Unity@Home

A practical guide to home health technology

Unity BPO

Welcome to Unity@Home
the Home Health Technology
Newsletter from Unity BPO

Welcome to the Unity@Home Newsletter

At **Unity BPO** 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.

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In This Issue

Hello UnityBPO,

In this issue of Unity@Home explore new ideas on improving your financial picture. IT asset management reduces costs across multiple functions in your agency. Increase PDGM reimbursements through an assessment of lost revenue points then implement training for both clinicians and back-office.

Managing Your IT assets Improves Home Health Agency Bottom Line

Along with all the other complexities of managing a home health agency, IT asset management has become an increasingly complicated function. Agencies are looking to reduce complexity, cut costs, and drive efficiency by unifying IT management. In order to manage costs while improving patient care and operational efficiencies, agencies are rethinking how they view IT asset management (ITAM).

BEST PRACTICE

Clinicians need their tablets on the first day at work. To meet that goal, Home Health and Hospice agencies need to re-engineer the HR and IT process thereby eliminating delay points while providing proven training, defect-free technology and adequate support for the first 90 days. UnityWithin automates the IT provisioning and credentialing process, and our Tablet team consistently delivers tablets and training to new hires on Day 1.

More progressive Agencies are partnering with Health IT Services companies that provide ITAM as part of their IT Services expertise. Combining ITAM expertise with a deep understanding of the needs of post-acute clinicians and how they use technology, companies like Unity can dramatically change the impact of IT assets on the Agency. For agencies where Unity provides both the Tablet provisioning service and a Service Desk, tablet calls are rare—less than 1% of tablets shipped require a call from the recipient. Unity's core business of Tablet Operations and Best Practices means agencies and clinicians receive the timely and defect-free tablet service they need. Unity provides turnkey device lifecycle solution and services built for post-acute organizations with flexible pricing options and Integrated toolsets for delivery of support services and management of both Android and iOS devices.

Agencies with an ITAM partner can:
- Accelerate onboarding time for clinicians
- Improve turnover in first 90 days by ensuring clinicians are supported when they need it.
- Remove device management time from IT staff's workload
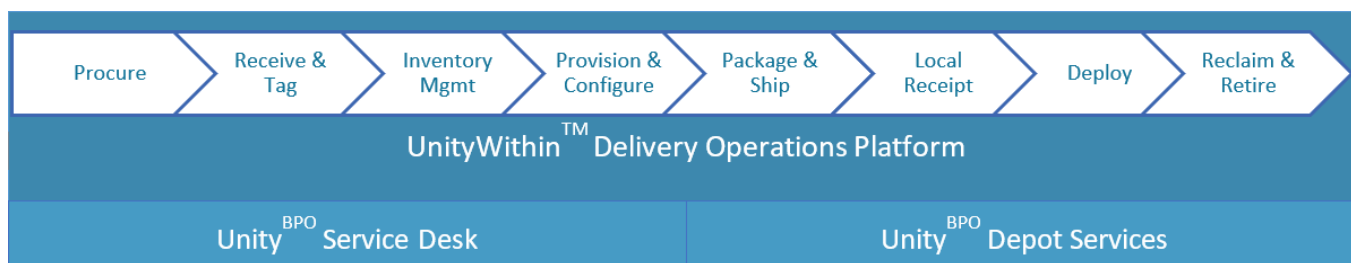- Ensure 100% on-time delivery of working devices to field staff

- Increase clinician satisfaction with the Agency through devices that work the first time
- Reduce deployment time for upgrades and security patches through an enterprise tablet architecture
- Reduce end-user personalization time.

Typical agencies have a limited budget for the IT department, most of which is spent on systems and hardware. Consequently, the labor and investment in creating a world-class Tablet operation is not a priority—which is reasonable. But most agencies struggle with tablet services and face pain points such as:
- Devices shipped incomplete or unprovisioned leading to frustration for new hires, re-hires, and existing end users
- Employees without devices lead to paid, but unproductive, time -- delaying onboarding and ability to provide care
- Negative impacts to frontline and Tier 2 support resources, leading to longer employee wait times
- Negative perception of the IT Department from the workforce
- Complex vendor management costs and service scenarios.

