Home Care Technology North and South

Innovations for
Clinical Competence
and Cost Control

AlayaCare
Better Outcomes 2017

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U.S. Healthcare 2017

Oldest Baby Boomers turning 71

Lawmakers attempting to bring systemic change

But who is in charge?

1. Congress?
2. President?
3. Physicians?
4. Nurses?
5. Large Health Systems?
6. Republicans?
7. Democrats?

U.S

Oldest Baby Boomer

Lawmakers attempting t

Who is in charge?

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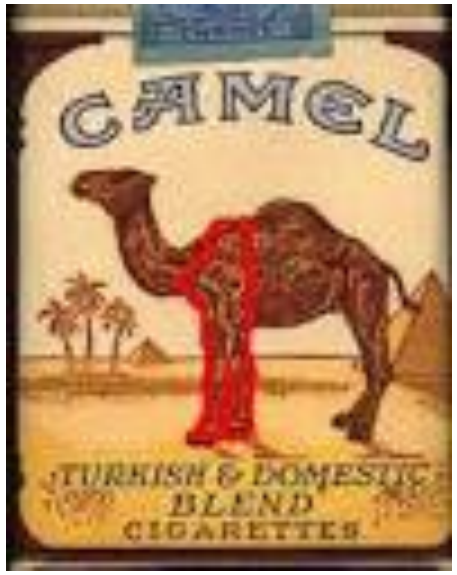
2. ~~President~~
3. ~~Physicians~~
4. ~~Nurses~~
5. ~~Large Health Systems~~
6. ~~Republicans~~
7. ~~Democrats~~

NORTH AMERICAN POPULATION HEALTH DRIVERS



Healthcare Spending

SOUTH OF THE BORDER

NHE: $3.2 T ($9,990 per person)

Medicare total: $646.2 B

Health insurance: $1,072.1 B

Hospitals: $1,036.1 B

Physicians: $634.9 B

Home Health: $88.8 B

NORTH OF THE BORDER

NHE: $211 B ($6,299 per person)

Hospitals: $633 M

Home Health: reported province by province

	AUS	CAN	FRA	GER	NETH	NZ	NOR	SWE	SWIZ	UK	US
OVERALL RANKING	2	9	10	8	3	4	4	6	6	1	11
Care Process+	2	6	9	8	4	3	10	11	7	1	5
Access+	4	10	9	2	1	7	5	6	8	3	11
Administrative Efficiency+	1	6	11	6	9	2	4	5	8	3	10
Equity+	7	9	10	6	2	8	5	3	4	1	11
Health Care Outcomes+	1	9	5	8	6	7	3	2	4	10	11

A PARABLE

PIKES PEAK INTERNATIONAL RACEWAY
OMGDRIFT
PHOTO BY LEANN MCGLASSON

PIKES PEAK INTERNATIONAL RACEWAY
99

www.WorldStadiums.com

Photo: USGS/E.V. Leyendecker

FEMA News Photo

PIKES PEAK INTERNATIONAL RACEWAY
OMGDRIFT
PHOTO BY LEANN MCGLASSON

Who Understands This Parable?

"Trudeau promises $3-billion investment in home care, mental health"

Steve Lambert
SURREY, B.C.
The Canadian Press
September 30, 2015

Who Does Not Understand this Parable?

MedPAC Commissioner
Francis J. Crossan, M.D.

Report: “MedPAC pushes for higher rates, but only for hospitals and doctors.”

Five Year Forecast

Pressure from all payers, both government and private insurance, to pay for outcomes instead of procedures is already leading to:

- Mergers/Acquisitions
- Closures
- Diversification
- Tightening competition

Canadian Home Care Association

Big Idea #1: Adaptability is the New Competitive Advantage

Instead of being really good at doing a particular thing, home care organizations must be really good at learning how to do new things. We need to be bold and innovative - not only with products and services but with care models, processes, and strategies.

Big Idea #2: Build People Power

New skills and capacity will be needed to manage complex multi-stakeholders in an increasingly interconnected system. We must learn to unlock our three greatest resources – patients, caregivers, and frontline staff.

