American HealthTech

Facilitating Technology-Enabled Post-Acute Care Transformation

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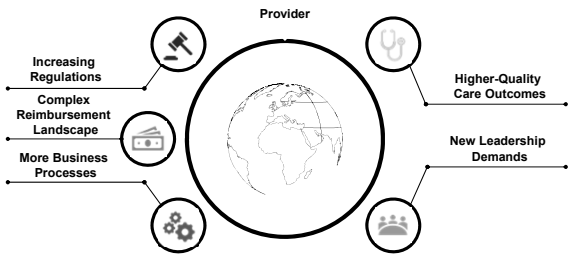
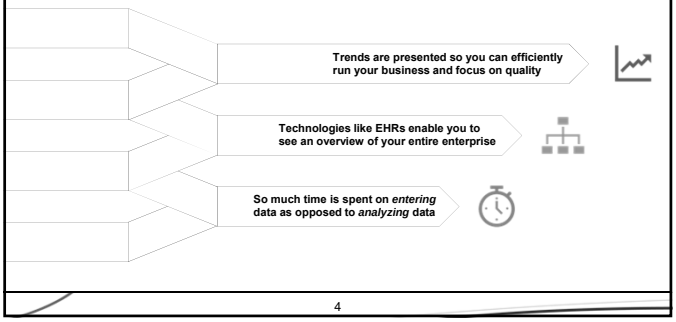
Your World is More Complex Than Ever



Are You Managing Your Facility (Or Is It Managing You)?

You're Innovators, Not Just Care Order-Takers!



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Your Most Important Decision?

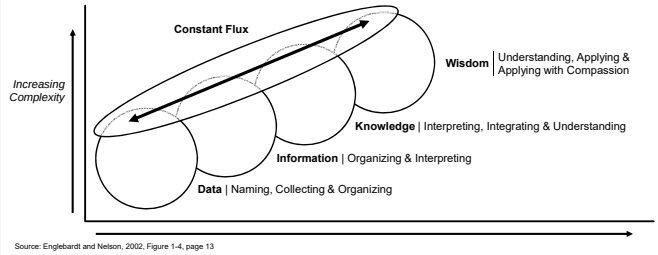
Technologies that empower you to:

- SPEND TIME ON RESIDENT CARE
- CONDUCT PROPER ANALYSIS
- PRIORITIZE YOUR DAYS

But are you spending more time gathering data, and not analyzing it?

How Data *Should* Work for You – Not *Against* You

The Relationship of Data, Information, Knowledge and Wisdom



Source: Englebardt and Nelson, 2002, Figure 1-4, page 13

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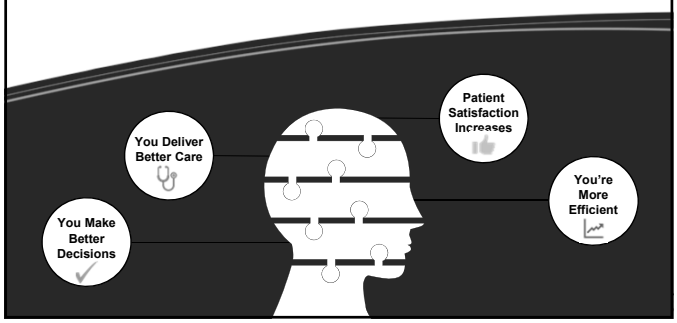
When You Achieve *Wisdom* from Your Data…



"Processes make you more efficient."
- Steve Jobs

Six Critical Business Processes

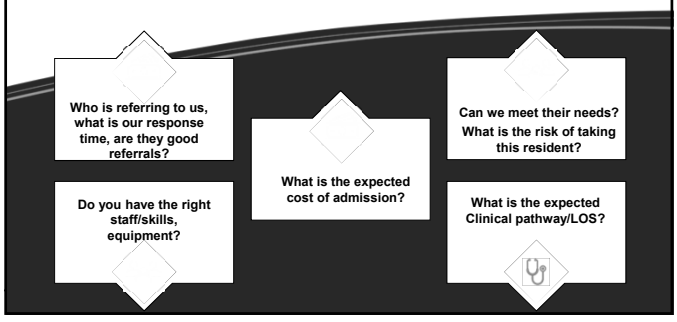
- Pre Admission
- Admission
- Medication Mgmt
- Discharge Planning
- Post Discharge Tracking
- Cost Management

Pre-Admission

Before they come through your door

- First 24-72 hours critical to your success
- Fight for census
- Quick turnaround expectations forces quick decisions
- Must be able to meet the resident's needs

