

Thrive and grow in the
face of today's realities.

A Survival Guide
for Home Health and
Hospice Agencies



Know more. Do more. Reach farther.



Hang in there. You got this.

Home care has its fair share of challenges these days. **Increasing regulatory burdens** are forcing you to deliver more, while federal funding and **reimbursements** are decreasing.

Clinicians need to spend **more time in the field** pursuing their passion: **caring** for patients at home, **engaging** with families, and ensuring end-of-life **comfort**. Less time in the office and less time “doing paperwork” would be nice.

You’re looking to **run your agency more efficiently** so you can keep costs in check and improve profitability. All the while, you need to **deliver even higher-quality care** and better patient outcomes.

Home health and hospice agencies that figure out how to achieve these goals today will be **the ones that thrive and grow tomorrow**.



HOME CARE CHALLENGES

- ✓ **Comply** with changing regulatory requirements.
- ✓ **Increase** patient/family engagement.
- ✓ **Improve** care team access to vital care information.
- ✓ **Maximize** resource investments.
- ✓ **Make** clinical documentation easier, more intuitive, and more efficient.
- ✓ **Deliver** higher-quality care while reducing costs.
- ✓ **Boost** agency profitability.

Lots of regulatory hoops to jump through.

There's no getting around it. Today's home health and hospice agencies are **under the weight** of increasing rules, regulations, standards, and reporting requirements. From ICD-10 to OASIS C-1, CR 8358, HIS, PPS, HIPAA, and CoPs, the list is long and can feel like a **moving target**.

Many regulatory changes mirror the overall healthcare market **shift from fee-for-service to value-based care models**. Incentives, rewards, and reimbursements are based on the value of care delivered to patients—instead of the volume of services provided.

Not only is there more to document and comply with—but also the clinical, financial, and operational stakes are higher. **Failure to comply** can translate into **delayed, reduced, or denied payments**, as well as outright penalties. Quality of care can also suffer when skilled clinicians are forced to **focus more on paperwork than on patients**.



SURVIVAL TIPS

- ✓ **Automate** workflow—ensure the right person completes the right documentation at the right time.
- ✓ **Empower** field clinicians—quickly and easily capture data at the point of care for enhanced documentation accuracy and completeness.
- ✓ **Structure** your patient assessment process—ensure full OASIS compliance with automatic validation upon data entry.
- ✓ **Create** alerts—be notified automatically when required reporting is missing or incomplete.
- ✓ **Partner** well—find a provider that has proven to be proactive, fast-to-respond, and invested in supporting changing regulatory requirements.
- ✓ **Be proactive**—plan ahead for emerging standards and regulations.

More engaged patients. Added demands on clinicians.

Patients and families **take a more active role in their own care** these days—and that’s a good thing. They want to be involved in decision-making, discuss treatment options, report status changes, and understand next steps.

Not surprisingly, **better engagement yields better care quality**. It makes clinicians’ work more satisfying and rewarding. And it can boost agency profitability because **involved patients typically achieve care goals in less time**, with fewer visits.

The downside? Greater engagement places **added demands on already-stretched-thin** home health and hospice clinicians who are the natural “hub” for keeping everyone in the loop. Patients, family members, and care teams all need access to schedules, referrals, lab results, and status changes.

Unfortunately, **getting everyone the information they need is often inefficient and lacks accountability**: back-and-forth phone calls, voicemails, faxes, emails, notes, the same information repeated to different stakeholders... **It all adds up** to time and money for your agency.



SURVIVAL TIPS

- ✓ **Invest** in integrated systems—give everyone 24/7 self-serve access to the information they need when they need it.
- ✓ **Engage** patients and families in their own care—provide visibility into scheduled visits, observe vital signs, view up-to-date medication lists, and offer educational materials.
- ✓ **Create** automatic alerts—interagency team members can be notified whenever a patient’s status changes.
- ✓ **Assess** your EHR system—check for usability, friendliness, and ease of access.

PATIENTS WANT TO BE ENGAGED

90% of patients prefer web-based access to health information and education

88% want to receive email reminders for preventative or follow-up care

76% want the option of email consultations with caregivers

Source: Accenture survey of more than 1,100 U.S. patients

Right information. Right here. Right now.

To ensure top-quality care decisions at every turn, clinicians require **complete, accurate, and up-to-the-minute details** on the health of their patients.

They need **all-in-one, full-history timeline views** of each patient's vitals, lab results, and medications. They need it fast and from wherever they are: in the **office**, working at **home**, or at a patient's **bedside**. Great patient outcomes depend on it.

In addition to consuming a lot of information, clinicians produce a great deal. **Opportunities abound to improve efficiencies** with charting and documentation. Empower your care providers to **document patient visits via handheld, "instant-on" tablets**, right at the point of care.

By transforming a sometimes-frustrating process into one that's easier, friendlier, and more flexible, **you'll reap numerous rewards**: happier clinicians, fewer documentation errors, and significant time and money savings that directly impact your bottom line.



SURVIVAL TIPS

- ✓ **Analyze** total cost of ownership—compare laptops versus tablets when choosing mobile devices for field clinicians, keeping in mind factors like ease of use, data entry method, size/weight, and “boot-up” time.
- ✓ **Simplify** field clinicians' jobs—give them one-screen access to everything they need, so they can focus on patient care.
- ✓ **Empower** clinicians with flexibility—they can utilize their experience and judgment when charting, instead of using pre-determined, restrictive workflows.
- ✓ **Evaluate** with ease—share a patient's complete progression of care with everyone, which is valuable in hospice where assessment history can determine eligibility.



