

GREENE REGIONAL HOME HEALTH DRIVES COMPETITIVENESS USING CAREANYWARE POINT-OF-CARE AND WEB-BASED SOLUTION

Overview

Challenge: The agency wanted to improve efficiencies and achieve better financial performance by integrating clinical and billing functions

Solution: A web-based, remotely hosted solution from CareAnyware

Key Benefits: Full ROI in eight months; improved documentation quality; enhanced compliance; excellent JCAHO survey results; and a twenty-percent reduction in administrative and billing staff expenses



Leigh Hardy
Green Regional Home Health
Administrator

Greene Regional Home Health in North Carolina faced the challenges common to most home healthcare providers. The midsized agency had to balance financial and clinical obstacles with regulatory requirements while managing the documentation burdens that routinely confront daily operations.

Although the agency had sustained break-even financial performance under the Prospective Payment System (PPS), it had not been able to generate any significant positive contributions after the PPS 15-percent rate cut and elimination of the 10-percent rural add-on. With minimal integration between its clinical and billing functions, the agency knew it needed to embrace new technology and implement a point-of-care (POC) solution to drive success in the competitive homecare market.

SEARCHING FOR A COMPREHENSIVE, AFFORDABLE SOLUTION

Searching for a cost-effective, easy-to-use technology solution, Greene Regional evaluated several large, market-leading IT vendors. After considering many factors, the agency selected CareAnyware's solution because it:

- Offered the easiest to use solution for field and office staff.
- Included fully integrated clinical POC and billing modules, which eliminated duplicate data entry.
- Was the most affordable approach.
- Enabled billing automation and provided real-time access to data.

With the new solution from CareAnyware, clinical data is captured via Tablet PC pen-based units. This real-time clinical data then seamlessly integrates with the agency's management billing system, enabling Greene Regional to fully automate its billing functions.

The agency also uses comprehensive management reports in the CareAnyware solution to zero in on problem areas spanning referrals through collections. According to Leigh Hardy, home health administrator, "These real-time reports help me proactively address my most pressing business and compliance issues—and be prepared to handle all the rapid changes taking place in the homecare environment."

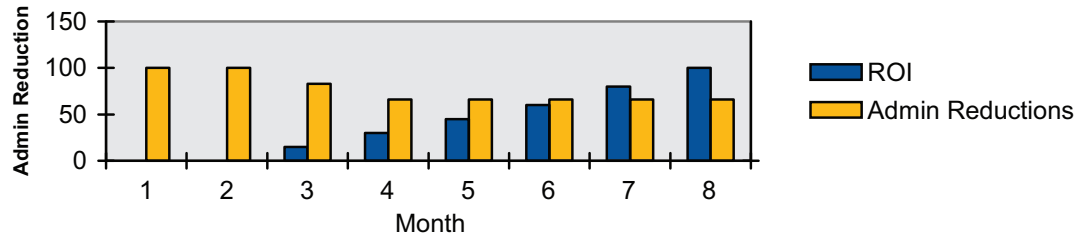
IMPROVING PATIENT CARE WHILE DRIVING DOWN COSTS

With CareAnyware's comprehensive homecare management solution, Greene Regional achieved significant cost savings while improving the quality of patient care and clinical documentation. Because the web-based, remotely hosted solution is a pay-as-you-go

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Leigh Hardy

model, the new technology required minimal upfront capital, and the cost of ownership was low. Implementation time was also much shorter than that of traditional, software-based solutions—helping the agency achieve a full return on investment (ROI) in just eight months.



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Darlene Ennett
Assistant Director

But the CareAnyware solution was not just a success at the agency's management level. Darlene Ennett, assistant director, says "The nurses were doing all of their documentation electronically within three months." As a result of the new solution, Greene Regional receives more comprehensive and accurate clinical documents and medication profiles. Another advantage is that clinicians can access each patient's entire record while working in the field.

Within eight months of implementing the new solution, Greene Regional had decreased administrative and billing staff expenses by 20 percent and achieved cash-flow breakeven for its initial investment. The agency also significantly enhanced overall compliance efforts. In fact, just four months after deploying the CareAnyware solution, Greene Regional received excellent results from a JCAHO survey. A second survey was equally impressive.

Now that's a solution you can take to the bank.