

Unity@Home

A practical guide to home health technology

July 2022

Welcome to the Unity@Home Newsletter

Our goal is simple: to inform post-acute professionals about IT trends and solutions that lower operational costs, increase clinician productivity and satisfaction, and deliver optimal patient care efficiently.

In This Issue

Hello UnityBPO,

In this issue, we explore how AI Device automation and home health care and hospice EHR training help you save money, improve clinician efficiency, and improve overall patient health.

Secure Tablet Strategies that Yield Cost Savings, Productivity Gains and Financial Predictability

As mobile devices become more essential for in-home health care settings, agencies face challenges to secure patient information and ensure compliance with confidentiality regulations. Establishing a Mobile Device Management (MDM) policy, especially for tablets, is one way to facilitate this.

Answering these questions can help you improve and optimize your agency's device / asset management. How does your current tablet management stack up?

- How does asset management automation save money while delivering productivity gains?
- What is your technology on-boarding timeline for nurse new hires?
- What is the defect rate for tablets delivered to new hire nurses?
- How secure are your tablets?
- Have you fully optimized your carrier strategy? Can you save carrier costs?
- Are you effectively managing communication carrier data-plans so you only pay for active accounts?
- Do you have a turnkey tablet refurbishment lifecycle process?
- Do you know the true cost of each tablet relative to the applications, labor and other associated outlay when getting a tablet into the hands of nurse?



How To Effectively Manage Home Health Agency Tablets

Tablets are the first choice for clinician collaboration in the home health industry. It only makes sense for a home health nurse given tablets are lighter and more compact, have longer battery life, power up faster, and are easier to read. Many things go into the effective management of your agency tablets:

- Current defect rates for tablets in the home health industry averages 20%. So, utilizing best practices such as IT Service Management (ITSM) to manage your tablet assets yields significant ROI. Utilizing the leading industry process framework for reducing defects and incidents in your IT environment requires a combination of automation and ITSM. This all-encompassing approach enables efficient management of everything from your assets to your cloud environment. ITSM plus automation helps reduce tablet defects from 20% to only 1%. This means your nurses get to work in the field faster and productivity increases.
- By utilizing ITSM and industry best practices, home health and hospice agencies can reduce the IT onboarding time of new-hire nurses from 2-3 weeks to a mere 3 days or less.
- Finally, automation using AI-based technology is the future of tablet management. Almost every process benefits from automation up until the time a tablet gets shipped to a nurse.

Calculate the Benefits of AI in Your Home Health Tablet Strategies

Here's how complete automation of clinician tablet devices significantly shortens the onboarding timeline:

An agency with 1,000 nurses and 35% turnover required 3+ technicians to manage the table lifecycle process. By automating 85% of the tablet provisioning activity including ordering, provisioning, imaging, alerts, and reminders the **ROI is easy to see:**



- 35 deployed devices / day
- Less than 1% defect rate
- Estimated IT labor savings = \$185,000 / year
- Clinician productivity = \$295,000 / year
- **Total Savings – \$480,000 year**

[Learn More About Home Health Care EHR Training from UnityBPO](#)

Home Health **SERVICES & TRAINING**



Get the Most Out of Your EHR with Consistent Training

The in-home care market has gone from competitive to intense. Balancing costs, retention, and revenue is leading agencies to become more creative in their approach to core functions. Training is a foundational component of any Home Care business' operational costs, quality, and retention strategy. So designing training programs that leverage the right mix of in-house and outsourced services is critical to new training strategies.

OUTSOURCING TRAINING = BOOSTING ROI

Increasingly, agencies are choosing to outsource EHR, ancillary systems and technical training to reduce costs while benefiting from the depth and breadth a training partner can bring. Insourced technical trainers are under-utilized, often as little as 50%, due to the cyclical nature of training. Outsourcing the technical training to a partner allows agencies to pay for the training events, not the full-time resources. Then agencies can focus their inhouse training program on compliance, quality, and skills. The right mix of outsourced and insourced training ensures agencies focus on clinical staffing, recruiting, and retention – leaving the IT and training resource requirements to a proven partner.

OPTIMIZING HCHB WORKFLOWS

Ensuring your current home health workforce and new hires are proficient in the use of HCHB workflows and ancillary platforms requires technical training that's effective in understanding and communicating about a complex environment. In today's environment of staffing shortage and attrition of incumbent workforce members, flexible training options should include virtual and in person options, and target areas such as late visits and unsigned orders.

IMPROVING CLINICIAN PRODUCTIVITY

Keeping on top of a changing and challenging business environment created by the Patient Driven Groupings Model (PDGM) Centers for Medicaid and Medicare Services (CMS) regulations regarding reimbursement is paramount to success.

