

# Case Study

## At A Glance

### Organization

- Home care and Hospice provider
- Serves residents in Iowa

### Solution spotlight

- Horizon Homecare™ Wound Advisor

### Critical issues

- Improve wound care management
- Give more of the wound population access to WOCN overview
- Improve patient satisfaction

### Results

- Increased WOCN evaluation from 3 - 4 cases a day to 12 - 15
- Increased productivity while reducing mileage and travel expenses
- Enhanced patient satisfaction by demonstrating wound healing progression

## Iowa Health Home Care Extends the Reach of WOCN Nurses with Horizon Homecare™ Wound Advisor

Iowa Health Home Care is a full-service home care agency that serves patients throughout Iowa. The organization delivers 120,000 home care visits annually and has an average daily hospice census of 125. Always looking for ways to improve patient satisfaction and patient outcomes, Iowa Health Home Care recently implemented a wound care management program.

### Challenges

According to Lois Glanz, RN, Clinical Horizon Information Specialist, Iowa Health Home Care set a very specific goal for itself. “We wanted to develop a more complete wound management program and make more efficient use of our wound ostomy continence nurses (WOCN).” She says the organization wanted its WOCNs to be able to oversee the care of more patients. Conversely, the agency recognized that increasing productivity was not possible if the WOCNs had to travel to each patient’s home.

### Answers

Iowa Health Home Care realized that the only way to achieve the results it expected was to implement an automated wound care management system. The organization selected Horizon Homecare™ Wound Advisor. As part of McKesson’s Horizon Homecare suite of products, the system is a wound care monitoring system that enhances wound management and standardizes care delivery at the point of care.

Horizon Homecare Wound Advisor’s wound assessment helps the field clinician document wound care efficiently, accurately and consistently. All of the information and wound images gathered by the field clinician are available to the WOCN online for thorough evaluation and improved decision-making.

### Results

By implementing Horizon Homecare Wound Advisor, Iowa Health Home Care is on the

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**Lois Glanz, RN, Clinical Horizon Information Specialist**

road to accomplishing its wound management goals: improved WOCN productivity and enhanced patient satisfaction and clinical outcomes.

The system allows Iowa Health Home Care to offer more patients the expertise of a Certified Wound Specialist. According to Lois, all patients with wounds are automatically referred to a WOCN. By providing online access to patient records, Horizon Homecare Wound Advisor increased the number of patients the WOCN could evaluate from 3-4 patients per day to 12-15 patients a day. Lois expects this to positively affect clinical outcomes.

The organization also decreased mileage and travel time expenses by giving its WOCNs the technology to conduct most evaluations without leaving the office.

Lois says clinicians find the system very easy to use. “Initially, some clinicians thought attaching the pictures [to the patient’s electronic medical record] would be difficult,”

says Lois. “But after doing it one time they could see it was very simple.” This improved documentation helps the clinician as well as the patient.

Lois points out that wound care patients can sometimes get discouraged with how long it takes for wounds to heal. “The pictures in Horizon Homecare Wound Advisor are a good way to show patients the progression of wound healing and how far they have come in the healing process.” She says this goes a long way to reassure patients and improves their overall satisfaction.

Using Horizon Homecare Wound Advisor, Iowa Health Home Care has been able to extend the productivity of the WOCN by as much as four times, which has impacted its wound population. “Horizon Homecare Wound Advisor has allowed us to give more patients the benefit of a Certified Wound Specialist’s oversight,” says Lois. “This will positively impact clinical outcomes and help improve our patients’ comfort and satisfaction.”

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