Big Idea #3: Expand the Leadership Equation

Provide leadership knowledge and support learning experiences for our professional and para-professional staff, our administration and management teams. Explore new ways of providing knowledge through virtual programs and team building.

Big Idea #4: Nurture Our Networks

Explore new ways to establish and evaluate networks and relationships within and between organizations and different parts of our health care system to understand patient care, information flow, decision-making, trust and teamwork.

Big Idea #5: Power Up and Spread Out

Build internal capacity to embrace and drive change. Innovative partnerships, access to external experts and proven quality and improvement methodology are critical to our success.

TOOLS TO GET THERE

1. Clinical Documentation Accuracy
2. Electronic Physician Communication
3. Stellar Online Reputation
4. Predictive Analytics
5. Remote Patient Monitoring
    a) Vital sign telehealth
    b) Video visits
    c) Patient portals
6. Staff Training

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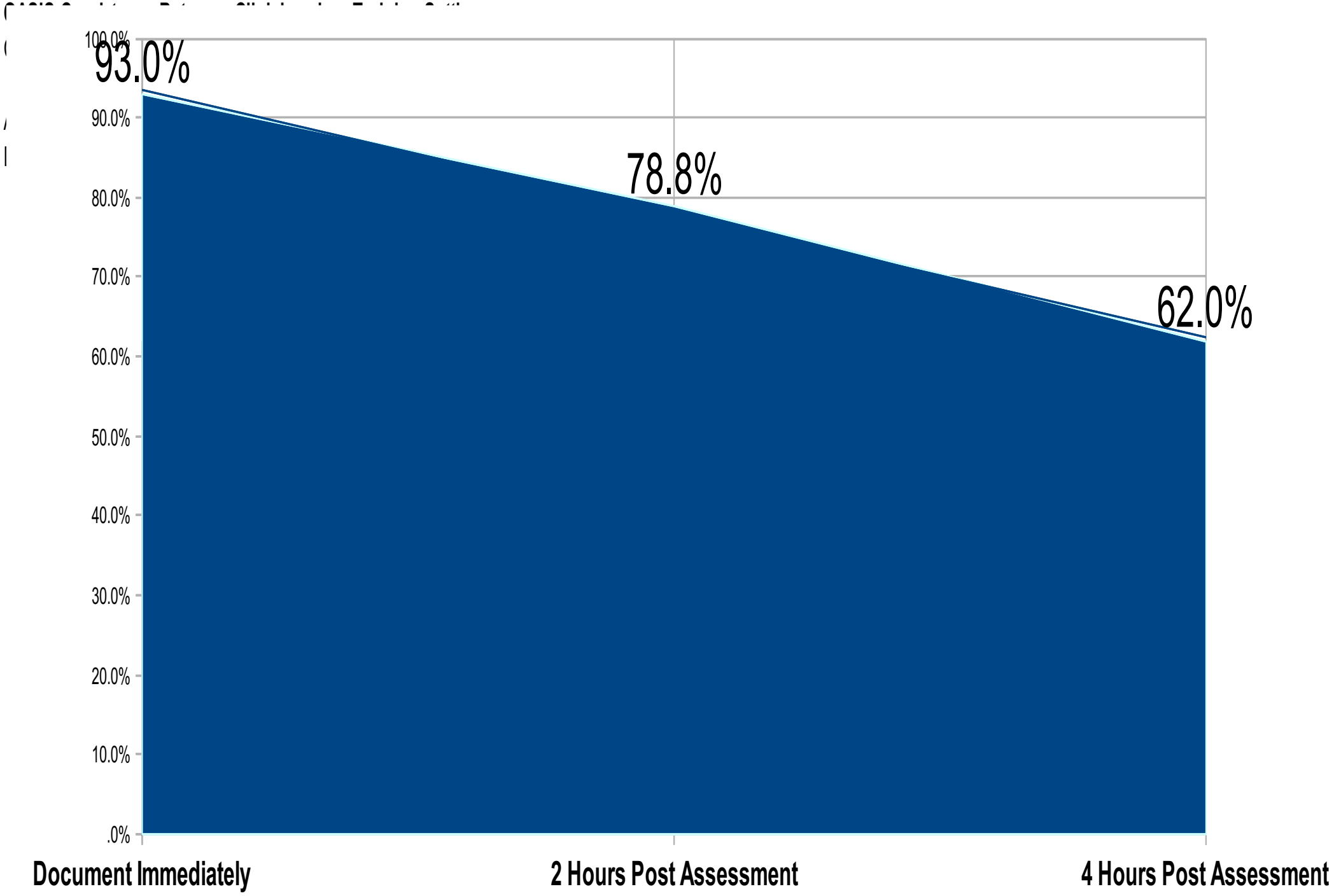
Where Are Your Charts Completed?

