide	Total Cost Analyzer - Ripplenomics	e-CarePlan Generator	Reporting Programs	Product Selection & Sizing Program	3rd Shift/Cloth Conversion Program	MDS Education / RUGs	CMS F Tag Program F315/F314	Assessment Education & Tool Kit	Skin Care Education	Product Utilization Program	Nighttime Sleep Enhancement Program	Staff Education Support Modules	Family Program
1. Low Occupancy or Resident Mix	✓					✓	✓		✓		✓			✓
2. Costs Out of Line	✓	✓	✓	✓	✓	✓			✓	✓	✓			
3. Community Image Problems	✓				✓	✓		✓	✓		✓			✓
4. Staffing and Turnover	✓	✓			✓	✓				✓		✓		
5. Facility Team-building Problems	✓		✓	✓		✓				✓				
6. Survey Compliance	✓			✓	✓	✓	✓	✓	✓					✓
7. Building Recently Sold/Merged	✓	✓	✓	✓				✓	✓	✓		✓		✓
8. Culture Change	✓		✓		✓	✓	✓	✓	✓	✓		✓		✓

**Culture change** – As the Culture Change movement gains momentum in the Long Term Care industry, Regulators expect to see care centers respond with infrastructure changes. In reality under our current economic environment, care centers use up their cash flow simply funding their operations. Adding to the funding gap, demographic trends indicate that skilled nursing care centers, support services and specialty staff will be needed to support the infrastructure changes. With limited resources, it is more important than ever that care centers partner with companies that can help overcome the challenges with effective Services solutions.

**Choose TENA®...Choose Solutions for Positive Outcomes!**



## Choose a Partner for Long Term Care...Choose an Outcome

EXAMPLE:	A POSITIVE RIPPLE EFFECT	A NEGATIVE RIPPLE EFFECT
<b>The Decision Criteria</b>	Based upon the total impact of the incontinence care system (products and programs) on cost and care outcomes	Based on "Price per piece" and independent of other factors
<b>The Direct Care Effects</b>	<ul style="list-style-type: none"> <li>• TENA® on-site education and support tools for the application and use of quality absorbent products</li> <li>• Staff have access to on site education programs to reinforce the benefits and best care practices for the overall management of incontinence</li> <li>• Ongoing TENA® follow-up and support of the incontinence management program</li> </ul>	<ul style="list-style-type: none"> <li>• Care is routine focused – NOT Resident focused</li> <li>• Residents' dignity and continence status is at risk for decline, since product absorbency may be inadequate</li> <li>• Lack of ongoing education support for individualized product assessment and application.</li> </ul>
<b>Immediate Outcome</b>	<b>Resident-centered care supports:</b> <ul style="list-style-type: none"> <li>• More alert and active states</li> <li>• Reduced risk for falls</li> <li>• Less dependence on pain medication</li> <li>• Individualized care as per CMS 315 guidelines</li> <li>• Better utilization of incontinence products and linen</li> </ul>	<b>Routine-based care practices can lead to:</b> <ul style="list-style-type: none"> <li>• More drowsy, weak and agitated states</li> <li>• Higher risk for falls</li> <li>• Caregivers spend more time changing residents – leaving less time for other care duties</li> <li>• Increased incontinence product and glove usage</li> <li>• Increased incontinence-related laundry consumption</li> </ul>
<b>Final Outcome</b>	<ul style="list-style-type: none"> <li>• Residents have better quality of care and life with greater dignity as their specific needs are met</li> <li>• Culture change practices achieved for incontinence care</li> <li>• Improved staff effectiveness/satisfaction</li> <li>• Residents' wellbeing improves</li> <li>• Improved family satisfaction</li> <li>• Improved survey results</li> <li>• Reduced risk for citations/fines</li> <li>• Improved facility reputation</li> <li>• Effective cost containment</li> </ul>	<ul style="list-style-type: none"> <li>• Residents are not reaching maximum continence and dignity potential</li> <li>• Culture change not supported</li> <li>• Overburdened staff become dissatisfied</li> <li>• Weaker, more agitated Residents</li> <li>• Families dissatisfied by Resident's agitated or weakened states</li> <li>• Increased risk for poor survey results</li> <li>• Impacts facility's reputation and environment</li> <li>• Increased overall costs</li> </ul>

## DECISIONS TODAY...LEAD TO THE RIPPLE EFFECTS OF TOMORROW

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