‘Executing a plan to implement a 100% paperless agency results in reduction in cost per episode’

Who we are: Gaffey
Established in 1991
Freestanding
CHAPS Accredited
Home Care – Hospice
Pediatrics
Private Duty
Who we serve: Gaffey

Rural population
Eight counties in North-Western Illinois

Medicare-Medicaid
Insurance
Private Pay
ORS
Department of Specialized Care for Children
Veterans Administration

Our Story: Forcura

About Us
Forcura is a cloud based technology company with a focus exclusively home health and hospice companies. Serving over 65,000 patients daily; our goal is to improve patient outcomes by allowing our clients to focus less on paper and more on patient care.

Our Mission
Our mission is to improve patient outcomes by leveraging technology to connect the ecosystem of healthcare with the necessary treatment information at Any Time, in Any Location, with Any Device.
Abstract

Regulations have forced us to evaluate our back-office infrastructure and employee productivity affecting the bottom line.

Learn how an agency strategically formulated and executed a plan to transition the agency to a 100% paperless office. Core focus on People, Process & Technology resulted in cost reduction per episode enabling the agency to increase profit margins and streamline job process, thereby improving job satisfaction.

Paper-based Hot Spots

Intake & Referral Management

- Manual Collation
- Paper-Based Delivery

Document Tracking

- Manual Tracking
- Slow Turnaround
- Lost Documents

Document Storage

- Costly Storage
- Compliance Issues
- Difficult Access
• Diagram current document workflow process

• Ask Why? – Challenge your team on each step

• Diagram and implement new process across entire back-office and the inter-related effect.

• Cost Analysis
People Review

• “The right people, in the right seats, on the right bus” – ‘Good To Great’ by Jim Collins

• Evaluate competencies of current team and formulate new job descriptions

• Training the team on new process

• Formulate new job duties due to time freedom from new process

• Cost Analysis
Document Management Technology

- Evaluate current technologies used and create wish list of technology tools and vendors
- Review budget and conservative ROI figures based on technology investment
- Detail a list of feature and functionality needs prior to seeking out vendors
- Schedule demonstrations
- Vendor selection process and negotiate terms
- Implementation and training
Forcura Technology Solution

Intake & Referral Management
- Paperless Inbound Workflow

Document Management
- Easy Access Virtual Patient Chart

We have transitioned to a 100% paperless organization – Immediate Home Care & Hospice

Document Tracking
- Automated Tracking
- Fast Turnaround Time
- FTF Collaborative Review

Document Tracking, Turnaround & Verification

- Defined follow-up process
- Internal escalation process
- Activity & follow-up notes for compliance audit-trail
- Clinical review of FTF
- Performance reporting
- Schedule of resending pending orders
- Automation of sending direct from EMR
The Results

Reduce all paper processes

We have transitioned to a 100% paperless organization

— Gaffey Home Nursing & Hospice
Our Offerings

- Document Tracking
  - Implementation & Setup
  - Software Training

- Intake & Referral Management
  - Unlimited Users
  - 24/7 Customer Support
  - Access from any device

- Document Management

Contact

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