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Money Leaks
in Home Health
& Hospice:
A Handy
Fix-It Guide


brightree®

“ Everything from revenue flow to patient care
has improved since we started using the
Brightree solution! ”

— Melinda Moore, Executive Director, Wesley Homes

Treat Your Organization as if it is Your Home

A house is a place where you create value, maintain quality and conserve energy to produce an enjoyable home for your family. And like any home, inefficiencies must be kept to a minimum to optimize your equity and income. Your home health or hospice organization is no different.

It's constructed from a solid foundation of guidelines and established processes to build an environment of the highest quality, it's furnished with working parts that come together to create a meaningful practice, and it's staffed with professionals who strive to make a positive difference through quality care and thorough documentation.

When these moving parts become inefficient – much like losing energy in a home – we call them “money leaks.” And the question is not if you have any, the question is where. This guide will walk you through the five places that money is likely seeping out of your organization and how to fix them.



1

Compliance: The Foundation of Your Organization

Guidelines and regulations are the structure of your organization – many of which are set by CMS as standards for the care you provide – and they create a framework for improving quality measurements and reporting. But when best practices are not enforced, it's like having a crack in your foundation. From admissions to claim form submission, one compliance mess-up anywhere along the way can throw off your entire process.

PATIENT DATA: Is your organization able to collect complete patient data that populates in your patient record?

If not, incomplete patient information can lead to re-hospitalizations, untimely admissions, delayed care and a poor CMS rating. Beyond ratings, however, inefficiencies in data collection can cause the loss of valuable staff time and the need for overtime compensation. That is why it is important to approach admissions as an opportunity to capture an extensive amount of information from the patient (services, medications, goals, etc.).

OPERATIONS: Does your organization have a uniform procedure for handling, collecting and measuring patient results?

Outcome measures, the other category of CMS standards, assess patient results from data submitted through both OASIS and Medicare claims, and are crucial to your organization's compliance. From point of care to claim form submission, a process should be in place for the way data is documented. How are best practices enforced before submission? Are you able to document at the bedside? The lack of uniform operations in post-acute care results in the lack of accuracy – and that will cost you claims and cash flow.

IS YOUR ORGANIZATION WITHIN COMPLIANCE?

WITH BRIGHTREE, YOU RECEIVE:

- A dedicated compliance and regulatory team
- Missing documentation alerts
- Intuitive logic to guide best practices
- Greater accuracy with point-of-care documentation
- Timely software updates to support industry changes
- Access to Brightree University Learning Center to maximize the use of your software



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Documentation: The Windows Into Your Agency

When documentation is approached in a way that reduces workload, is easy to use and features built-in intelligence that helps to record, guide and measure – it benefits everyone. Clinicians who can document in real time do not have to engage in after-hours charting, which provides for higher accuracy. Complete information can be documented for each patient, which means compliance is enforced, claims are more accurate, and data can be easily analyzed and measured.

BILLING: Is billing a difficult task due to poor documentation?

The software your organization uses is where all the moving parts should come together with one common goal: to provide care, to document that care, to bill for that care, and ultimately, to get paid for that care. Your software should assist you in meeting all requirements along the way. Because without access to organized, thorough documentation during the billing process, your organization could end up with denied claims, slower time-to-bill submission or worse.

REPORTING: Are you able to gain insight into your data?

Reporting allows your organization to be transparent where it matters most – allowing both external reviews for compliance and internal administrative measurements. When reporting is done thoroughly and accurately, administrators can evaluate their payer mix, census trends, referral-to-admission conversion rates and more, and ultimately make informed decisions. But process is key, which is why reporting must be equal parts consistent and effortless.

CAN YOUR ORGANIZATION IMPROVE ITS REPORTING?

WITH BRIGHTREE, YOU WILL HAVE ACCESS TO:

- Insights and dashboards that track key performance indicators
- More complete documentation, which reduces QA workload
- Documenting at point-of-care, which is more accurate, faster and easier
- Built-in best practices that support compliance measures
- Guards against denials and take backs
- Intelligent checks and balances, which support thorough reporting
- Streamlined billing with a shortened accounts receivable cycle



3

Technology: Your Organization's Power Source

Your organization is wired with technology that should streamline the way you do business. Like power to a home, the right EHR technology can light the way – guiding you step by step through your process, ensuring accuracy and quality. But when technology is not up to date with modern processes and regulatory requirements, it could be hurting your organization more than it helps.

ACCURACY: Could your organization benefit from less human error?

If your organization is using dated EHR technology that does not offer comprehensive solutions, chances are it's hurting you more than it helps. Newer technology approaches your organization as a whole – not through individual tasks. Everything is connected, from admissions data to claims documentation, creating a digital workflow that keeps your entire staff in tune. Without this comprehensive approach, information is not accurately captured, measured or organized for thorough care.

