403. Optimization of Technology

FINANCIAL MANAGEMENT CONFERENCE & EXPO

FMC|19
JULY 14–16 | CHICAGO

HOMECARE&HOSPICE
National Association for Home Care & Hospice

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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**