

Solution

- Exceptional implementation process
- Industry-leading interoperability through CommonWell
- Simple, easy-to-use interface

Results

- Caregiver satisfaction, better work/life balance
- Almost 100% patient enrollment in CommonWell
- More efficient documentation and charting



Growing organization increases both caregiver satisfaction and interoperability

After years of inefficiencies, Mosaic Life Care had a new approach to finding the best EMR for their organization – prioritizing caregivers. By putting field staff first, Mosaic ended up with happier clinicians and the interoperability they needed.

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Sarah Filbert, Solutions Administrator

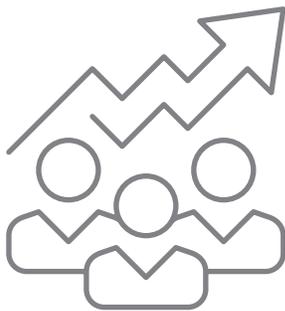
Mosaic Life Care is hospital owned, so it's no surprise that they were on the same EMR system by default. But what worked for their parent hospital did not work for Mosaic, and their high caregiver turnover rate was proof that their current EMR was not built for their side of the business. From logistical to clinical to operational – Mosaic needed an EMR that would work for their people, their business, and their future.

Instead of putting the new vendor decision strictly on their stakeholders, Mosaic put caregivers in the driver's seat. The caregivers were given a voice, and they used it to find potential vendors, evaluate EMR features, and make the final decision on which EMR would get onboarded. The result went far beyond caregiver satisfaction. Mosaic saw an immediate improvement in interoperability capabilities and care coordination.



In the end, we let the caregivers make the final decision. That was a big part of the reason that we chose Brightree, and I think that was instrumental with buy-in.

Sarah Filbert, Solutions Administrator



Solution

Ranked in the top 50 hospitals in the country, Mosaic Life Care is ahead of the industry curve (even the government doesn't keep up with them), so they knew their hospital-led EMR wasn't cutting it. "It was obvious it wasn't the right solution," says Denise Schrader, MSN, RN, NEA-BC, Vice President Integrated Services. They were growing and technology was holding them back – what they needed was better interoperability solutions for the management teams, the clinic, the primary care, the hospital care, the physicians, and beyond. But these frustrations weren't just confined to back-of-office issues, caregivers were also ready for a substantial EMR change.

"We were having a significant turnover rate in our homecare, and in our exit interviews it was overwhelmingly clear that it was because of the EMR," says Schrader. "They'd leave because they'd say it was too difficult."

Mosaic had five vendors brought in to demonstrate how the technology would be implemented and how it would benefit their processes. "Each one had their own strengths, but by far, Brightree was ahead of the others – especially in interoperability," says Schrader. "It was clear that Brightree was going to be our number-one choice."

However, they gave the final decision to those who would be most impacted by the new EMR – the caregivers. "Once we narrowed it down to a few vendors that met operational and executive approval, we let them come and present to our caregivers," says Sarah Filbert, Solutions Administrator. "Brightree shined in a way that no other vendors did, and that was a big part of the reason that we chose them – because our caregivers, in the end, made the final decision, which was instrumental with buy in."

Buy-in is huge for successful implementation, and Mosaic's clinicians-first approach paid off. "Brightree makes my life a lot easier," says Chris Weigel RN BSN, Director Home Services.

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Compared to all the other EMRs that I looked at – Brightree was the most modern, the most up-to-date, the latest and the greatest.

Chris Weigel RN BSN, Director Home Services



Only two months after going live with Brightree, Mosaic got a real taste of just how scalable their new EMR really is when they acquired an entire health system. “We were really set up for success with that new hospital,” says Filbert. “Our preparation with Brightree set us up to seamlessly transition – even though there was a travel distance between us and the main office. It was very easy to implement not just ourselves, but another agency.”

