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# EMR Optimization of Home Health

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# EMR Optimization of Home Health

Rahul Gentyala

Morrisville Family Health Care

Rotation 5 – November 2016

Dr. Phillip Kiely



# Home Health

- ▶ Home Health is a service that provides a variety of healthcare needs to those who are unable to get out of their home due to an illness, injury, or disability
- ▶ Currently paperwork for Home Health is fulfilled through paper copies signed and completed by physicians
  - ▶ This process is more prone to mistakes and more likely to make an eligible patient ineligible
  - ▶ It's important to make sure these patients get the care they need so they aren't forced into more expensive options
- ▶ Home Health prefers an electronic record of the paper work
- ▶ Summary
  - ▶ Increases easier access to physicians
  - ▶ Increases efficiency in the office with integration into EMR
  - ▶ Less error prone if everything is computerized

# Cost Consideration – The Cost of Different Services in Vermont (Lamoille County)

- ▶ Home Health care is currently covered under Medicaid to those defined as Home bound (have to meet eligibility criteria)
  - ▶ Cost burden to patient is minimal if they have Medicare, which is most people
- ▶ Alternatives to Home Health Care can include hospital stays, assisted living facility, or even home health aides – many of which aren't suitable for those who require Home Health
- ▶ Important to integrate Home Health Eligibility into EMR so access to physicians will be easier, efficient, and less error prone; and making sure those who truly need the service use this and reduce the burden on other facilities

ALTERNATIVES	COST (In Dollars) per Day
Home Health	135
Hospital	2,529
Assisted Living	134
Nursing Home	275
Home Health Aide	22 per hour



# Community Perspective



- ▶ Interview 1: Jen Beebe Clinical Director at Lamoille Home Health and Hospice
  - ▶ “I think it’s a very good idea to put this in the EMR. There are a lot of people who can benefit from this. Home Health is also preferring the papers to be in electronic form so it will be a good addition“
- ▶ Interview 2: Dr. Philip Kiely
  - ▶ “This will make our lives easier having something on electronic form. Sometimes patients will not be eligible because we miss something on the form. Having it on the EMR is also very accessible and will save a lot of time by having a template available to use with all the necessary information right there making our jobs easier”



# Intervention and Methodology

## ► **INTERVENTION:**

- To make sure those who are eligible do not slip through the cracks. We must introduce an electronic copy of the Home Health form for physicians to complete with all the criteria clearly written and highlighted.
- Inform the clinicians at Morrisville Family Health Care about the new template

## ► **METHODOLOGY:**

- Identify the criteria that is necessary for Medicare to cover the costs
- Write in a clear format and wording that will not disqualify patients and make it so mistakes are kept to a minimum
- Distribute the template to physicians and make any necessary edits to the criteria.
  - Educate physicians on the utility and to start including this in the electronic note



# Results/Response

- ▶ Currently the physicians at Family Health Care have had a positive response to this upcoming addition
- ▶ It's an intervention patients will not experience directly – hard to ask patient experience
- ▶ One way to note the results is to see the rate of acceptances of this addition compared to the paper copies of Home Health
- ▶ So far ease of use is one of the biggest factors in the continued use of the template in the EMR and the opportunity to make less mistakes.
- ▶ Continued monitoring of the use and ease of use is vital in making this addition a continued success.



# Evaluation of effectiveness and limitations

- ▶ Effectiveness:

- ▶ Effectiveness will be determined by the continual usage of this template in the EMR by physicians at Morrisville Family Health Care
- ▶ Important to keep track of how often mistakes were made with the electronic version compared to paper copies
- ▶ If possible tracking the percentage of people who received Home Health to keep statistics for future renditions

- ▶ Limitations:

- ▶ No previous record of those who failed to receive Home Health paper copies
- ▶ Personal follow up on the usage of the template by physicians will be difficult



# Recommendations for the future

- ▶ Expanding EMR optimization to other practices in Lamoille County will be beneficial in making sure there is expanded coverage to as many patients as possible in Vermont.
- ▶ Continual updating of EMR template as criteria changes in the future



# Citation



- ▶ Expanding EMR optimization to other practices in Lamoille County will be beneficial in making sure there is expanded coverage to as many patients as possible in Vermont.
- ▶ Continual updating of EMR template as criteria changes in the future
- ▶ "Costs of Care." *Costs of Care - Long-Term Care Information*. U.S. Department of Health & Human Services, n.d. Web. 16 Nov. 2016.
- ▶ "What's Home Health Care?" *Medicare.gov: The Official U.S. Government Site for Medicare*. Medicare, n.d. Web. 16 Nov. 2016.
- ▶ Rappleye, Emily. "Average Cost per Inpatient Day across 50 States." *Average Cost per Inpatient Day across 50 States*. Becker's Hospital, n.d. Web. 16 Nov. 2016.
- ▶ Haldiman, Kathryn L., and Huey-Ming Tzeng. "A Comparison of Quality Measures Between For-Profit and Nonprofit Medicare-Certified Home Health Agencies in Michigan." *Home Health Care Services Quarterly* 29.2 (2010)
- ▶ "Adoption and Use of Electronic Health Records and Mobile Technology by Home Health and Hospice Care Agencies." *Public Health Reports (1974-)* 115.2/3, Focus on Healthy Communities (2000): 290-91.



# Interview Consent Form: Dr. Phillip Kiely

Thank you for agreeing to be interviewed. This project is a requirement for the Family Medicine clerkship. It will be stored on the Dana Library ScholarWorks website. Your name will be attached to your interview and you may be cited directly or indirectly in subsequent unpublished or published work.

The interviewer affirms that he/she has explained the nature and purpose of this project.

The interviewee affirms that he/she has consented to this interview.

Yes        

Name:       Dr. Phillip Kiely      

Name:       Jen Bebee