

# HOME HEALTH CARE MANAGEMENT SAVES \$50,000/YR WITH



"I can't say enough about the service that i-Sight provided. It's amazing. We work with a lot of vendors and [i-Sight was] the most accommodating and patient and took the time to explain everything."

- Lynann DeCusatis, HHCM Interim CEO

## SNAPSHOT

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Home Health Care Management (HHCM) serves eight counties with advanced nursing and physical, occupational and speech therapies as well as medical social work, dietitian service and hospice and palliative care.

With a total of 5028 patients visited in 2017, it's a busy operation with a lot of issues, which were being tracked and investigated using a homegrown system that was tethered to the office. This was causing delays and incomplete reports, resulting in incorrect and missing data.

## THE CHALLENGE

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HHCM's caregivers spend most of their time on the road, caring for their patients. The homegrown system they were using made reporting incidents, accidents, complaints and issues inefficient, inaccurate and time-consuming. They didn't have an effective way to report on their data.

## THE SOLUTION

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- > i-Sight is a reliable, easy-to-use tool for clinicians to access from the field.
- > A workflow that standardized input for reporting and trend analysis.
- > Built-in forms eliminate steps and paper.
- > i-Sight provides the ability to generate detailed reports for trend analysis.
- > Compliance with Department of Health and Joint Commission reporting requirements.
- > A high level of configuration suits HHCM's needs.

## THE RESULT

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- > Incident resolution has decreased from two weeks or greater to 72 hours.
- > Ongoing reporting that used to take two people one hour is now done by one person in five minutes.
- > Quarterly trend reporting that previously took eight hours now takes one hour.
- > Submissions from the field have increased by four times, providing the data HHCM needs to identify trends and address shortfalls.
- > HHCM saves about \$50,000 per year in employee wages.
- > HCCM achieves better compliance with Department of Health and Joint Commission reporting requirements and has received no citations for missing reports since implementing i-Sight.

# THE DETAILS

## THE CHALLENGE

HHCM's large staff of caregivers spend most of their time on the road.

"Our current system couldn't be accessed by the field staff, so things were reported through the manager instead of directly from the field clinicians," says Lynann DeCusatis, HHCM's interim CEO. Nurses and other clinicians would have to either return to the office to enter the information or call the office and leave the report on their manager's voicemail.

"The Department of Health in Pennsylvania always asks for a list of our incident reports when they come here to do a survey or if they come on a complaint, and we had a hard time getting that information out of the old system," she says.

Another challenge was that HHCM was unable to use its data to identify trends. Some parts of the business were still using spreadsheets to track incidents, so there wasn't one common source of data to analyze.

The company was at an increased risk of a citation by the Department of Health for missing reports.

## THE RESULT

DeCusatis is enthusiastic about the new system. "It's saving time, it's increasing our reporting overall. And it helps us to improve our compliance."

### ***Since implementing i-Sight:***

- › Incident resolution has decreased from two weeks or more to 72 hours.
- › Ongoing reporting that used to take two people an hour is now done by one person in five minutes.
- › Quarterly trend reporting that previously took eight hours now takes one hour.
- › Submissions from the field have increased by four times, providing the data HHCM needs to identify trends and address shortfalls.

DeCusatis estimates that the efficiency increases with i-Sight save HHCM about \$50,000 per year in employee wages. "Employees are able to spend more time in the field producing billable hours versus time out of the field to complete reports," she says.

### **Better Reporting and Compliance**

Better reporting has prompted better training and education, resulting in fewer incidents.

HHCM achieves better compliance with Department of Health and Joint Commission reporting requirements. "Citations from the Department of Health can result in a provisional license with monetary penalties – having a system to document incidents decreases the likelihood of this happening as a result of an undocumented client/caregiver complaint," says DeCusatis. With better reporting, HHCM is able to provide thorough, organized, professional reports.

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## THE SOLUTION

HHCM was looking for a configurable system that made it easy for clinicians to enter data from the field.

They also needed to enforce a workflow that eliminated free-form input and incorporated drop-down menus to standardize the information being entered and make reporting and trend analysis easier.

The ability to build forms into the system was important to HHCM. They wanted to combine multiple forms into one streamlined intake process to increase accurate reporting and ensure compliance with reporting requirements.

### **Tailored System**

Many of the vendors HHCM contacted weren't able to provide the level of customization the company needed. "They tried to make their system work for us and it wasn't going to work," says DeCusatis. HHCM chose i-Sight for its reputation for customer service and the ability to customize the system to meet their needs.

"The development team came down here and spent time with us and really dug to find out exactly what we did here, what our expectations of the system were. They asked so many questions," says DeCusatis. "For not knowing what home health was or how we operated, it was incredible how they dug to get to the bottom of what we needed and how we wanted this system to work."

