

# Unity@Home

A practical guide to home health technology

January 2023

**Welcome to Unity@Home**  
the Home Health Technology  
Newsletter from Unity<sup>BPO</sup>



## Welcome to the Unity@Home Newsletter

At Unity<sup>BPO</sup> 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 we examine how Home Health and Hospice agencies are dramatically improving technology support and costs with a wholistic, remote model.

## “Total Care” Technology Support Dramatically Changes Home Health and Hospice Agencies

Home health and hospice agencies frequently have a help desk for supporting employees in their technology issues; but more progressive agencies are moving to a “total care” desk – where remote support can actually transition the caller through the levels of support they need. Service Desks that offer varying tiers of support where each tier engages expanded levels of knowledge and access provide Home Health and Hospice endusers with the depth of knowledge they need to resolve their problems quickly and efficiently.

Companies that offer a Total Care service center that supports endusers 24/7 bridge the gap between clinical and technical by solving technology issues that burden clinicians, back-office staff, and IT teams. Service centers provide high-quality, Tiered technical and EHR support so that staff and clinicians spend less time being affected by technology issues and more time focused on patient care. By solving the issues at the appropriate level, Agencies can save costs using a transactional pricing model instead of loaded FTEs, and endusers feel completely supported with right type of support when they need it.

### Bird’s Eye View Between Technical and Clinical

One of the biggest advantages a Total Care service center offers is helping workers and clinicians in an agency who have a limited view of their EMR system see a more complete picture of a patient's care. A clinician can only see the visits and information on their tablet, a scheduler can only see scheduling tasks, and a clinical manager can only see what is going on in their particular

branch.

Service desks who offer analysts experienced in tiers 1 to 3 can see the whole picture and resolve issues at the lowest cost with commensurate knowledge level. Tier 1 resolves the vast majority of issues such as access issues, password resets, connectivity, citrix issues, and integrated application navigation issues. Tier 2 tackle issues needing more investigation and support such as workflows, scheduling, reporting, and other multi-step resolutions requiring a deeper knowledge of the EMR. Tier 3 supports endusers with higher levels of coordination with internal departments and clinical arm through payor builds, physician tables, worker profile templates, facility tables, and coordinating issues between vendors and EMR system. Endusers with complex issues seamlessly transition through the levels until the issue is resolved or escalated thus empowering the health worker with information on where there might be delays or factors affecting their ability to carry out their duties.

- A scheduler encounters a visit that won't sync to a clinician's tablet. With expansive permissions, a trained analyst can be the bird's eye view on what possible barriers can exist; such as clinician worker profile permissions, visit build, or workflow tasks that may still be in progress with other departments. We can help workers who are not able to see the complete picture get the most current information and resolve the issue.
- A clinician is in the field and getting error messages within the visit. A trained analyst can diagnose those errors and help the worker submit the visit in a timely fashion. With access to the EMR, we can provide insights into the clinical cause of these errors and which department might be able to assist in correcting. If the cause is technical, we have line of sight on issues like permissions, known errors, and the knowledge to advise on correcting the issue swiftly.

Consolidated service centers also build strong relationships with the clinical arm of the agency to collaborate on issues requiring input from someone clinically licensed in their particular state. The ability to discern technical from clinical issues in their EMR is a benefit a service center with tiered support levels can offer to a home health/hospice agency.

- When filing claims, trained analysts can diagnose errors with episode management where compliance issues may be affecting the ability to submit a claim with Medicare. Benefit periods without billable visits or issues with authorization can quickly be assessed and a course of action can be recommended based on internal policy.
- Issues with the IDG meeting can be troubleshoot and trained analysts can provide guidance on permissions and how the system is generating the meeting based on system settings.
- Troubleshooting CTI (Certificate of Terminal Illness) order issues such as causing the order to generate or tracking how and when the order was signed if there are delays between interfaces like Provider Link or Forcura.

Utilizing Total Care service centers for technical support can benefit agencies by increasing productivity, reducing frustration with technology, freeing up BOM costs, and reducing general costs. With flexible plans, agencies will only pay for what they use. Staff and clinicians can focus more time on providing excellent care and less time troubleshooting technical issues.

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**90%** of healthcare providers expect the rate of at-home care to increase over the next five years.



**42%** of home health care agencies project value-based contracts will account for more than half or most of their organization's revenue in the next 3-5 years.



**Over 90%** of family caregivers claimed that the method a hospice uses to communicate influences their overall satisfaction.

## On Our **RADAR**



### **What's Ahead for Health IT Policy and Legislation in 2023**

The government relations team at HIMSS offers some insights on what's next for telehealth, broadband expansion, interoperability rules and more in the year ahead. [Healthcare IT News](#)

### **What's Holding Up Hospital at Home?**

Widespread adoption of acute-level care at home models has been hampered by physician reluctance and patchwork reimbursement. [Healthcare Dive](#)

### **The Hospice Paradox: How Medicare Fails Americans at the End of Life**

The chasm between what patients want at the end of life and what most families can provide is regrettably common. [Health Affairs](#)

## Land of **ENCHANTMENT**

Unity<sup>BPO</sup> 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 6<sup>th</sup> 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.



Image from Taos Ski Valley website: <https://taosskivalley.com/play/winter-activities/ski-snowboard/>

Whether you enjoy skiing, Native American culture, or wine tasting, Taos is the place to be in January. Sugar-coated in white snow, Taos Ski Valley boasts New Mexico's most breathtaking ski resort. And, on New Year's Day check out the Turtle Dance at Taos Pueblo (no photos allowed). Call (575) 758-1028 or go to <https://www.taospueblo.com> for more information. How about some wine tasting in Taos while you're there? Check out the Winter Wine Festival featuring a variety of wine offerings and food tastings prepared by local chefs at Taos Ski Valley January 26 – 29, 2023. Call (575) 776-2291 or visit <https://www.skitaos.org> for more information.



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