Where Are Your Charts Completed?

THREE REASONS
NOT TO CHART AT HOME
AT THE END OF A FULL DAY

1. The finite human memory
2. Inaccuracy results in lower revenue
3. Inaccuracy creates vulnerabilities to
    1. *payment denials*
    2. *payment recoupment*
    3. *fraud accusations*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90.0%
80.0%
70.0%
60.0%
50.0%
40.0%
30.0%
20.0%
10.0%
.0%
93.0%
78.8%
62.0%
Document Immediately
2 Hours Post Assessment
4 Hours Post Assessment

ABOUT POC POLICIES

From Fazzi State of the Industry Study, 2013:

Agencies reporting policies requiring clinicians to document in the home:	80.5%
Agencies reporting 75% or more compliance:	28.6%
Agencies reporting 50-75% compliance:	30.0%
Agencies reporting 25-50% compliance:	22.4%
Agencies reporting 25% or less compliance:	19.0%

WHAT DO CLINICIANS NEED?

✓Lightweight devices with 8-hour battery capacity
- Cellular connectivity
- online and offline operation
- < 5 minute synchronization times

✓Software that “understands” clinical process
- logical assessment-to-care plan workflow
- OASIS correction algorithms
- minimal need for typing

✓Clear guidelines

✓Safety
- AlertMedia

✓Technology tools
- Podimetrics

1. Clinical Documentation Accuracy

OperaCare

operacare.com/analysis

- Developed by CMS Region IX OASIS Coordinator
- Appeals consultant with 90% denial reversal record

- Procedural deployment of medical scribe
- Assessment document completed on-site
- Clinicians' work complete by end of day

NEW TECHNOLOGIES TO MEET TODAY'S NEEDS

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2. Billing Department Efficiency

(FAX MACHINES ARE NO BETTER THAN ENVELOPES AND STAMPS)

Spending money on fax paper and toner is expensive

Holding up billing for a physician's signature is far more expensive.

<u>What if…</u>

Physician signed documents turned around in two days?

Referrals, Care Plans, etc. entirely electronic?

You could donate your fax machine to Goodwill?

Physician Portals

SutureHealth

Fortura

Client Sidekick

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3. Modern Marketing Technology

(Getting Your 'Thank You' Letters From the Break Room Bulletin Board to Social Media)

What if…

Adult daughter in Vancouver googles "Home Care Ontario" and your name appears at the top of search results?

She finds there 50 or 60 reviews from patients and families who love the care you deliver? And your competitors have only 3 or 4 reviews?

Your sales people could confidently tell prospective referring physicians to google you, knowing what they would find there?

The best nurses in town, unhappy where they are, see your Google reviews and apply?

PARABLE #2

Two campers are walking through the woods…

Online Reputation Marketing

Yellow Pages or Google?

- Which one do your prospective families use?
- Which one do you use?

