Unity^{BPO} Case Study

HOME HEALTH CLINICIAN JOURNEY MAP Use Case - Therapy



Home Health team intakes patient information

Back office team patient

Receive schedule of patient(s) to visit the following week

Call patient(s) to confirm appointment

Coordination of Durable Medical Equipment

Start of care Visit

Explain care that will be received



PHYSICIAN REFERRAL

Patient reviews options and selects Home Health

CONNECT WORKFORCE

Patient insurance information and pre-authorization uploaded in EMR

CONNECT **WORKFORCE**

Office support validates patient profile information and sets up "Start of Care" appointment

CARE TEAM COMMUNICATION

Coordinate appointment schedules with care team

CARE TEAM SUPPORT PAIN POINT

Clinician calls patient after hours

CARE TEAM SUPPORT PAIN POINT

Coordination of DME and supplies is completed

CARE TEAM SUPPORT PAIN POINT

Documentation on patient from referral source doesn't accurately reflect patients true condition

PATIENT EDUCATION

Information regarding diagnosis and what to expect during the Start of Care visit

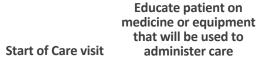


71% of clinicians waste time trying to communicate with the broader care team

HHCAHPS

5% of US Home Health agencies earned a 5-star rating in 2018, and 12% earned a 4.5 star rating

Using Net Promoter Scoring is relatively new to the Home Health industry. The #1 Nationally ranked Home Health Agency, NPS = 16





TRACK **HEALTH DATA**

Smart patient care tracking that aligns with quality and safety performance measures

PATIENT EDUCATION

Reinforce care plan targeted content

Administer care

PATIENT

EDUCATION

PAIN POINT

More education

required for self

administration

post visit

Change in patient stats provide update to provider

PROVIDER

COMMUNICATION

PAIN POINT

Time lag to connect

with Provider to

make adjustments

to care plan

Identify

next steps for follow up

CLINICIAN

COMMUNICATION

PAIN POINT

Discharge or recertification planning



PROVIDER COMMUNICATION **PAIN POINT**

Set up next appointment, chart patient information after hours

Timeliness of recertifications/ authorization

discharged

Patient



PROVIDER COMMUNICATION **PAIN POINT**

Provider does not consistently communicate change in care or discharge orders to care team

Patient

feedback

PATIENT COMMUNICATION **PAIN POINT**

Survey patient for feedback to use for testimonials or service recovery