



OnBase

a Hyland Software solution

OnBase for Home Health and Hospice Care

Recent studies have shown that the more time nurses spend on patient care, the better the patient outcomes. However, according to the *Journal of Nursing Administration*, only 31 percent of a nurse's time is spent on direct patient care. With more than two-thirds of time consumed by non-essential nursing functions as well as the added pressures of the nursing shortage and an increased emphasis on outcomes for reimbursement, home health and hospice care organizations must improve information access and processes. Nurses can then concentrate on patients, and organizations improve outcomes, which leads to greater revenue recognition.

Managing hybrid records that exist both electronically and on paper is a major contribution to slow, inefficient processes. An enterprise document management system (EDMS) from OnBase rids processes and patient records of paper and eliminates the half-electronic, half-paper records that plague information unity. By scanning paper and importing data, organizations make patient information electronically available when and where nurses and billing staff need it. Because OnBase integrates with virtually any application, users have a single patient view from whichever application users are most comfortable.

UNITE PROCESSES ACROSS DISPARATE SYSTEMS AND FORMATS

While data-centric applications manage much of the patient information, they cannot accommodate documents and processes that occur outside of the systems, and it is often difficult for them to work together. Processes surrounding patient care and billing may originate in one system, be printed out and passed around via paper, and end in another system. Redundant data is often printed and copied multiple times to send to the appropriate people, opening up documents to the risk of loss and damage.

These heterogeneous processes make it difficult to have a smooth, efficient flow of information and it is nearly impossible to track and audit the processes. OnBase EDMS fuses processes into a single solution and allows them to work in concert with each other, making processes fully electronic from end-to-end.

With documents in OnBase, authorized users have simultaneous access to documents, so organizations eliminate delays associated with a file sitting on someone's desk. OnBase also automatically routes documents through reviews, changes, decisions and approvals, sending reminder notifications should documents remain stationary too long, accelerating processes.

Benefits of OnBase for Home Health and Hospice Care

- Creates single, unified patient view with access to electronic documents from whichever application users are most comfortable
- Delivers patient information when and where nurses and billing staff need it
- Achieves information unity by eliminating hybrid records that are half-electronic, half-paper
- Offers nurses more information in the field than ever before
- Increases time spent with patients by reducing time spent on non-essential functions
- Speeds billing, EOB processing and reimbursement recognition with greater access to information and electronic workflows
- Allows billing staff to concentrate on core job functions by eliminating redundant work and automating tedious, low-value tasks
- Presents holistic view into processes to identify trends
- Provides a single solution for departments across an organization

“The ultimate goal is to ensure that the right information is available to the right person at the right time. This model enables our employees to focus on what they need to do, not hunting for information. Using OnBase to automate transaction processing makes us consistent, efficient and productive.”

-Rajesh Sheyte
Executive VP, Information Systems
Visiting Nurse Association of Cleveland

(continued)

CREATE A CENTRAL RECORD OF PATIENT INFORMATION IN THE FIELD

By using an EDMS, nurses have access to more information in the field than ever before. Paper, data streams, photos, electronic forms, e-mails and clinical images can all be viewed with OnBase, and they can be made easily available through a click in the patient record. Paper charts that continue to shadow nurses are converted to electronic, easing access to information and saving valuable time that can be spent on patients. It also ensures that nurses are always accessing the most current and complete information possible.

Traditionally nurses have often been thought to be slow to adopt information technology. However, as the demands on nurses grow and the emphasis on outcomes increases, nurses have begun asking for technology that will increase time with patients, help curb the nursing shortage and improve job satisfaction. A strong EDMS is a key part to answering that call.

ADVANCE PATIENT FINANCIAL SERVICES

Document access and process improvements must also translate into billing and finance departments. As reimbursements become increasingly tied to care delivery and outcome success, organizations need sound financial processes to follow trends and verify improving patient outcomes so that they receive the reimbursement payments they deserve.

With the OnBase EDMS, patient financial services departments eliminate redundant work, automate tedious low-value tasks and allow staff to concentrate on core job functions. Information used and collected by nurses in the field can be used to speed billing by processing EOBs and payments in less time. In addition, organizations can track information and look holistically for trends in processes, patients and employees. Once identified, issues can be addressed and improved, while successes can be repeated in other areas.

ABOUT HYLAND SOFTWARE HEALTHCARE SOLUTIONS

Hyland Software Inc. is the developer of OnBase, a rapidly deployable suite of enterprise content management (ECM) software applications. Deployable as a premises-based solution or via software as a service (SaaS), OnBase is a modular suite of ECM applications that includes document imaging, workflow, electronic document management, COLD/ERM and records management. OnBase Healthcare Solutions enable organizations to run more efficiently by managing content and streamlining workflows across the enterprise with point solutions for revenue cycle management, medical records and back office operations. For more information about OnBase, an AHA-endorsed solution, please contact an Authorized OnBase Solution Provider or visit www.onbase.com.

Allina Hospitals & Clinics

Allina Hospitals & Clinics, based in Minneapolis, is a non-profit network of 11 hospitals and 65 clinics using OnBase across the organization. Allina Home Health Care and Hospice scans patient documents into OnBase to facilitate patient care and accounting. The department automatically indexes documents with information from its home care software, eliminating manual data entry.

Before OnBase, home health associates had to carry physical paper records to the home of each patient they visited. With OnBase, they now access those documents on their laptops. Reducing reliance on paper records is more efficient, allowing associates to spend more time with patients. Electronic documents also improve the integrity of documents by eliminating the risks associated with transporting them.

Allina uses the OnBase EDMS both in patient care and finance departments, as well as health information management (HIM), human resources, the reference lab, accounts payable and medical imaging. With a single solution, information is more connected and IT administration simplified.

"I find OnBase easy to use and navigate. OnBase has enough detail to find what you are looking for without having to enter in too much information."

-Hannah Cassaro
Reimbursement Specialist for Home Health Care and Hospice
Allina Hospitals & Clinics