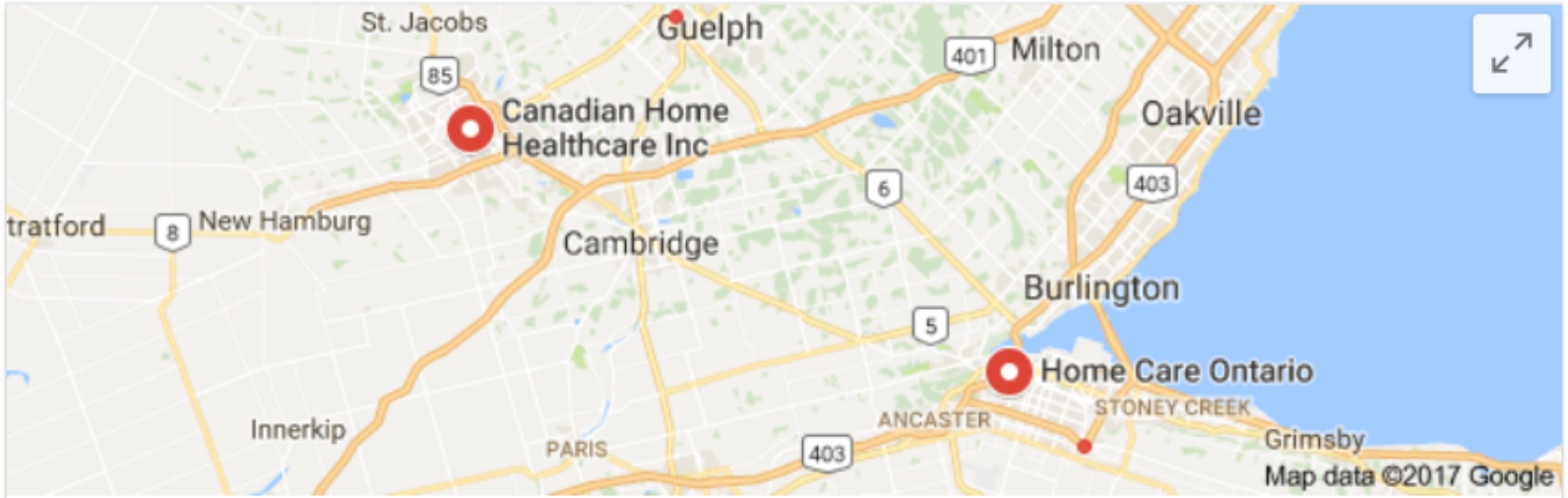
85% of people will look you up before they call you up.

Reviews factor into your Google search results position.

- More reviews
- Better reviews
- Recent reviews

First steps:

- Have you claimed your Google business listing?
- Have you created a Yelp business page?
- Do you have a Facebook business page?
- Why not?



Rating ▾ Hours ▾

Home Care Ontario

No reviews · Home Health Care Service

Hamilton, ON, Canada · +1 905-543-9474

WEBSITE DIRECTIONS

Right at Home Canada

4.2 ★★★★☆ (4) · Home Health Care Service

Burlington, ON, Canada · +1 905-331-4663

Open 24 hours

WEBSITE

Canadian Home Healthcare Inc

No reviews · Home Health Care Service

Kitchener, ON, Canada · +1 519-576-6544

Open until 5:00 PM

WEBSITE DIRECTIONS

More places

Healthback Homecare

Home Health Care Service

Address: 7504 Broadway Ext, Oklahoma City, OK 73116

Website | Directions

Phone: (405) 841-3840

Suggest an edit · Own this business?

Add missing information

Add business hours

Review summary

Write a review

Be the first to review

Send to your phone Send

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4. Technologies for Owners & Administrators:
Predictive Data Analysis

What if…

…you could know, with 90% or higher accuracy:

- ✓ …exactly when to move a patient from home health to hospice?
- ✓ …that a patient is about to need to transfer to a facility?
- ✓ …when your discharged patients need another home health episode?
- ✓ …which clinician is best-suited to case manage a specific patient?
- ✓ …whether each episode has the highest appropriate Medicare payment?
- ✓ …exactly where every claim stands?