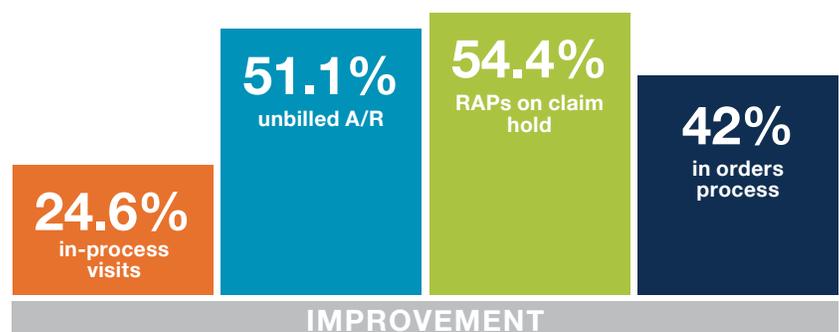
Beyond Brightree’s implementation, which is described by Schrader as “exceptional,” Mosaic saw a lot of opportunity with the interoperability solution to which they now had complete access. “With betas, there is a lot of opportunity for both Brightree and the organizations who join,” says Filbert. “It’s one of those win-win situations.”

While Mosaic is still in the process of getting interoperability completely live and operational, they’re already reaping the benefits of CommonWell. “Almost 100% of our patients are enrolled in CommonWell,” says Filbert. “And we are getting anywhere from one to 15 or more documents per patient that we can choose to pull into Brightree.”

Results

With Mosaic’s Brightree implementation, caregiver satisfaction and the ease of interoperability go hand in hand. “Enrolling and connecting patients to CommonWell is so easy that before I had a chance to train our intake staff, they were already doing it,” says Filbert. “It’s very seamless on Brightree’s end for that connectivity.”

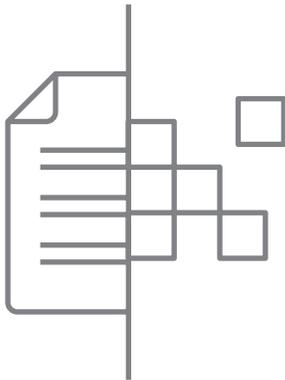
As for seeing hard results from their new EMR, the numbers speak for themselves:



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Brightree has helped eliminate a lot of paper because I can put reminders on my calendar – it’s just much, much easier, much more efficient, work gets done and completed quicker.

Megan Lott, BSW



But perhaps the most significant improvement can be seen in caregiver satisfaction. “It makes my job a ton easier,” says Kim Venable, CNA. “It’s a lot more user friendly. You sync your computer and you have all your information that you need, and I’ve really enjoyed it.”

Beyond in-field usage, Brightree provides better work-life balance for caregivers as well. “Brightree makes my life a lot easier,” says Weigel. “I don’t go home and do any work. After work, I’m done. I do my work in the patient’s house.”

According to a recent in-house study, Brightree found that accuracy goes down significantly for every hour you’re away from the patient. By the time it reaches four hours post-visit, caregivers are only around 60% accurate when doing documentation. That leftover 40% are avoidable problems that will have to be tracked down and fixed at a later date. Point-of-care technology has the potential to create huge improvement in Mosaic’s workflows.

“When you’re taking that work away from a patient’s home, it’s easy to forget which patient you had even seen that day,” says Megan Lott, BSN. “It used to be so easy to get behind on charting that sometimes our clinicians would need to take an entire day just to get caught up. With Brightree, it’s so much easier because in each assessment, if you do forget to click something, it reminds you – versus no charting it or forgetting.”

Even with clinician satisfaction, the benefits are clear:

77%

Caregivers felt that technology supports them

58%

Staff found charting easy

74%

Caregivers report that they have somewhat or a lot of work/life balance

BENEFITS



So with a tool like Brightree that's already had such a positive impact, will Mosaic begin to see higher retention and easier recruitment? Weigel has already experienced it: "Everybody we've come into contact with that has had a different EMR says they like Brightree better."

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Chris Weigel RN BSN, Director Home Services

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