What Your Pre-Admissions Data Can Help Determine

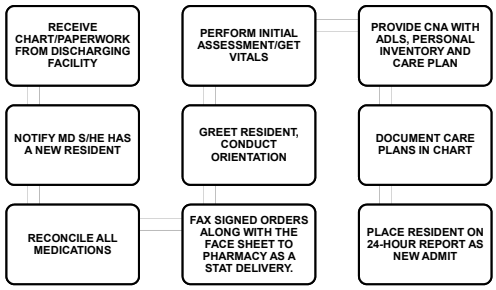


Admissions

Getting it right from the start

- First Impression => resident satisfaction
- Greatest risk of readmission to hospital
- Care Transition prone to information gaps
- Developing the right care plan quickly
- Lots of moving parts – providers, interdisciplinary teams

The Admissions Process



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What Your Admissions Data Can Help Determine

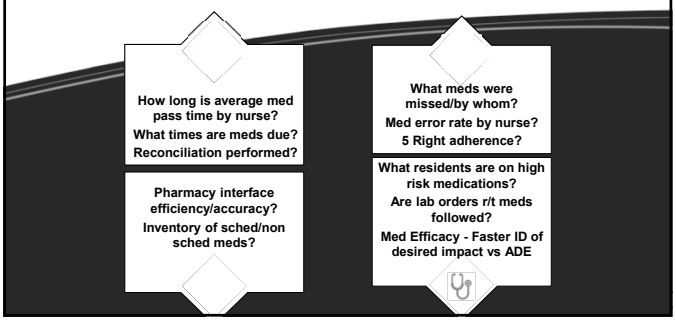
- What is the average time to complete an admission by each IDT?
- Is all paperwork, all disciplines complete? What's missing?
- What risk should staff watch for?
- How many admissions per day? What time/days of week

Medication Management

Close Loop Cycle of Care

- One of the highest risk areas for you and resident
- A leading cause of readmissions
- Complex process; ordering/receiving, interactions, administration, # of meds, inventory

What Your Med Management Data Can Help Determine



Discharge Planning

Not leaving discharges to chance

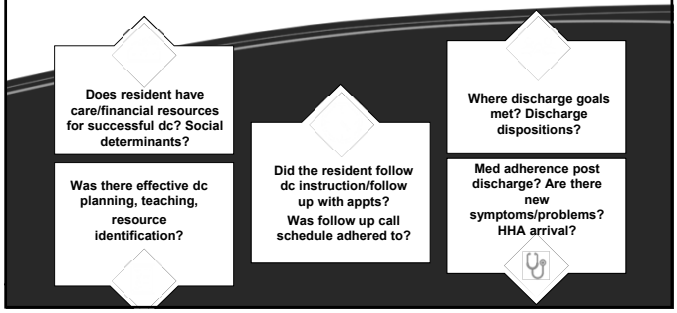
- Increased emphasis in Requirements of Participation
- Starts at admission or even before
- Early and ongoing identification of goals and barriers to discharge
- Social determinants often missed
- IDT Driven, no longer just social services

Post Discharge Tracking

You're still on the hook

- Alternate payment models
- Still have "skin in the game" after they leave you
- Early identification of deviations from post discharge plan of care
- Maintains good relationship – likely to return if services needed

What Your Discharge/Post Discharge Data Can Help Determine



Cost Management

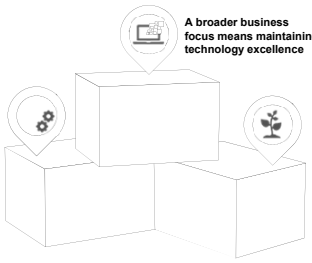
Simple concept, difficult to capture

We must understand our acuity and cost of providing care
Alternate payment models forcing us to understand our costs
How do we know if contracted rate is good?
Do our policy changes or care redesign approaches impact cost/quality?

What Your Cost Management Data Can Help Determine

- What is my cost for CJR Bundles? Did I make any money in this contract? Renegotiate?
- How costly is my staff? Is using higher cost staff resulting in better quality?
- How much staff time is used in meeting? What do meetings cost? How much does this wound treatment cost in staff time and supplies?
- Does our change to care delivery cost more? What are the most expensive diagnoses? What is the average cost of medications? Ancillaries?

Three Key Takeaways



- A broader business focus means maintaining technology excellence
- You must marry your business processes with your EHR to become business-focused throughout your enterprise to enable true person-centered care
- Success is measured in how you enable enterprise decisions and how you drive growth

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Thank You!