



Misys Homecare enables VNA Services to improve patient care by enhancing overall efficiency

The challenge facing home care providers is to offer patients with changing conditions up-to-the-minute care. Often, that means having access to clinical and business information in real time, something that becomes difficult when those functions are paper-based, as they were at VNA Services until 2003.

VNA, of Hamden, CT, has provided home care services since 1920. In recent years both staffing and patient care have grown by 10% annually. As the company has grown, so has the amount of paperwork required to keep pace.

CASE STUDY: HOME CARE

VNA Services

The rapid growth in computerization made the inefficiencies inherent in paper-based business functions obvious. The clear solution was consolidation of VNA's clinical reporting and business tasks.

While overall efficiency is essential to a growing business, VNA's overriding goal is to provide outstanding patient care. It consistently succeeds, reporting an average daily census of 650 patients served monthly by an estimated 200 employees and 44 point-of-care users. With numbers such as those, clinical documentation, scheduling, billing and payroll can be cumbersome — particularly when functions are paper-based. In 2003 the company sought a solution, one that solved the problem of overwhelming paperwork while improving patient care.

Profile

- Home Care Organization
- 200 Employees
- 650 Patients (average daily census)

Misys Products

- Misys Homecare™

Location

- Hamden, CT

Goals

- Improve the efficiency of all business functions, including billing, payroll and scheduling, by simplifying data collection
- Enable clinicians to expedite the documentation process

"Under the old system we were inefficient, and we were looking to streamline functions," said Lex Janiszewski, executive director. "As things became more paper-intensive we found we were adding staff and increasing our costs. We felt Misys Homecare could help us grow our business and improve efficiency, enabling us to focus on hiring more nurses and therapists while maintaining our other staffing rather than increasing it."

Inefficiencies affected all major business functions: reporting was redundant, and staff productivity could not be easily correlated with the services they provided. Scheduling required that pages of paper be searched in order to verify staff availability and assign clinicians to patients. And, the billing department had no easy access to data, but had to search through accumulated paperwork for information.

The trek toward greater efficiency began when Misys Healthcare Systems was chosen as one of 20 companies whose products were considered for implementation by VNA. Five finalists were selected as demonstrations, research and interviews began. Finally, Misys Homecare won out, largely because clinicians felt data collection and management were easier with that product.

"We felt Misys Homecare could help us grow our business and improve efficiency..."

Now, data reporting is done once, and staff productivity is easy to track. Patient scheduling and assignment of care givers is done quickly online. And, the billing department has easy access to information, which is now housed in a consolidated database; billing criteria, such as written physician orders, is also easily tracked.

Part of the Misys Optimum™ strategy to connect clinicians across the community, Misys Homecare is a fully integrated clinical and business solution designed to improve an organization's quality of care, financial performance and operational control. Designed for agencies of varying sizes and scopes, Misys Homecare is an integrated product that combines clinical, scheduling and business features in a single complete package.

"We were very impressed with the Misys sales people, who knew the industry well," Janiszewski said. "After we selected Misys, their training was fantastic. And, their service and support have been excellent. Misys didn't just disappear once we chose them. They had promised us these things and they delivered."

Since installation, a number of positive results have occurred. Receivables have dropped from 75 days down to 40, the collection of charges has been enhanced, administrative and general costs (including transcription fees) have been reduced, and staff reductions have occurred through attrition rather than layoffs. As those reductions have occurred, clinical staff have been added — resulting in improved patient care.

"When we first began to implement Misys Homecare, our nurses were coming back to the office to sync information," Janiszewski said. "Now, they're able to do it from home. It saves them having to come back and forth to the office to complete paperwork, giving them more time to provide clinical care. With the nursing shortage it's important to get as much clinical productivity out of our nurses as possible."

"If another home care company asked our opinion of the system, I would highly recommend it."

Since VNA began implementation of Misys Homecare, the benefits have been myriad. Overhead has been reduced, overall efficiency has increased, clinical care has been strengthened, and staff satisfaction is high. In fact, as capabilities have been added and primary business functions folded in — payroll is next — anticipation among staff runs high.

"Misys Homecare has been all that we'd hoped," Janiszewski said. "And, there's much potential to be realized. If another home care company asked our opinion of the system, I would highly recommend it."



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