



Healogics® Quality and Clinical Excellence: Ensuring the highest level of care for every patient, in every location

For Healogics®, wound care quality and clinical excellence are mutually-reinforcing. Our clinical practice guidelines ensure the highest level of care delivery through a deep understanding and a uniform application of evidence-based best practices.

Clinical process uniformity is essential to Healogics medical focus and mission. Patients with chronic wounds often have multiple medical issues that can make healing their wounds on a consistent basis very challenging. To master that challenge, Healogics leverages a solid and continually evolving understanding of wound care from an evidentiary perspective. We deliver that science across a variety of care venues in a patient-centric, yet highly orchestrated, model.



ACCREDITATION AND CERTIFICATION

Healogics policies are designed to follow hospital accreditation standards and are updated each year to reflect changes issued by all applicable accrediting bodies. In addition, Healogics holds disease-specific certification in chronic wound care management from The Joint Commission (TJC) – a certification it has maintained since 2006, the year it was first offered.

KEY QUALITY AND CLINICAL EXCELLENCE ELEMENTS

1. Clinical documentation improvement (CDI)

Healogics CDI is a two-part, tool-driven process that supports both accreditation and wound care-related claims. Part 1 comprises point-of-care reviews of medical records for presence, timeliness, legibility, accuracy, authentication and completeness. Part 2 ensures documentation accuracy by identifying missing, conflicting or non-specific physician documentation of diagnoses and procedures.

2. Continuous survey readiness (CSR)

At any point in time, at least one Healogics Wound Care Center® is going through an accrediting body's survey. Should a site receive a citation, the Wound Care Center resolves it locally with assistance as needed from the Healogics Quality department. Healogics has also developed a proprietary toolset that shares information on citation resolution with all other Wound Care Centers to reduce the chances of a similar citation elsewhere.

3. Medical surveillance review (MSR)

Healogics maintains a set of clinical practice guidelines (CPGs) based on ongoing research of scientific articles covering wound care. CPGs include the 9 Essential Steps of Wound Healing with algorithms to guide clinical decision-making. Should a patient not progress sufficiently toward healing targets, the clinical team reviews the patient's chart to identify and correct potential barriers to the healing process. In addition, Healogics maintains the industry's most advanced wound care database and monitors each Center's performance against the clinical key process indicators of healing rate, median days to heal, outlier rate and patient satisfaction.

CORPORATE SUPPORT FOR QUALITY AND CLINICAL EXCELLENCE

To uniformly administer its approach to quality and clinical excellence, Healogics provides Wound Care Center support at multiple levels.



Each Center's program director can access various reports that include metrics to share with the local Center's team and its partner hospital's leadership. When metrics indicate an opportunity to improve, the local care team drives the effort with oversight from their vice president, who has also been trained in the PDCA quality review process. A clinical vice president may also go onsite to observe care delivery, review medical records and arrange any necessary training.

The Healogics team also reviews local Center metrics on an ongoing basis to ensure that clinical improvement opportunities are identified and addressed. In addition to ensuring the highest level of clinical excellence, this enables the separation of systemic opportunities to improve from local issues in support of continuous process improvement for the operation as a whole.