Every 1 hour of patient care requires 48 minutes of paperwork in the home health care setting.

Source: PricewaterhouseCoopers “Patients or Paperwork”

Maximizing your resource investments.

Does it feel like your staff spends **an inordinate amount of time** talking on the phone, waiting at the photocopier, hovering over the fax machine, searching for files, or moving stacks of paper? If so, you're not alone.

Two of the fastest and surest ways to improve your bottom line are to **automate as many processes** as you can and **eliminate as much paper** as possible.

Integrate your clinical, financial, and operational systems so **data needs to be entered only once**. Then give everyone access to the information they need.

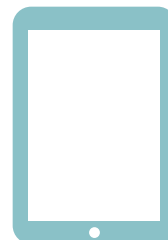
Imagine referral information entered by **your intake department flowing automatically to your scheduling department** to quickly dispatch a clinician for that patient. Even better, your clinician doesn't have to drive to the office to pick up the new patient's file—it's instantly accessible from his or her device.

It sounds simple, but the **productivity gains are significant**. Fewer things fall through the cracks, fewer mistakes are made, and work flows more quickly—all contributing to **better patient care**.



SURVIVAL TIPS

- ✓ **Review** whether each job at your agency is being done by the appropriate person, and adjust roles where needed.
- ✓ **Analyze** how each job can be done more efficiently and cost-effectively and ask your staff to brainstorm ideas.
- ✓ **Commit** to a paperless documentation system and automate as many processes as you can.
- ✓ **Enable** your clinicians to work remotely from home when possible (think mileage savings).
- ✓ **Free up** physical space being used for paper files.
- ✓ **Make** clinical documentation efficient using intuitive form maneuvering with as much point-and-click data entry as possible.



Today's healthcare providers **struggle with patient engagement**, in part because patient portals and personal health record systems have failed to attract users. **The iPad is changing this.**

Source: CIO.com, "12 Ways the iPad Is Changing Healthcare," December 2012

Right partner. Bright future.

Times may be tough, but **your future can be bright**—with the right partner: Allscripts. We understand the many challenges your agency faces, from **financial** and **regulatory** pressures to **clinical** obstacles and **operational** inefficiencies.

In response, we've designed the most **complete, robust, and integrated home care solution** to help you meet those challenges head-on today—and get ahead tomorrow.

A proven industry leader, **we've partnered with many home health, hospice, and private duty agencies—both large and small, for-profit and non-profit**—to streamline operations, optimize clinical workflows, comply with changing regulations, and much, much more.

Working side-by-side, our agencies have leveraged Allscripts' expertise and forward-thinking solutions to deliver higher-quality care and better patient outcomes—while reducing overall costs and maintaining a healthy bottom line.



ALLSCRIPTS CAN HELP YOU DO IT ALL

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*"Our relationship with Allscripts is more than just a business arrangement; **it's really a partnership**. It's been a wonderful experience. As we look to the future, we can't think of any other way than continuing to be totally engaged with our **business partners** at Allscripts."*

—ELIZABETH ROLFE

Director of Clinical Services, VNA Home Health Hospice

Allscripts Homecare. Designed just for you.

Allscripts Homecare is a **fully integrated home care system** for large and small organizations automating processes: patient intake, billing, accounts receivable, and beyond.

Designed from the ground up to support how agencies and clinicians truly work, our solution seamlessly combines **business, clinical, and scheduling functionality for multiple lines of business.**

A single integrated system

- Business, clinical, and scheduling functionality for multiple lines of business—home health, private duty, and hospice—combined seamlessly in one integrated software solution
- No need for a second home care system if you operate more lines of business or decide to expand

Built for maximum mobility, flexibility, and usability

- Highly contextual and flexible workflow generates next steps reflecting the reality of what clinicians face
- Unprecedented flexibility enables clinicians to respond using their expert judgment and drive workflow
- Built-in tutorials provide comprehensive training for navigation, billing, and other critical functions

Meets new and emerging standards

- Continual, proactive updates support industry requirements and emerging standards
- Support includes PPS, Medicaid, HIPAA transaction standards, ICD-9-CM and ICD-10-CM code sets, CPT codes, standard HCPCS code entry, and password-protected electronic signature requirements

Enhanced patient care and management

- Powerful database and graphic tools to create custom care plans
- HIS and OASIS reporting enables documentation of quality and outcomes for regulatory agencies and insurance carriers
- Customizable care plans at the agency level to ensure compliance with documentation requirements

Fast home care claims reimbursement

- Handles electronic and paper claims for Medicare, Medicaid, commercial payers, other third-party payers, and self-pay patients
- Customizable billing frequency and cycles achieved with a few keystrokes
- Automatic generation of billing cycles

Outstanding, intuitive user experience designed specifically for iPad

- Exceptional user experience designed specifically for Apple iPad platform
- User interface investment reflected in ease of use: dedicated user experience team worked with real-world field clinicians to design the friendliest, most intuitive, and most flexible user interface imaginable
- As an iPad native application, leverages full capabilities of iOS