



CareFacts Customer Fairview Lakes HomeCaring and Hospice

Fairview Lakes HomeCaring and Hospice in Chisago City, Minnesota, is a full service agency providing care to clients in six counties in east central Minnesota. With 80 full-time and part-time employees that include 30 nurses, Fairview Lakes cares for 200 clients in their home care division and 40 to 50 in their hospice division. They do everything from “pre-birth to post-death,” as they have a busy maternal child health program, as well as extensive bereavement services available through their hospice program. Their nurses cover a large territory most days, as their clients primarily live in rural areas and small towns.

For a comprehensive community-based agency, Fairview Lakes has a high number of specialty certified staff. Some of the specialty areas include gerontology, hospice and palliative care, ostomy and wound care, lactation, and diabetes. In addition, their Medical Director is board certified in palliative care. They are, in fact, pioneers in the emerging discipline of palliative care, a discipline that emphasizes symptom relief along with support for both the client and their family.

Fairview Lakes became a leader in healthcare informatics when they began using CareFacts clinical software in 1996. Debra Solomon, Fairview Lakes Clinical Coordinator, had been interested in having better clinical data available and had been in conversations with Bonnie Westra, CareFacts clinical developer at the

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- **CareFacts customer since 1996.**
- **Named to 2008 HomeCare Elite by OCS, Inc., and DecisionHealth.**
- **Article about quality outcomes published in *Home Care Technology*.**

time, about how to obtain good clinical data and analyze it. The Omaha System for documenting nursing data was gaining popularity in the country, and CareFacts had integrated the Omaha System directly into the clinical documentation system. In addition, the agency leadership knew that OASIS was fast approaching, and they knew an electronic health record would make that conversion easier.

Although nurses were concerned that a laptop would interfere with their patient relationships and many were not “computer-savvy,” Debra reports that now “no one would go back.” Clinicians, including therapists and social workers, appreciate the benefits – better access to current information about all clients, less duplicative entry of information, and pathways that assist in the delivery and documentation of care. Clients have not found the computer intrusive, and clinician and client satisfaction continues to be excellent.

Debra also reports that having aggregated clinical data is helpful in quality improvement and problem solving. She is especially appreciative of how the Omaha System “adds objectivity and the ability to quantify nursing interventions,” allowing measurement of new or improved methods of providing care. They use pathways to facilitate consistency in care and measure outcomes. Frequently used pathways include pain management, heart failure, and COPD, and the agency has the flexibility to change existing pathways or create new ones as necessary.

On adopting CareFacts, Fairview Lakes was able to reduce 1 FTE in their billing department. In addition, the process of getting claims out the door has vastly improved. Using CareFacts, along with Home Health Gold’s analytical tools, has also helped reduce the number of claim denials. In the area of compliance, surveyors are able to easily find the client information they want, and the software has consistently been upgraded before billing regulation changes went into effect.

Fairview Lakes HomeCaring and Hospice has been named to the 2008 HomeCare Elite by OCS, Inc., and DecisionHealth. This award places them in the top 25% of agencies based on quality measures and financial performance. More information about how they use CareFacts and the Omaha System to improve quality outcomes can be found in an article published in *Home Care Technology*, Fall 2006, “Use of Omaha System Data to validate Medicare Required Outcomes in Home Care,” authored by Bonnie L. Westra, Debra Solomon, and Donna M. Ashley. The article is posted on the CareFacts website.



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