



HYLAND HEALTHCARE | CUSTOMER SUCCESS STORY

FOUNDATIONS HEALTH SOLUTIONS

Post-acute care provider improves revenue, reduces costs and enhances the patient experience by automating referral management processes

THE CHALLENGE

“Our goal is to be the preferred provider for discharging organizations,” says Monica DeWitt, director of admissions at Foundations Health Solutions (FHS). “You can get 10 to 15 referrals for a facility at the same time. You must be on the ball and as efficient as possible to make a referral decision and admit a patient,” says DeWitt. “The competition for nursing facilities is fierce. We needed to set ourselves apart from other nursing options with a more efficient referral and admitting process.”

Like many healthcare providers, FHS had a very labor intensive, paper-based referral and admitting process. The vast quantity of paper generated by hospitals and other referring providers, combined with the fast turnaround required to admit a patient, left room for

human error. This environment also elevated the risk of potentially admitting a patient from another care provider without a proper medical review.

The existing vendor was not able to deliver an effective solution for referrals and admitting. FHS chose Hyland Healthcare based on the company’s consultative approach and ability to deliver a customized solution that fit FHS’s workflow and automated processes for improved efficiency, cost savings and a better patient experience.

THE SOLUTION

Hyland worked with FHS to map out the existing workflow from patient admission to discharge, assess the time constraints and effectiveness of current processes, and identify where technology could improve the process.

“Through the referral management, the medical records management and discharge planning, we were able to realize a gain of \$6.5 million annually across the enterprise.”

Jim Homa
Chief Operating Officer
Foundations Health Solutions

 <p>FOUNDATIONS HEALTH SOLUTIONS</p>	<p>ABOUT Foundations Health Solutions operates 55 skilled nursing facilities throughout Ohio providing post-hospital stay, skilled nursing, inpatient rehabilitation, long-term care, memory care and ventilator services.</p>	<p>INDUSTRY Healthcare</p> <p>LOCATION Ohio</p>	<p>SOLUTIONS OnBase Capture OnBase Workview/Case Management OnBase Referral Management</p>
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FHS implemented Hyland's content services platform, OnBase, to manage unstructured patient medical records and automate the business processes involved with the referral admission process. FHS employed Hyland's capture technology to electronically ingest all pre-admission medical records provided by the referring provider via fax or other medium, automatically identify any missing documentation, and enter patient referrals into parallel workflows routed to appropriate departments for insurance verification and medical review.

Rules terminate the admitting work stream if any of the following conditions occur:

- the patient lacks insurance
- the insurance company does not provide authorization
- the nursing facility or the closest facilities lack space
- the nursing facility does not have all the resources needed to treat the individual patient's required level of care.

OnBase automatically creates the admissions packet complete with appropriate electronic signatures upon patient admission. Patient records are available for staff review within the EMR based on role-based security parameters. Automatic timers and notifications remind staff to follow-up with insurance providers for continued stay recertification and reporting dashboards keep everyone focused. "The project management that Hyland lent to us, their clinical expertise, their technical expertise and their willingness to work with us in all facets of the facility's day, made this process seamless," says Jim Homa, chief operating officer.

After achieving success with automation of the business processes involved with the admission workflow, FHS expanded the use of OnBase to capture any additional documents, images or content ingested after patient admission to the care center and the breakdown of the hard chart at discharge.

RESULTS

FHS won the gold McKnight's Excellence in Technology Award in the referral admissions category for the results they achieved with their automated OnBase solution.

Referral management

The automation of manual steps has accelerated the decision making process for insurance verification, prior authorization and medical review while improving accuracy, workflow, tracking and ultimately the patient experience. FHS experienced dramatic time savings throughout the referral process including:

- 75 percent time savings for document capture and scanning and admission packet documentation
- 99 percent time savings for online insurance verification
- 100 percent time savings for workflow notifications among the business office, clinical management and admissions
- 90 percent time savings for documentation review in the business office

"OnBase has been a game changer for capturing and acting on referral data quickly, streamlining work for our busy staff and ultimately making us better prepared for patients," says Homa. "One of my favorite features of the solution is the ability to easily transfer a referred patient to a sister facility that has room and is a good fit for the patient. We conservatively estimate that we are admitting at least one additional patient monthly for each of our facilities because of our improved referral process," adds DeWitt.

Time savings with records management

Staff productivity has improved with a 68 percent time savings for scanning and indexing documents and 56 percent fewer clicks to upload patient documents. Discharge summaries are also now easier to aggregate from OnBase, the EMR and the referring hospital to share with home care agencies. "Considering the implementation and functionality provided with the OnBase solution, most of our end users like and use the technology in their everyday work. This solution makes sense to them.

We often hear how user friendly it is. Even those that have felt behind in the tech world have been able to navigate the solution successfully," notes DeWitt.

Ongoing financial impact

"We've been able to accomplish a much quicker turnaround in our overall admission process from the referral to the day the patient hits the door. What we were able to do was take 104 manual steps and automate 36 of those steps. Through the referral management, the medical records management and discharge planning, we were able to realize a gain of \$6.5 million annually across the enterprise, says Homa.

Compliance considerations

"We receive 70 chart requests per month," says DeWitt. "Our OnBase solution has reduced chart processing time from four hours to just 30 minutes. So this is an additional savings of 2,940 hours or \$57K."

Moving forward

"I strongly recommend Hyland to my colleagues because their solution was tailored to meet our needs as a long-term care provider while also considering the needs of our acute-care partners. Hyland was and has always been very considerate of the patient first, and their relationships and experience with the acute-care entities was invaluable," says Homa.

"We believe we are well on our way towards a paperless clinical environment which is unique to skilled nursing facilities," says DeWitt. "Our efforts will improve efficiencies for our business office personnel and clinicians with the anticipation that business process automation will allow the correct people to make timely and more informed decisions. This should be the catalyst to open the doors to communicate more effectively with our referral sources and payers."

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