Predictive Data Analytics

Home Health Analytics

Medalogix

ClinLogica

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5. Patient-Facing Technologies
Enabling the Best Outcomes

A. Remote Patient Monitoring
B. Patient Portals

A. Remote Patient Monitoring

1. Familiar Telehealth Companies
   a. Medtronic
   b. Philips
   c. Honeywell
   d. Trapollo

2. Innovative Telehealth
   a. Ankota's Triple Aim Technologies
   b. Care Cycle Solutions
   c. Wanda
   d. Connected Home Living
   e. Corstrata
   f. Care Coach
   g. VRI

B. Patient Portals

1. CaringShare
2. Kinergy Health
3. Independa
4. Innovative Telehealth
5. One Dozen Others

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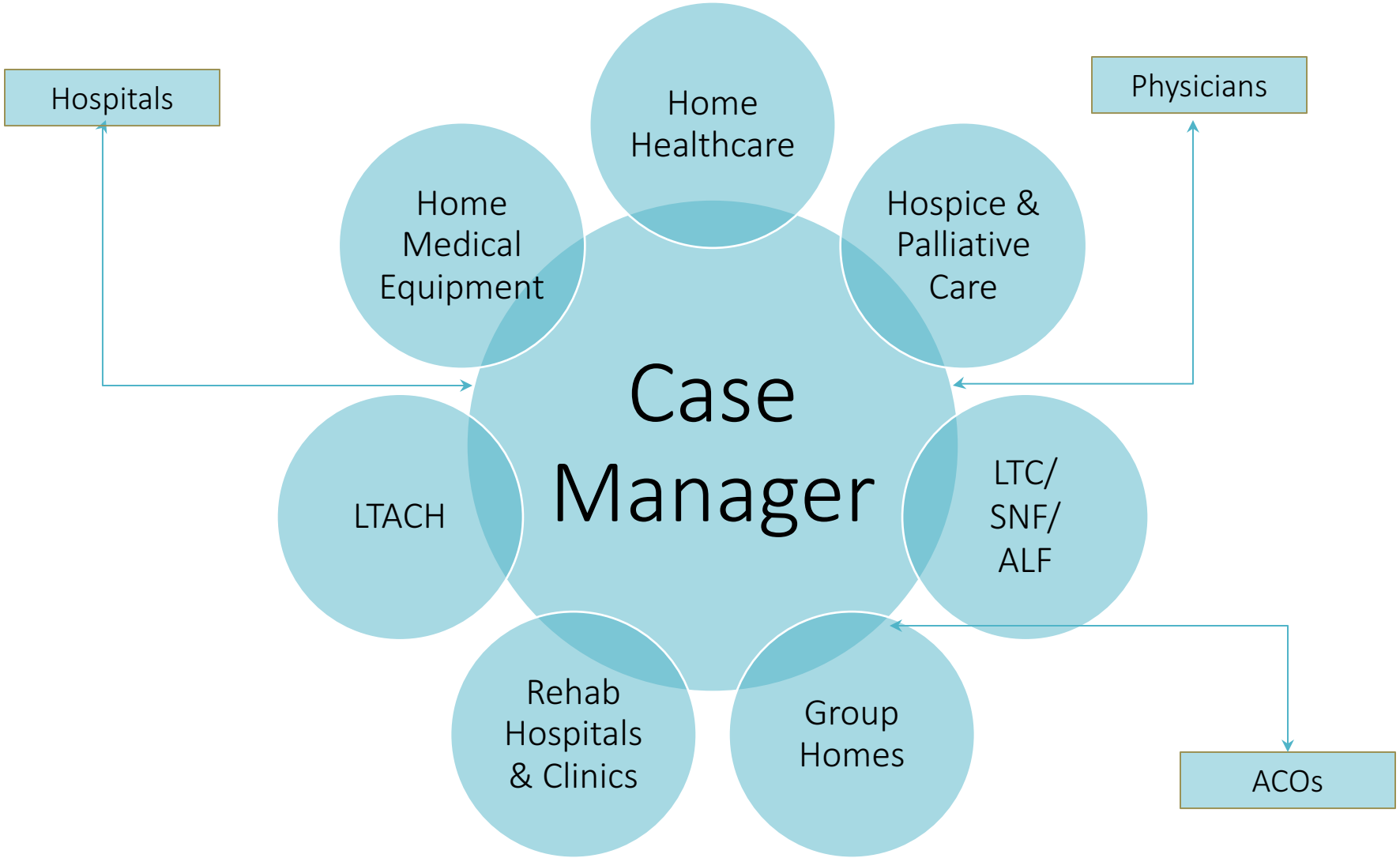
TRAINING OPTIONS