Agencies should look for an ITAM partner who offers:
- Turnkey device lifecycle solution built for healthcare organizations & Telehealth
- ITAM solution built on robust platform
- Ability to customize Onboarding & Asset deployment by Role/Group
- Flexible pricing options
- Integrated toolsets for delivery of support services
- Ability to manage Bio-Med, Tablets, Desktops, Android , iOS devices
- Ability to procure devices on client behalf
- Consistent, centrally managed profiles
- Secure authentication and access to networked resources
- Experience in image development and management to include business-approved applications on mobile devices
- Best practices for Carrier Management including optimizing assets and data plans for lowest cost
- Just-In-Time supply management for inventory control
- Depot capability to triage inoperable devices; provide warranty management; and express-ship replacement devices on demand; national shipping operation.

Procure	Receive & Tag	Inventory Mgmt	Provision & Configure	Package & Ship	Local Receipt	Deploy	Reclaim & Retire

UnityWithin^{TM} Delivery Operations Platform

Unity^{BPO} Service Desk	Unity^{BPO} Depot Services

Agencies can modernize their IT Operations and reduce IT complexity yet gain satisfied employees by outsourcing IT Assets to the best Home Health IT support company.

Home Health
SERVICES & TRAINING

Are you getting all of your PDGM reimbursements?

As CMS continues to make adjustments to Patient-Driven Groupings Model (PDGM), Home Health Agencies must look ahead to 2023 and potentially significant cuts in payments. Industry

analysts believe PDGM has added relative uncertainty to the home health market. Due to COVID-19 – and subsequently government aid – the fallout from PDGM may not be totally realized just yet.

Consequently, home health agencies must get focused on how to maximize their reimbursements.

Proposed CMS rate cuts for HHPPS for 2023 alone is almost 7.7% with additional cuts in 2024 and beyond with a potential $18 Billion dollar impact in the next 10 years.

It is estimated 44% of home health agencies costs will exceed revenue in 2023.

Now is the time for agencies to get creative, outsourcing technology and training is one advantage because you are paying for an event or transaction versus an FTE which can yield significant savings.

How Home Health Organizations Increase Medicare Reimbursements
Many home health organizations derive most of their revenue from Medicare and therefore it is very important to stay up to date with changes in Medicare reimbursement. But Medicare reimbursements can be complex with ultimate reimbursement amounts difficult to initially estimate. Here's why: at the onset of the episode and based on a patient plan of care, home health agencies bill Medicare a Request for Anticipated Payment (RAP) that estimates the total amount of reimbursement it is owed for that one episode.

Now more than ever, home health organizations must ensure they follow Medicare's regulations, compliance protocols, and the patients plan of care to ensure that they can bill and receive 100% of their account receivables. Ensuring that all home health care givers and clinicians document their point of care visits as well as use the correct and current codes is important in this process. But Home Health clinicians environment changes with each patient. They deliver care where the patient is, not in a hospital. Thus, they constantly navigate many different challenges than a traditional hospital in patient care setting.

CASE STUDY

The Customer
Large home health agency that helps patients live, age, and heal well, where they feel most comfortable — in their own home, connected to their family and community.

The Challenge
The agency implemented Homecare Homebase (HCHB) to assist with documentation compliance, reduce its unbilled amount, reduce medical errors, and provide safe care to its patients. Due to the clinician shortage crisis, they have been struggling to keep up with their training needs and have turned to peer to peer training, which hasn't improved the documentation. Unity reviewed their informatics data and noticed the following trends impacting their processes the most.

- Timely authorizations
- Lack of timely physician signatures
- ABS Health Order Tracking Process

The data below from the agency's KPI report shows lost revenue and documents the impact on patient wellbeing/readmissions. *Typically, we see small to large home health agencies run 10% - 13% of their annual revenue as unbilled.*

Unbilled Revenue - **Medicare PDGM** Unbilled – *13%- (getting this reimbursement can potentially equal one additional clinician)*
1. Unsigned Orders = **40%**
2. Unverified Scheduled Visits = **0.28%**
3. Face to Face = **8.40%**

The Solution
The agency used an outsourcing engagement to assess the lost revenue points then implement training for both clinicians and back-office in using HCHB to produce defensible home care

documentation.

