



Highlighting CareFacts Customers HomeCare Elite Award Winners

St. Mary's Home Health in Detroit Lakes, MN

St. Mary's is a hospital-based agency, owned and operated under St. Mary's Innovis Health with offices in Detroit Lakes and Ada, MN. They cover a five county area and make approximately 16,000 visits per year. They primarily deliver adult acute post inpatient care, but also have some pediatric and adult chronic care patients. They began a telehealth program one year ago for patients with cardiac and respiratory chronic conditions.

The CareFacts Clinical package was implemented in 1998 and was chosen for its extensive functionality and value. Linda Hespe, RN, BSN, MBA, reports that CareFacts has helped improve their documentation and outcomes. In addition, CareFacts has improved compliance efforts and streamlined quality assurance activities. They have instituted the wound assessment protocol and use it to enable care coordination among various caregivers who may have to see the same patient. They attach photos to the record to help nurses track progress, and the process has helped nurses deliver more consistent care to their wound care patients.

In 2006, St. Mary's decided to discontinue using their hospital billing system and implemented CareFacts Billing. In the process, Linda reports that CareFacts requires less manual data entry. They also are pleased that denials have decreased and A/R days have been reduced to their goal level.

Adams County Regional Medical Center Home Care in Seaman, OH

Adams County Regional Medical Center Home Care is also a hospital-based agency serving a primarily elderly population. With their staff living in the community, they take great pride in providing quality care to friends, family and neighbors. They boast a greater than 95 percent satisfaction level reported by an independent survey source.

Kim Jodrey, RN, reports that CareFacts was chosen because they wanted a system that would allow streamlined documentation at the point of care. CareFacts has proved its worth to the front-line staff with its ease of use and the availability of the patients' entire record at the point of care. The training and assistance with issues coming up have exceeded expectations, and she is especially grateful that they have not needed customer support often. She also calls the CareFacts reporting function "top of the line," giving the agency the ability to monitor patients' clinical and financial outcomes - information critical to home care agencies these days. In addition, CareFacts has provided invaluable education about and assistance with federal and state rules and regulations.

CareFacts Information Systems

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The HomeCare Elite Award is given annually to the top 25 percent of Medicare-certified home health care agencies based on publicly-available data including quality outcomes, quality improvement, and financial performance. The Award is given by OCS, Inc., a company dedicated to promoting business intelligence in the health care sector. According to the OCS website, their bottom-line goal is to help your agency "turn your data into fact-based knowledge to make smarter decisions." In this issue we will begin to highlight a few of our award winning customers to give recognition to those who have obtained the award and to give insight into their practices that may be of benefit to other agencies.