- Your software provider
- Your trade associations
- Online Learning:
  - CareGivers.com
  - Relias Learning
  - CareAcademy.com
  - CHA Learning
  - Canadian Virtual University
  - CareerStep

Putting It All Together: Interoperability

1. PreparedHealth
2. CommonWell Health Alliance
3. Canada Health Infoway
4. Alberta Network for Health Information eXchange

Case Manager Coordinates with Acute Care



New Discharge Concept, Supported by Technology

Program Rules

opt-in, patient choice

pre-discharge patient education

choice of many post-acute network members

teach about all relevant community services they would previously have had to seek out on their own

Technologies

- home telehealth
- motion detectors
- electronic medication managers
- internet
  - *appointment reminders*
  - *reminders to follow care plan and diet*

But Does It *Work*?

If Nevada improved to the level
of the best-performing state,

dollars saved by reducing Medicare readmissions: **$34,150,257**

Taking This Information With You

What if…

…you could research all of these tech vendors and more, 24/7 at your desk?

…there were an online tool with 12 years of news, analysis, and technology product reviews?

…this tool were 100% word-searchable?

HEALTHCARE AT HOME: THE ROWAN REPORT

Keeping You Informed Since 1999.

HOME CARE TECHNOLOGY REPORT: HEADLINES

News and Analysis for the Healthcare at Home Industry

Subscribe for Free Now!

Using Home Care Technology Report as A Research Tool

Let's take a look:

Text: HOMECARETECH

To: 22828

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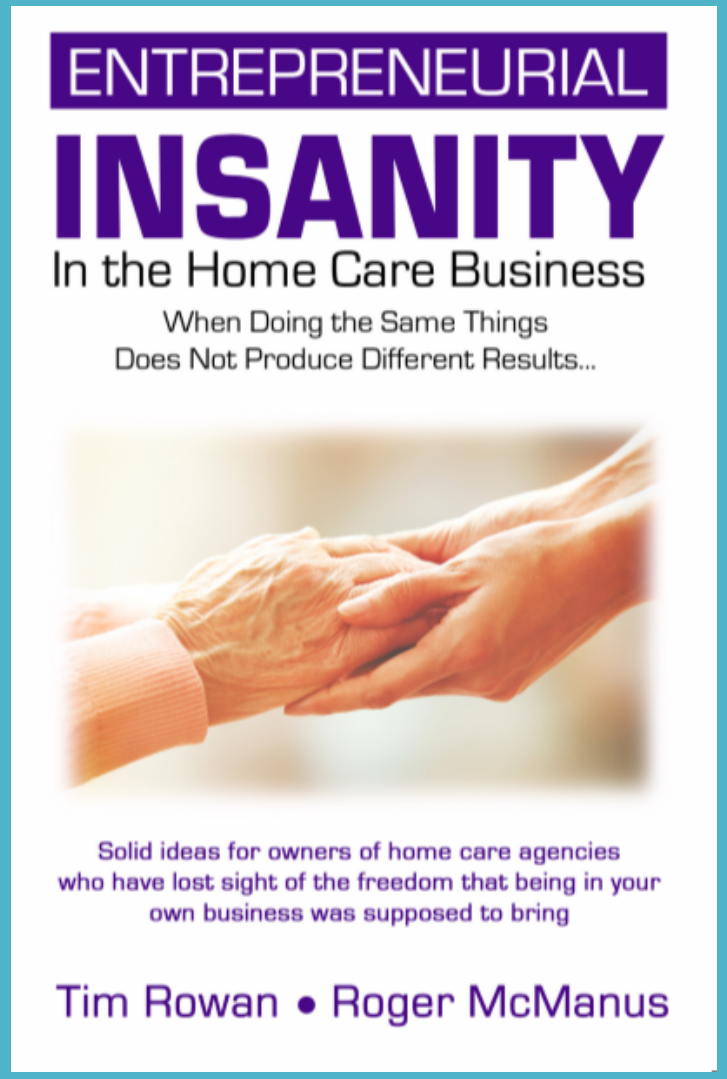

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THANK YOU

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