



Misys Homecare helps century-old provider to consolidate tasks, improve efficiency and reduce costs through single-database enablement

Established in 1880, Home Health & Hospice Care (HHHC) is among the oldest and most comprehensive providers of its kind. As a three-tiered provider — home care, hospice and private duty — the volume of paperwork that the Nashua, NH, corporation processes has grown steadily through the years. As electronic health records began gaining acceptance at medical institutions across the country, and as HHHC perceived the need to improve its efficiency system-wide, the company turned an eye toward consolidating its clinical reporting and business tasks.

CASE STUDY: HOME CARE, HOSPICE & PRIVATE DUTY

Home Health & Hospice Care

At HHHC, the focus is on providing excellent patient care. With an average daily census of nearly 700 patients and the number of patients served each month approaching 1,000, efficient record keeping is a growing challenge. In addition to managing clinical activity, the company also must manage billing, payroll and other tasks relating to patients and the company's cadre of physicians, RNs, hospice nurses, licensed nursing assistants, medical social workers, and physical, occupational and speech therapists.

"Fast and accurate Medicare billing was a top priority, as was interacting with our patient schedules," said Ellen Sorensen, director of information technology (IT) for the organization. "We wanted to enable our different clinical disciplines to know instantly who else was scheduled to see a patient on a given day. We were using two different systems — our

Profile

- Home Care, Hospice & Private Duty Organization
- 250 Employees
- 675 Patients (average daily census)

Misys Products

- Misys Homecare™

Location

- Nashua, NH

Goals

- Implement an integrated technology system that combines all services in one database
- Improve and expedite billing, clinical documentation, communications and payroll

clinicians were using paper and our home health aides were computerized — and coordination was often difficult. With the new home care system we wanted to have all the scheduling and documentation available for everyone."

Improving the payroll process also was important, as day sheets and clinical documentation were independent of each other and day sheet tracking was difficult. In the end, an outside vendor required two days to process payroll, a time expense that the company believed could be significantly reduced.

In selecting a home care system, other needs had to be considered as well. These included enabling personnel to complete clinical documentation in the field and improving communication between the various disciplines. One system had to do it all.

"For us, choosing Misys was an easy decision....We liked what we saw."

HHHC began evaluating home care products in 2001, and quickly moved Misys Healthcare Systems to the top of its list. Site visits were scheduled, demonstrations were completed, and research was begun. After a two-year search, Misys won out, largely due to its comprehensive, integrated and highly proficient product and its long record of dedication to home care.

Part of the Misys Optimum™ family of leading clinical products and Web-based technologies, Misys Homecare is an industry-leading home care system that streamlines and improves all aspects of a healthcare organization's operation, including clinical, financial and administrative. Designed for businesses of all sizes and scopes, Misys Homecare is an integrated system that combines business, clinical and scheduling features in one complete package.

"For us, choosing Misys was an easy decision," Sorensen said. "As an IT person my main interest was finding a single-database system. Misys Homecare is a true single-database system. We liked what we saw."

With a single database, all information is entered one time and is instantly accessible to everyone. Once the interdisciplinary information is entered, the record is current. While Misys Homecare enabled all staff to gain access to needed information across the HHHC services continuum, the big surprise involved social workers.

Although social workers often work independently, they are now in the loop and able to access information as they need to. Finally, the Quality Department can review clinical information that was completed as recently as the previous day.

The bottom line: reimbursement has been expedited, with the number of Medicare days outstanding cut in half to 38 days; overall accounts receivable has been cut by more than \$800,000; payroll processing has been halved, from two days down to one; and the number of checks manually written to cover unanticipated employee reimbursement has been reduced from 15 checks per pay period to two. Additionally, two medical records FTEs have been eliminated, one medical transcriptionist has been shifted to cover needs elsewhere within the company, and documentation printing costs have been significantly reduced. Sorensen described the overall cost saving to HHHC as substantial.

While all three tiers are operating at a higher level, home care and hospice have especially benefited. Hospice staff now have access to critical information instantly, giving a fast overall picture of a patient's changing needs. And, home care has access to scheduling online, enabling scheduling notes to be added quickly and easily.

"Misys Homecare has been more than we'd hoped for."

"Misys Homecare has been more than we'd hoped for," said Sorensen, adding that Misys support, service — little has been needed — and training have been outstanding. "We did our homework and talked with a lot of agencies who had gone through a similar implementation, and we had high expectations. Even so, I'm not sure we really grasped what it would mean to have all the billing, payroll, documentation and other information right at our fingertips. Misys Homecare really gives us a good handle on our business."



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