

Lower Cape Fear Hospice & LifeCareCenter Makes Huge Productivity Gains with “Paperless Environment”

At a Glance

Organization

Lower Cape Fear Hospice & LifeCareCenter
Wilmington, N.C.

- 186 employees
- Average daily census: 300+

Solution Spotlight

- Horizon Hospice™
- Horizon Hospice™ Advanced Clinicals
- Horizon Hospice™ Telephony

Critical Issues

- Become a paperless agency
- Implement automated clinical documentation functionality
- Automate scheduling
- Capture real-time home health aide visit information

Results

- Reduced charting time
- Increased accuracy and timeliness of visit documentation
- Enhanced interdisciplinary team communication
- Improved home health aide productivity and accountability

Lower Cape Fear Hospice & LifeCareCenter, a nonprofit hospital-affiliated hospice provider, has been serving residents of southeastern North Carolina for more than 25 years. As Lower Cape Fear Hospice & LifeCareCenter expanded to meet the needs of its community, it faced a new challenge — becoming more productive. To meet this challenge, the organization used hospice software to automate clinical documentation and scheduling. The result — a paperless environment with enhanced organizational productivity and better care team coordination and communication.

Challenges

Lower Cape Fear Hospice & LifeCareCenter’s clinical field staff members were documenting care exclusively on paper. According to Debbie Foss, applications analyst and HIPAA security officer, paper documentation created inefficiencies throughout the organization. “We needed to move toward a paperless environment,” Foss relates. The only way to do that was to implement a hospice software system that automates clinical documentation and scheduling processes.

Answers

The organization chose the Horizon Hospice™ solution from

McKesson. Horizon Hospice is an integrated clinical and financial information system that meets hospice providers’ specific needs, including point-of-care documentation, telephony and personnel scheduling.

With the Horizon Hospice™ Advanced Clinicals system, clinicians carry an electronic copy of a patient’s complete chart into the home on a portable computer and send updated patient visit information to the Horizon Hospice database. The information is readily available to other clinicians and office staff. The system’s automated documentation eliminates hours of charting time, and the data is more accurate and complete.

Lower Cape Fear Hospice & LifeCareCenter also implemented the system’s automated case conference. “It streamlines IDT meetings and decreases the meeting length, giving our physicians more time to teach,” states Foss. The hospice uses the system’s library text to populate the meeting notes then sends them to the attending physicians as a monthly update.

“Horizon Hospice Advanced Clinicals made our entire documentation process much more efficient,” says Foss. Lower Cape Fear Hospice & LifeCareCenter’s automation initiative included implementing Horizon Hospice™ Telephony, which allows field staff to document visit information directly into

Case Study

“Horizon Hospice allows us to be better prepared for unannounced certification surveys and makes it possible to have the necessary documentation available at our fingertips.”

Debbie Foss

*Applications analyst and
HIPAA security officer*

Horizon Hospice via telephone. The organization’s home care aides, palliative care team members (including nurse practitioners and physicians), inpatient physicians and community medical directors use Horizon Hospice Telephony to document visits.

“Horizon Hospice Telephony improved the timeliness of documentation,” says Foss. “Case managers can review aide notes and visit frequencies quickly.”

The system eliminates duplicate data entry by allowing field staff to enter services into the Horizon Hospice database as soon as the visit is completed. Other team members now have access to up-to-date patient information which helps speed issue resolution.

Horizon Hospice’s automated scheduling enhances the organization’s home care aide scheduling processes. According to Foss, it’s easier to manage work and vacation days. “Unlike the old paper trail, when case plans are updated in the system, the data is immediately available to aides through the telephony system,” explains Foss.

Remote access to schedules and patient information, including the care plan, address, phone number, and directions to the home, eliminates the need for home health aides to come into the office. At the same time, the agency realizes greater efficiency overall. “We can

better manage services to our patients, document timeliness of the aides’ arrival at the home, validate the length of the visit and coordinate case manager visits with the aides using scheduling,” says Foss.

Lower Cape Fear Hospice & LifeCareCenter rolled out Horizon Hospice Telephony to volunteers, too. As the volunteers began using the system, they were included in the team list, and social workers have been able to see the volunteer visit pattern maintained with each patient. “Horizon Hospice Telephony will continue to augment our teamwork and communication,” says Foss.

Results

Horizon Hospice made it possible for Lower Cape Fear Hospice & LifeCareCenter to automate its paper-based processes. Overall, the system helped Lower Cape Fear Hospice & LifeCareCenter improve home health aide productivity and accountability. Evidence of its success includes reduced charting time, increased accuracy and timeliness of visit documentations, and enhanced interdisciplinary team communication. The organization also experienced additional benefits. “Horizon Hospice allows us to be better prepared for unannounced certification surveys and makes it possible to have the necessary documentation available at our fingertips,” says Foss.

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