Improving Clinician Efficiency and Patient Care Management for Questcare Matrix

Category
Clinical Decision Support Systems including those aimed at Reducing Inappropriate Hospital Admission and Acute Care Transfers (i.e. INTERACT, On-Time Quality Improvement, etc.)

Organization Name
Juliette Fowler Homes Inc. (a Questcare Matrix client facility)

Organization Description
Questcare Matrix is dedicated to providing the highest quality post-acute care for their hospital partners, post-acute facilities, and patients. Questcare Matrix provides unsurpassed post-acute care and fosters long-term relationships with their partner hospitals and post-acute facilities. They strive to reduce preventable readmissions and provide the highest level of post-acute oversight available in the market. In addition to providing a quality practice environment, they create the flexibility for their providers to enjoy the life they deserve.

Project Description
Outdated workflow and cumbersome charting made it difficult for Questcare Matrix clinicians to spend quality time with their patients at Juliette Fowler Homes Inc. Basic patient information such as past medical history, current conditions, and medications were collected manually along with documentation required to accurately bill each patient visit. All of this was compounded by inadequate facility infrastructure needed to support new technologies (i.e., access to Wi-Fi, printers, etc.)

Implementation Approach
Questcare Matrix selected Afoundria’s ChartPath™ mobile charting solution to address obstacles such as:

- Inability to access patient charts from any location.
- Fragmented and incomplete paper charts.
- Time associated with preparing an appropriate billable chart.

Obstacles like these prevented clinicians from having more time directly with their patients.
Initially, Afoundria coordinated a campus-wide evaluation of Juliette Fowler Homes’ Wi-Fi coverage and made recommendations to improve areas that were considerably deficient for mobile device use. Juliette Fowler Homes addressed these issues and Afoundria moved on to training Questcare Matrix clinicians on ChartPath.

After just a few hours of training and practice, the clinicians were charting with the ChartPath tool.

### Outcomes

Using ChartPath, the clinicians can now use the touch, voice, or type inputs to facilitate the collection of patient information at the time of visit versus collecting the information by taking hand-written notes or voice recordings and then transcribing those notes into the patient chart at the end of their day. Hand-written notes or voice recordings were not optimal, as they required more administrative time and less patient care time.

In addition, the real-time prompts within ChartPath increased adherence to corporate standards of care and provided the documentation required by Centers for Medicare and Medicaid Services (CMS) for regulatory compliance. Not only is this important for displaying the record in a fashion that provides a holistic view of the patient, but it also ensures appropriate billing and reimbursement.

Finally, ChartPath provides the clinicians with clinical decision support in the full context of patient, pathology, provider, payer and price. This resulted in reduced time and energy the clinicians spend on technology and process and puts them back in charge of efficient patient care management which ultimately results in reduced readmissions and improved patient care.

### Challenges, Pitfalls to Avoid and Lessons Learned

Wi-Fi coverage is essential to an efficient experience if using a web-based mobile solution. Testing your Wi-Fi coverage prior to implementation is critical to success.

### Lessons Learned/Advice To Share With Others

Conducting workflow analysis and understanding the workflow/process struggles your clinicians face, along with an understanding of the technology and its capabilities, is a crucial first step to providing them with a solution that will result in improved efficiency and better patient care.