

Overall

- Made clinicians' jobs easier
- Improved recruiting and staff retention
- Reduced documentation turnaround time from one week to less than 48 hours

Home health

- Dropped start of care and recert visits from 11 to 5 days
- Reduced routine visits from 4 to 2 days
- Sliced days to RAP by more than half — from 28 to 12 days
- Dropped time to final claim from 62 to 12 days

Hospice

- Decreased start of care recert visits from 2.5 to 1.8 days
- Reduced routine visits from 3 to .5 days

Home health and hospice agency sees the dollars and cents of making clinicians' jobs easier

When ViaQuest's EHR started a downward slide in functionality, the executive team of the home health and hospice agency knew it was time to shop around.

"Our EHR solution at that time presented a very outdated database view for staff on the computer, so it was difficult to navigate and required many clicks," explains Michael Bell, vice president of data integration and project management at ViaQuest. "We weren't closing documents in a timely fashion, so visits were sitting out there for weeks to months, which impacted our revenue. And we were losing a lot of staff because they didn't want to deal with that EHR system." In seeking a major technology upgrade for field clinicians working in eight offices spanning Indiana, Ohio and Pennsylvania, the selection committee was attracted to Brightree's iPad-driven functionality.

From many clicks to just one

ViaQuest chose to go live on the Brightree Home Health & Hospice solution on November 1, 2018, at its Muncie, Indiana, location since that office has both business lines. After a month of thorough testing at the pilot site, all remaining sites went live on December 1. Right off the bat, clinicians across the board – nurses, aides and therapists – reported loving the Brightree solution. On the old system, for example, aides used mobile phones, which rubbed referral sources the wrong way.



Our primary focus in switching solutions was to make our clinicians' jobs easier. Brightree's point-and-click documentation is so user friendly, allowing staff to complete their documentation much more quickly to provide better care and to improve recruiting and staff retention.

Michael Bell, vice president of data integration and project management at ViaQuest

ViaQuest

Now with Brightree's iPad-based solution, field staff look more professional doing documentation. And it's easier and faster. "With the Brightree system, it's easier for them to do their documentation," notes Bell. That ease of use in completing documentation for the clinicians out in the field translates into timely closing of visits. "I think the easiest way to summarize the improvements is that our previous system took many clicks to do what Brightree does in one click. Our processes are much more streamlined and efficient so that documentation is getting completed more quickly," notes Bell.

Another positive factor is Brightree's auto calculate feature for travel time and mileage. Because the system won't calculate the travel and time mileage until the visit is closed in the system, Bell says it reinforces timely completion so clinicians can get paid. And staying up to date on regulatory items and pushing those updates out by the required timeframes is another area where Brightree excels. "The biggest one coming up is PDGM, and Brightree has been holding monthly webinars to push out their education and expertise," says Bell. "They're getting ahead of it and making sure their customers are well prepared and that the system functionality is built for it on their end." He adds that the executive team at ViaQuest also likes the direction that Brightree has been taking in leading the post-acute space in interoperability. "We're participating in the beta agreement with CommonWell and have started accepting referrals for patients. We like being part of those early adopters and providing that feedback and testing."

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Our nurses, specifically, have said that they're able to spend more time with their family because they're spending less time documenting in the evenings and playing catch up.

Michael Bell, vice president of data integration and project management at ViaQuest

Across-the-board scorecard success

Within months of implementing Brightree Home Health & Hospice, Bell reports drastic improvements in the scorecard. For home health, ViaQuest has dropped the time it takes to close start of care and recert visits from 11 to 5 days. Routine visits have gone from four to two days. And, from a billing perspective, days to RAP have been sliced by more than half -- from 28 to 12 days, and time to final claim has dropped by an astounding rate of 62 to 12 days. On the hospice side, start of care and recert visits decreased from 2.5 to 1.8 days. Routine visits have gone from three days to only half a day. "At one point we were in the unbilled of upwards of over a million dollars," recalls Bell. "But now we've reached a steady state of getting them in line and under control."

Overall, ViaQuest has seen a lot of success because the ease of use of the Brightree system for field staff who may not be as technically savvy is leading to more efficient and timely documentation and improvements to the revenue cycle. "On the previous system, our typical turnaround time for a clinician going out and doing a visit and actually closing and completing their documentation was upwards of a week on average," reports Bell. "We're now closing all of our visits on average in less than 48 hours, which is a huge improvement and makes a big impact from a revenue cycle perspective."



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