

At a Glance

Organization

Livingston Memorial VNA & Hospice
Ventura, Calif.

- Free-standing, not-for-profit VNA & hospice established in 1947
- Wholly-owned subsidiary, Gold Coast Caregivers
- Average daily homecare census: 400
- 200 employees
- 60,000 homecare and hospice visits
- Services include: nursing, physical therapy, occupational therapy, speech therapy, medical social work, dietary guidance, spiritual guidance, personal care and respite care

Solution Spotlight

- Horizon Homecare Telephony
- Horizon Homecare

Critical Issues

- Automate documentation of part-time staff members who do not carry laptops
- Create comprehensive electronic health record
- Streamline clinical and financial processes
- Improve regulatory compliance
- Provide better team communication

Results

- Improved compliance for 14-day supervisory visit
- Care plan documentation compliance increased to 90%
- Increased frequency of patient updates from weekly to daily

Livingston Memorial VNA & Hospice Boosts Field Productivity with an Integrated Telephony Solution

Even after implementing a core homecare system, Livingston Memorial VNA & Hospice found that paper processes were still slowing documentation. The problem: the organization's 100 part-time and per diem staff – primarily consisting of home health aides at its Gold Coast Caregivers location and to a lesser extent clinicians not using laptops – was unable to document visits efficiently. In a strategic move to reduce the bottlenecks resulting from paper documentation, the Ventura, Calif.-based organization rolled out telephony technology from McKesson to update patient information via telephone. With these employees now able to document patient visits immediately via telephone, Livingston meets regulatory compliance, provides better care coordination, enhances revenue cycle management and has better patient outcomes.

Challenge

Livingston Memorial VNA & Hospice needed to reduce duplicate data entry, streamline clinical and financial processes, and improve regulatory compliance. Agency leadership determined that the best way to achieve these goals was to automate the documentation process of field staff, most importantly home health aides. According to Rene Ditton, IS director, "We felt it was essential to move away from paper documentation, but we needed a solution that would automate processes without the expense of additional hardware."

Answers

Livingston found the solution in Horizon Homecare™ Telephony, McKesson's documentation system that allows staff members who work part-time, including field staff, to update patient charts via telephone. "A big advantage of Horizon Homecare Telephony is that it integrates directly into the existing database of our core system, Horizon Homecare," says Ditton.

Livingston rolled out Horizon Homecare Telephony to 100 part-time staff members, including nurses, therapists, chaplains, medical social workers and home health aides. According to Ditton, staff members were using the system after a single, one-hour training session.

Ditton attributes the staff's acceptance of the system both to its ease-of-use and its flexibility. "Horizon Homecare Telephony gives us the ability to create our own care plans," explains Ditton. "The clinicians who created our telephony care plans worked closely with people throughout the agency to ensure the plans and associated tasks accurately reflected our existing processes." Once defined, telephony care plans are individualized easily to meet each patient's unique needs.

Horizon Homecare Telephony helps Livingston streamline its documentation process. Caregivers record visit information in the care plan from the patient's home via

Case Study

“Horizon Homecare Telephony automates documentation of all the visits performed by 100 part-time employees. The sheer volume of information is staggering, and it’s available immediately.”

Rene Ditton

IS Director

Livingston Memorial VNA

& Hospice

telephone. When the visit is complete, they place a second call to document the visit against the care plan.

The system also allows the caregiver to attach discipline-specific notes to the care plan. “We created a note function to allow the caregiver to document why a care plan item wasn’t completed during the visit, such as ‘patient refused’ or ‘caregiver not available,’” says Ditton. Caregivers also use the system to document nonpatient-related time such as vacation or training time. By using Horizon Homecare Telephony to automate documentation, Livingston reduces field staff trips to the office and eliminates instances of missing or illegible paperwork.

Once a call is complete, information entered by the caregiver flows directly into the patient’s electronic health record in the integrated database in Horizon Homecare. A patient’s vitals collected through Horizon Homecare Telephony can be trended with any vitals collected by clinicians using Horizon Homecare Advanced Clinicals, a point-of-care system that standardizes clinical processes in the field. “That wasn’t possible when care was documented using paper forms,” says Ditton. “Horizon Homecare Telephony automates documentation of all visits performed by 100 part-time employees. The sheer volume of information is staggering, and it’s available immediately.”

Completed visit information also flows directly to billing and payroll functionality in Horizon Homecare for expedited revenue cycle management and payroll turnaround.

The single database design of the Horizon Homecare system allows the organization to run weekly reports to check for accuracy, ensure care plans are completed and verify that staff members are performing calls efficiently. Livingston also runs a weekly audit of visit completion. With this information, the organization improves care delivery and compliance measures by following up with individual caregivers about incomplete visits.

The agency also uses Horizon Homecare Telephony to streamline team communications to field staff by disseminating messages about meetings, process changes or other important information.

Results

Livingston improved care plan documentation and care plan completion from 30% to more than 90% after implementing Horizon Homecare Telephony. Compliance for the organization’s 14-day supervisory also improved dramatically. Ditton reports that employee satisfaction with the system is very high.

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