

At A Glance

Organization

- Nonprofit healthcare organization
- Serves residents of the northern Shenandoah Valley

Solution spotlight

- Horizon Homecare™
- McKesson Telehealth Advisor™

Critical issues

- Improve home health revenue
- Analyze CNCM data quickly and accurately
- Share information between Home Health, CNCM, and Telehealth
- Improve field staff and management oversight

Results

- Increased home health revenue \$150K
- Reduced FTE by .65 by eliminating separate program director
- Decreased expenses by \$68K
- Decreased emergency room visits
- Achieved high patient satisfaction
- Improved wellness, self-care and independence through disease management education

Valley Health Home Health Services' Integration with Hospital Enhances Efficiency & Outcomes

Profile

Headquartered in Winchester, VA, Valley Health Home Health Services provides 43,000 skilled nursing, therapy, and aides visits to over 3,200 patients for a six-county region served by three hospitals in northern Virginia.

Valley Health offers a full spectrum of services in acute care, rehabilitation and extended care facilities, and outpatient and community settings to help the people of the region manage their health and enjoy a high quality of life.

Challenge

Valley Health needed to connect home health to its associated hospital's Community Nurse Case Management (CNCM) program, a non-revenue producing program designed to decrease unnecessary use of hospital and emergency services. CNCM Registered Nurses perform free home visits, telemonitoring, and telephone follow-up for a population of chronically ill adults who do not meet home health or hospice criteria (primarily COPD and CHF). This nursing model focuses on assessment and education. The goal of the program is to avoid costs related to

hospital readmissions or long length of stays. In 2007 the program served 143 patients and made 3,500 home visits.

"CNCM is not a revenue producing department," says Patty Klinefelter, Corporate Home Health Director, Valley Health Home Health Services. "It was created for cost avoidance; therefore, we had to streamline processes, and save money and time in order to continue providing this much-needed community service."

Answer

Valley Health conducted a thorough review of the CNCM processes and identified opportunities for improvement. According to Klinefelter, the organization realized that it was essential to connect CNCM to home health. "In the last few years, it became apparent that by aligning the program with home health, processes could be improved and streamlined, especially with the use of McKesson's Horizon Homecare," says Klinefelter.

Building on the solid yet flexible foundation of Horizon Homecare, the organization was able to accommodate

Case Study

“Horizon Homecare™ improved communication between our home health and CNCM and facilitated tracking patients’ post acute hospital stays. Additionally, by including data gathered by McKesson Telehealth Advisor™ we improved trending and tracking of clinical outcomes.”

Patty Klinefelter, Corporate Home Health Director

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all aspects of the business and integrate with its homecare division. By using an HL7 interface, Valley Health transferred patient and staff information from hospital records into Horizon Homecare.

The system’s flexibility allowed Valley Health to simply add hospital entity CMCN as a new organizational level in Horizon Homecare. This simultaneously allowed the organization to extend the benefits of the system’s extensive care documentation functionality to CMCN staff and allow homecare to streamline processes and track patient outcomes.

Valley Health modified guidelines within Horizon Homecare to meet the unique needs of the CNCM program and enhance existing processes.

The system’s automatic scheduling functionality enhanced efficiency and improved staff management.

Valley Health implemented McKesson Telehealth Advisor™, McKesson’s remote disease management system, to CNCM’s patient’s. This achieved a fully electronic medical record by integrating data collected by the telehealth system with the EMR in Horizon Homecare.

Because the Valley Health and CNCM data was completely integrated in a single EMR, Valley Health was able to use standard Horizon Homecare and customized reports to collect data on key CNCM statistics. This allowed the organization to fully analyze care effectiveness and patient outcomes in real-time for proactive care delivery.

Results

According to Klinefelter, the results of integrating homecare with the hospital has been a revelation. “We have recognized most of the benefits we hoped for in the project,” says Klinefelter. By bringing the hospital’s CNCM entity into the homecare system using Horizon Homecare, the organization increased home health revenue \$150K. Simultaneously, the agency was able to reduce its full-time employees by .65 and decrease other expenses by \$68K.

Patient outcomes improved as well. “Our patients experienced a decrease in emergency room visits,” says Klinefelter. She goes on to say that patient satisfaction is high because CNCM patients were also able to improve wellness, self-care and independence through disease management education provided through McKesson Telehealth Advisor.

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