MOBILITY: Does your organization have portable technology?

With modern technology comes cloud-based care, an integrated approach to home health and hospice that allows clinicians to access and document patient data anytime, anywhere – even without Internet access. This gives a whole new meaning to point of care, providing clinicians the gift of mobility that allows them access to the patient record at the bedside. If your technology isn't mobile, you're losing time and accuracy.

IS TECHNOLOGY POWERING YOUR PROCESS?

BRIGHTTREE WILL:

- Guide clinician compliance to support best practices
- Provide the best of both worlds – ease of use for clinicians and compliance-focused for back office
- Allow clinicians to stay connected regardless of Internet access
- Provide an easy-to-use product that works in both home health and hospice environments



4

Clinicians: The Members of Your Family

Clinicians staff your organization – they are the people who are always there, they understand your process and they depend on your technology for success. When there is no effort to empower their roles with the tools they need to succeed, you're setting them up to fail. Or even worse, you're setting them up to jump ship.

RETENTION: Does your organization have high turn-over rates?

Clinicians chose healthcare as their profession to help patients, not to become technology experts. Clunky, rigid documentation systems become a burden and create an unfriendly wall between clinicians and their patients. The ability to document at or near the point-of-care not only eliminates “homework” for the clinicians and allows them to complete their documentation faster, but it also improves accuracy since they do not have to rely on their memories hours later. Providing more accurate, complete and compliant documentation dramatically reduces quality assurance workload, as well. These are all things that cause stress among organization employees, keep them working long hours and can have them running for the door – but they can be avoided. Failure to create a more streamlined work environment results in lost time hiring new staff, lost money training new hires, and the probability for more inaccuracies due to low retention.

IS YOUR STAFF HEADING FOR THE DOOR?

BRIGHTTREE IS BUILT:

- To support reduced QA workloads
- For clinicians by clinicians, resulting in ease of use
- For true point-of-care documentation, resulting in better work-life balance
- With dashboards that feature call-out alerts, keeping everyone on task
- With customizable reports that empower your team with measurements and insights



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Referrals: The Doorway to Your Organization

One of the most important parts of the home health or hospice structures, referral sources make up the doorway to your organization – connecting your caregivers with patients seeking quality home health or hospice care. Without referral sources, your organization is essentially closing its doors to a world of potential new patients. And maintaining relationships with these sources is key to keeping the doors open.

TIMELINESS: How long does it take your organization to process referrals?

Evaluate how long it takes your organization to receive a referral and process it through admissions. If it takes more than two days, which is not uncommon, you need to assess. This not only delays patient care (and revenue), but also creates a negative reputation among referral sources.

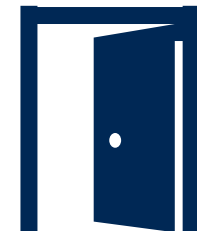
CUSTOMER SERVICE: What makes your organization stand out from the rest?

In many referral cases, patients are given a list of home health or hospice care options to choose from – and several factors will help your organization stand out. While CMS ratings, staff retention and technology use are important factors, agencies often forget the bedside manner advantage. Empathy goes a long way for both the patient and the actual referral source. It is important to empower employees with the right tools so that they can focus less on administrative tasks and more on customer service and patient care.

IS YOUR ORGANIZATION LOSING REFERRALS?

BRIGHTREE SUPPORTS:

- Maximized compliance, which means a maximized reputation
- A simplified clinical process, which makes your organization easier (and quicker) to work with
- Improved patient care that helps keep you top of mind
- Insights and dashboards to help you keep up with KPIs



Home Is Where the Care Is

The processes you establish within your organization are like the framework of a home – they hold everything in place and ensure that everything has a role and a purpose. **The Brightree solution is built with clinician satisfaction in mind, while protecting your organization by keeping up with compliance and regulations.**

We provide the best of both worlds, giving your organization revolutionary functionality that will result in compliance and clinician happiness – all while eliminating leaks along the way.

Where are *your* organization's leaks?



“ We set the bar extremely high when we set out to find the best EHR documentation solution, and Brightree Hospice software was clearly the breakthrough we needed to help empower our hospice team and elevate our overall patient care. Because Brightree Hospice is an application-based point-of-care solution versus browser-based, we can run it on far less expensive iPads. In fact, we’ve reduced our hardware costs by 70-percent with Brightree, which allows us to equip our entire hospice staff with Brightree on iPads. ”

— Rebecca Ashling, Hospice Program Director, Housecall Providers



For more information or to request a demo,
please visit www.brightree.com/demo or
call us at **1.888.598.7797**.