403. Optimization of Technology
Optimization of Technology

Continuing Education

The planners and presenters of this activity disclose no relevant relationships with any commercial entity pertaining to the content.

- Nurse attendees may earn a maximum of 15.5 contact hours
- Accountant attendees can earn up to 18.9 CPEs

Accreditation Statement
NAHC is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation.
NAHC is [also] approved by the California Board of Registered Nursing, provider #10810.

Commercial Support provided by Brightree, Excel Health Group, Healthcare Provider Solutions, and Simione Healthcare Consultants
Outline

• Ways to Measure EHR Optimization
• Use of Technology to Positively Impact Operations
• Best Practices to Optimize the Use of Technology
• Q&A

Ways to Measure EHR Optimization
EHR Optimization

• Set timeliness metrics
  • Data entry
  • Collection
  • Submission of assessments/claims

• Evaluate and minimize barriers in the way of achieving timeliness
  • Manual processes and tracking tools (i.e. spreadsheets) should be minimized as much as possible

• Monitor for improvement in timeliness
  • PDGM regulations that are coming – be proactive

EHR Optimization

• Why will an EMR integration, and more importantly, and optimized EMR, be so important for adjusting to PDGM changes?

• During implementation: Follow difficulties within the system to outline areas of focus for later optimization
EHR Optimization

• Integration of data flow in and out of your EHR
  • Essential under PDGM
• Tools for capturing data in the field
• Performance management
• Tools for effective orders management
  • Average turnaround time
  • Outstanding orders by age
    • 0-7, 8-14, 15-30, 31-60, 60+
  • Orders sent/month
  • Orders received/month
  • Days to final claim

EHR Optimization

• Day 1  Send order
• Day 5-7  Call and connect with key personnel for commitment of signed order
• Day 10-14  2nd Call and connect with key personnel for commitment of signed order
• Day 15-21  Escalate to clinical or health information manager and resend order
• Day 20-28  Liaison visit to office

• Ensure all steps are documented through technology
• Evaluate metrics and refine process based on results
Use of Technology to Positively Impact Agency Operations

Improving Operations with Technology

- Tools that enhance your processes and help your clinical/operational staff
  - Ancillary vendors that offer clinical/operational benchmarking of your agency to other agencies geographically and nationally.

- Existing reports, business intelligence and benchmarking tools available in your EMR

- Market knowledge and data about where your sales/marketing efforts should be spent
Improving Operations with Technology

• Telehealth and Remote Patient Monitoring

• Data collection & analysis from RPM, Telehealth platform, and EMR
  • Individualize care
  • Build trends for patient populations
  • Predict readmissions

Improving Operations with Technology

• Success depends on people, process & technology alignment

• Review your internal processes
• Evaluate your teams and resources
• Seek out best in breed technology solutions

• Work directly with your EMR or ancillary technology companies to determine PDGM specific enhancements
  • What new functionality/reporting will be made available?
  • When will these new features be released for testing?
  • Will your current workflows still be viable after updates made?
Best Practices to Optimize the Use of Technology

Optimizing Technology Use

• Ensure you are up to date and aware of functionality your present technology vendors offer

• Meet with your employees by department to review the processes

• Document your processes
  • Standardize
  • Could potentially be losing time and leaking business without knowing it
Optimizing Technology Use

• Clinician/Staffer Coalition
  • Provide feedback and recommend changes based on the success and failures of the technology usage
• Clinician Workflow
  • Finding a workflow that best fits your organization and clinicians.
  • Implementing a telehealth/RPM system is only as effective as your workflow allows it to be
• Do you function best as a centralized or decentralized model?

Optimizing Technology Use

• 10 Key Metrics to Track Technology Success
  • Number of Referrals Received
  • Percent of Referrals Accepted
  • Average time to process a new Admission
  • Average Document Turnaround time
  • Number of Outstanding Orders
  • Average Time to Check-in an Order
  • Number of Orders Checked-in per month
  • Staffing Ratio
  • Days to Bill
  • A/R over 90 Days