

## RAPPAHANNOCK GENERAL HOME HEALTH USES CAREANYWARE SOLUTION TO ENHANCE SERVICE AND DRIVE EFFICIENCY

### Overview

**Challenge:** The agency's clinical point-of-care (POC) software was difficult to use; had not met expectations for agency automation; was not well supported by the vendor; required frequent, costly updates; and lacked sufficient reporting and billing capabilities

**Solution:** A web-based solution from CareAnyware that includes a strong clinical POC component

**Key Benefits:** Drastic POC benefits and administrative efficiencies; significant increases in the number of admissions; and double-digit profit levels on the bottom line

When Rappahannock General Home Health Services in Virginia selected a leading software vendor's point-of-care application, the agency anticipated fast returns on investment and well-satisfied clinicians who could document on-the-spot patient information using their new laptop computers. Instead, the small hospital-based Medicare-certified agency found clinicians stowing laptops in closets because they were so hard to use.

Compounding end-user complaints, the agency was barraged by time-consuming software and technical support issues. Dell Hinman, RN director, and David Glosser, the hospital's IT director, said:

- Software upgrades were time consuming and problematic.
- Rappahannock found it needed to replace servers to support vendor software changes—a move that would have entailed substantial effort and expense.
- Reporting features were inadequate.
- Closing the books at the end of the month was a painful, three-day task.
- Software training was ineffective and required travel to the vendor's location.

In fact, the new solution had fallen short of expectations in many ways. It had not enabled full agency automation, supported clinicians' efforts to make six to eight visits daily, or provided enhanced data for decision making.

Clearly, Rappahannock needed to find an easy-to-use solution to ease administrative burdens on office personnel and to relieve clinicians who spent large blocks of time driving across the agency's seven-county service area.

### SEEKING AN INNOVATIVE SOLUTION

In efforts to promote end-user satisfaction, higher productivity, enhanced reporting capabilities and streamlined month-end activities, a selection team at Rappahannock began to survey leading home health technology vendors' solutions. The agency sought a solution built with innovative technology and a strong clinical POC component. Rappahannock selected CareAnyware's web-based and clinical POC solution in February 2006.

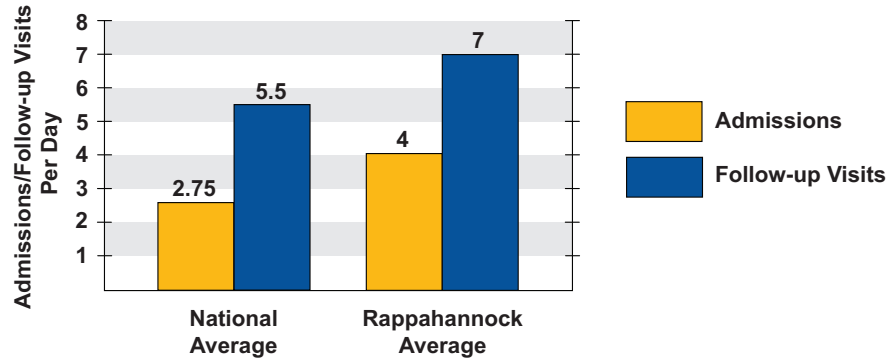
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*Dell Hinman  
RN Director  
Rappahannock General  
Home Health Services*

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## LEVERAGING MOBILE AND WEB-BASED TECHNOLOGY TO SPEED AND SIMPLIFY OPERATIONS

Within four weeks of implementing the new CareAnyware solution, Rappahannock clinicians were using new tablet PCs in patients' homes to document information. Clinicians also began to receive new patient assignments through the web. The solution allows clinicians to quickly synchronize their visit documentation with office records using a basic web connection-saving time and avoiding extra trips to the office.



Because they spend less time on administrative activities, Rappahannock clinicians now make seven to eight visits per day, while the admissions nurse completes four admissions daily. Both nursing and therapy clinician satisfaction levels are high with the easy-to-use CareAnyware POC solution. Administrators and staff are also pleased with the breadth of CareAnyware's 250 standard reports.

But results were not just on the clinical side. CareAnyware's streamlined workflow and billing automation also delivers clear benefits. Rappahannock now processes accounts receivables rapidly, averaging 40 for Days of Sales Outstanding. And, instead of spending three arduous days closing the books each month, billing personnel can complete this task in just two hours.

Within 60 days of implementing the new solution, Rappahannock saw significant results tied to increased efficiencies, such as:

- Elimination of one full-time clerical position and one part-time clinical role, equaling a 20-percent reduction of full-time equivalents in the office.
- Realization of double-digit profit levels on the bottom line.

The implementation process at Rappahannock was completed smoothly in approximately 120 days. The agency notes that CareAnyware's web-based service offering is highly reliable, with very responsive training and customer support. And because CareAnyware automatically applies ICD9 code and rate updates-and seamlessly provides all backups, software and hardware upgrades through the web-Rappahannock avoids the effort and expense incurred in traditional software-based solutions.