

Oxford HealthCare

Improves Home Health Patient Outcomes and Reduces Cost with Horizon Homecare™ Wound Advisor

At a Glance

Organization

Oxford HealthCare
Springfield, Mo.

- Four home health locations serving 31 counties in Missouri

Solution Spotlight

- Horizon Homecare™ Wound Advisor
- Supply Management Online

Critical Issues

- Rising supply costs
- Lack of statistical data to understand trends
- Inconsistent and incomplete documentation
- Rising personnel costs to serve larger patient population

Results

- Reduced supply costs by 44%
- Improved wound monitoring and documentation with photo images
- Increased staff and patient compliance with wound orders
- Reduced wound visit utilization by 28.2%

As the largest provider of home healthcare services in southwest Missouri, Oxford HealthCare serves more than 200 patients with surgical or any other types of wounds at any given time. By converting from a paper-based record to Horizon Homecare™ Wound Advisor and Supply Management Online from McKesson, the organization was able to reduce medical supply costs by more than 44% within one year. This change also improved outcomes through enhanced documentation of patient progress and compliance. Skilled nursing visits declined by 26.6% over a three-year period, allowing one certified wound care nurse to manage more than 200 patients — up from 70 patients prior to implementing the solution.

Challenges

Oxford HealthCare was faced with a growing population of wound patients — the most complex and costly types of cases managed by homecare agencies.

The organization's paper-based records made it difficult for nurses to monitor progress over time. Documents did not allow clinicians to accurately document patient conditions.

"Prior to implementing Wound Advisor, I was tracking everything down by paper at that point in

time and trying to pull paper addendums to compare side by side to determine patient progress," explains wound analyst Alicia Jenkins, BS, RN, CWCN. "It was very labor intensive."

Answers

In an effort to optimize efficiency, while enabling staff to improve care, Oxford HealthCare implemented the full suite of McKesson's Horizon Homecare solutions, including Wound Advisor. By providing better management of the wound population and standardized care delivery, the solution improved compliance with physician orders by both staff and patients.

"The system has all the patient information right there," says Jenkins. "The patient wound images and wound status are laid out side by side from date to date. You view one visit to the next and see what's going on with each patient over time."

Wound Advisor provides easy access to patient information such as medications, allergies and images of the wound for informed decision making. Wounds are tagged with specific locators to guide staff to the exact location on the body.

"You tag that spot (for the wound) and that's the spot where it's going to stay," says clinical trainer Cristine Murray, RN, BSN, COS-C. "There are just so many helpful features

Case Study

“There are just so many helpful features with Wound Advisor that I really pushed to have it implemented when we went live with our field care devices.”

***Cristine Murray, RN, BSN, COS-C
Clinical Trainer
Oxford HealthCare***

with Wound Advisor that I really pushed to have it implemented when we went live with our field care devices.”

Instead of paper charts with incomplete or incorrect documentation, the new system prompts staff to complete all notations before the visit can be logged as complete.

“It’s not an easy thing to skip now or complete inaccurate documentation later,” says Jenkins. “If they don’t complete their assessment, it says ‘No, there’s some blank areas’ and forces the clinician to go back, look at that addendum and find the spot they failed to address.”

Each case manager is assigned a camera, which now allows the staff member to provide visual documentation of the wound. The images can be compared to past visits to provide an accurate analysis of whether the patient is getting better or deteriorating. Images are uploaded to the record and are made available to physicians.

The supply system also creates an approval process in which orders exceeding \$100 or requests for non-formulary drugs trigger a review. Staff can make more efficient use of supplies and avoid the order of more costly and unnecessary items.

“Nurses know that non-formulary items are going to get to their patients, but triggers for an approval slow down that order,” explains Jenkins. “I can then look back at the wound order and see if the item being requested even matches the wound order. For example, they might order a 5x6 (bandage) when they only needed a 4x4 adhesive.”

Results

Now into their third year of using Wound Advisor, Oxford HealthCare reduced supply costs by more than 44% within one year. The system has allowed personnel to work more efficiently, as skilled nurse visit utilization for wound patients declined by 26.6% between 2008 and 2010. Overall utilization declined by 28.2% for the same period. Surgical wound status improvements, as measured, were 94% compared to a baseline average of 87%.

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