The agency concluded the ROI of in-sourced peer training is limited due to the cyclical nature of the work but also because the peer training wasn't increasing the documentation quality. Most agencies find that in-house **training resources may be utilized 50% of the time.** An outsourced training team does not displace those functions but instead can significantly augmenting those functions by delivering a comprehensive assessment combined with targeted, practical training. **Instead of paying for FTE's, the agency can pay for the training event which eliminates the utilization challenges agencies have.**

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Learn More About Home Care Home Base EHR Training

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Home Health FAST FACTS

Up to **$265 billion** worth of care services for Medicare fee-for-service and Medicare Advantage beneficiaries could shift to the home by 2025. That number represents a **three- to fourfold increase** in the cost of care being delivered at home today.

The Centers for Medicare & Medicaid Services noted "treatment for more than 60 different acute conditions...can be treated appropriately and safely in home settings with proper monitoring and treatment protocols.

McKinsey (February 2022)

Over half of U.S. adults would like to receive personal care services in the home rather than a facility, and **70% of adults are comfortable receiving health care services from a clinical care provider in a home setting.**

While 73% of adults are confident in the quality of care in the home, **85% of caregivers are confident in-home health care quality.**

Moving Health Home (August 2021)

Agencies can free up staff time and reduce manual effort through automations that improve your bottom line.

Automated asset management **reduces the need for IT headcount by 70%** in mid-sized home health agencies.

(Unity***)

On Our RADAR

Cybersecurity Tips Everyone Can Use
October is National Cybersecurity Awareness Month. A few minutes of preparation can keep you safe. The benefits of a few moments of research, preparation, and action far outweigh the potential costs of losing your unprotected data in a breach or having your identity stolen….**Here are our 10 top tips to stay safe online**.
National Cybersecurity Alliance

Whether it be telehealth virtual visits or connecting to secure patient information, purpose-built tablets are making it easier than ever for nurses and caregivers to do their jobs. The portability and ruggedness of tablets allow them to withstand the rigors of home healthcare work while connecting to electronic health records (EHR) and other digital documentation requirements.
Samsung Insights

Land of ENCHANTMENT

Unity^{BPO} is proud to call New Mexico home. The spiritual essence of Unity is grounded in the culture, diversity, traditions and the beautifully rugged landscape of this land. As the 6th most diverse state in the country, with over 30 cultures including 23 Native American Communities our talented team draws inspiration, sensitivity, patience and compassion from this convergence of enchanting humanity. Our employees live, work, and play all across this breathtaking Land of Enchantment. Here's a few of the amazing events we'll be participating in this month.

Celebrate the 50th Anniversary of Albuquerque's Balloon Fiesta

Have you ever seen 600+ hot air balloons take off at the same time? Between the first and second weekend every October, the Albuquerque International Balloon Fiesta, creates an enchanted world of special shape balloon rodeos, twilight balloon glows, and vibrant balloon-filled skies. This is the most photographed event in the USA! It's definitely worth waking up before dawn to walk among the balloons inflating and witness the Mass Ascension at dawn.

Brisk autumnal mornings in the Rio Grande Valley create an otherworldly backdrop for this camera-worthy experience. Located at Balloon Fiesta Park in Albuquerque, get inspired by hundreds of gentle airy giants taking flight. It's the allure of these magical moments and more that have continued to bring ballooning fans worldwide together for more than 50 years. For more information, visit **https://balloonfiesta.com/**.

Saddle Up for the All American CowboyFest

Saddle up pardner! The All American CowboyFest is a family-oriented, four-day festival celebrating country music, Western culture, and features a live rodeo performance. Be sure to experience the rough stock-only rodeo featuring ranch bronc riding, saddle bronc, and bull riding. The All American CowboyFest hosts the nation's best, authentic chuckwagon cooking competition, mounted shooting demonstrations, horse training seminars, more than 100 western-style vendors, a children's barnyard petting zoo, a live pro rodeo, and three days of country music and western swing. For more information, visit **https://allamericancowboyfest.com/**.

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