Tailored training plans bridge knowledge gaps. Consistency in training helps new home health clinicians not only meet productivity standards but learn how to balance their workload to be able to thrive. Learning what to chart, how to efficiently document patient visits, and correctly code their activities with ongoing, targeted supplemental training helps clinicians optimize adoption of workflows and to achieve work life balance to reduce

burnout.

There is a concern about the impact of digital technology on clinicians' own roles and health, especially if the process around integration and training are not smooth.

Clinician of the Future Survey,
Elsivier, 2022



PDGM = Patient Characteristics

Not Patient Volume

With **PDGM, case-mix adjustments** rely more heavily on patient characteristics, rather than volume of services, to accurately pay for home health services.

MANAGING M&A GROWTH

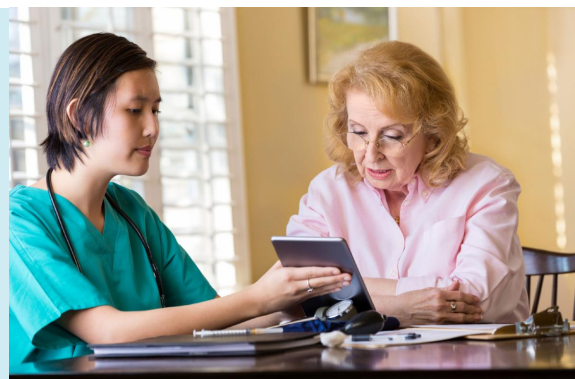
In 2022, home health organizations actively engaged in extensive merger and acquisition activities. Expanded or consistent training programs provide support to ensure clinicians get onboarded effectively and learn the ropes quickly. Targeted supplemental training programs improve adoption and usage of HCHB workflows and tools, freeing up time for your clinical team members to focus on the delivery of care to your patients.

Training helps increase productivity, reduce strain on back-office billing, and compliance resources. This helps accelerate payments and improve the consistency of the bottom line.

IMPROVING REIMBURSEMENT

CFOs consistently look for opportunities to improve billing and reduce receivables. When claim denials consistently grow and clinical documentation goes missing, this creates risk. To reduce risk and increase compliance, CFOs look for proactive and standardized training for improvement opportunities. By having a training partner with deep knowledge of all HCHB and associated systems such as Worldview, Forcura, PointCare, etc.... you can quickly overcome issues. Your training partner should draw upon their extensive knowledge of the top trends and call drivers in HCHB, to help you efficiently bill and generate a positive impact on the bottom line.

It isn't new that training is necessary to develop workplace skills. What is startling is the staggering skill gap in one critical area: digital skills. According to a study by **Capgemini Consulting**, only one in ten adults in the U.S. feel that they have sufficient computer and internet skills to use the digital tools they're responsible for in their daily work.



**Learn More About Home Health Care Training from
UnityBPO**

Home Health FAST FACTS



Unity's automation of clinician tablet deployment improved on-boarding time and lowered tablet defects

30 deployed devices / day
IT labor savings = \$185,000 / year
Clinician productivity = \$295,000 / year
Total Savings = \$480,000 year

(UnityBPO)



With automated self service for password reset, top 10 EHR calls, and top 10 technical calls, Unity reduced calls from 20,400 to 8,400

IT labor savings = \$109,200 / year
Clinician productivity = \$120,000 / year
Total Savings = \$229,200 / year

(UnityBPO)



Unity reduced clinician calls from 1.7 per month to .7 calls per month

Deploying automated self-service for password reset, top 10 EHR calls, top 10 technical calls
Reducing calls from 20,400 to 8,400
Estimated IT labor savings = \$109,200 / year
Clinician productivity = \$120,000 / year
Total Savings = \$229,200 / year

(UnityBPO)

On Our RADAR



Did you know:

- One of the top 3 reasons nurses leave their agency is frustration with technology
- 8 out of 10 agencies hire “friends” to run their technology instead of IT professionals
- 75% of Hospital networks and integrated health systems outsource one or more IT functions

Some of the most profitable Home Health Care agencies are outsourcing IT functions:

- Onboarding
- Asset Management
- EHR Support Services

When done right, outsourcing IT propels home health care and hospice agencies to meet their cost goals, M&A targets, and productivity needs... Discover the five major considerations if you are considering outsourcing home health care and hospice IT to an HIT partner organization. From standards and pricing to leadership buy-in and partnerships, we've got guidelines to help your agency outsource IT and dominate the home health care and hospice market.

Download the Top 3 Reasons Home Health Care Agencies Outsource IT

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Our goal is simple: to inform post-acute professionals about IT trends and solutions that lower operational costs, increase clinician productivity and satisfaction, or deliver optimal patient care efficiently. We encourage you to share your feedback with us by clicking below. Please share this with your colleagues to subscribe.

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