



Reducing Costs and Improving Compliance

with an Integrated Document Management and Secure Messaging Platform

Overview

[Gaffey Home Nursing & Hospice](#) (Gaffey), Northern Illinois' premier home care and hospice agency, has been providing compassionate home nursing and hospice care for over 25 years. The organization is committed to protecting patients' privacy and allowing families and individuals to achieve their highest level of personal freedom with dignity and pride.

In 2014, the agency was struggling to manage a large volume of manual paper processes including intake and tracking outstanding doctor's orders. Additionally, accessing applicable paper documents for compliance and clinical analysis was sometimes problematic especially for staff in the field. Supply and equipment costs and FTE numbers were steadily rising within the back-office. In order to continue its important work in the community, the agency needed to drastically streamline its administrative processes and reduce back-office expenses.

[Forcura](#) has allowed Gaffey's back-office and field staff to communicate securely and streamline their processes.



The Challenges

In 2014, rebasing and other healthcare industry changes forced Gaffey to reevaluate how its back-office infrastructure and employee productivity was affecting the bottom line. Kim Gaffey, CEO, identified three primary challenges that the agency must address in order to remain sustainable: accounts receivable turnaround, compliance management and reporting and secure messaging by clinical team members.

Accounts Receivable & Document Turnaround Time

As business at Gaffey started to grow, so did their accounts receivable. The agency was sending out more and more face-to-face encounters, 485s, and orders, but wasn't getting them back as quickly as needed. Without the completed, signed, and dated forms, care that was already being provided could not be billed for. The slow turnaround time for documents, especially MD orders was impacting cash flow and preventing them from being able to grow.

Compliance Management & Reporting

Conventional outstanding document follow-up processes such as phone calls and resending were negated by poor communication internally. Without a way to collaborate and track each other's activities for each document, the team had to rely on their EMR's minimal reporting and Excel to manage all documents. FTE costs remained high as employees spent exorbitant amounts of time working on non-value-add activities. Employees were struggling to stay on top of their workload and cash flow was dwindling.

Secure Messaging

To add to the administrative process challenges, the agency's management was aware and concerned that clinical staff were using unsecure 3rd party messaging apps and SMS to communicate PHI. Employees wanted to be available in even the most delicate situations- when they couldn't answer a phone call- so they were overlooking compliance in order to collaborate and provide the best possible patient care.

In order to solve these challenges Gaffey needed to do the following:

- Document management processes needed to be revamped be in order to improve cash flow.
- Costs needed to be reduced.
- The team had to do more with the same or less resources.
- The business must be paperless.
- The team needed a way to communicate easily and securely

- All document management and communication must be secure and HIPAA-compliant

The Solution

Gaffey started evaluating solutions in 2014. In designing a sustainable solution, the agency focused on people, process, and technology.

- **People.**

Gaffey performed an in-depth human resource review to ensure the right people were on board to effectively manage and embrace any new processes. Implementation of new tools would only work if the agency had the right people doing the right jobs. Through one-on-one meetings, Gaffey's management was able to rearrange and solidify a lean back-office and clinical team. The team would be the foundation for the new technology and processes that moved the agency forward.

- **Process.**

Upon initial review of their processes, the agency realized it was using antiquated technology paired with inefficient workflows. The team identified compliance and process gaps to reduce potential breeches and costs and saw how cloud technology could be used to improve compliance. Management began researching technology solutions that could improve their workflow and replace their outdated technology.

- **Technology.**

Forcura's comprehensive document management application provides customized workflows for sending, tracking, receiving, and accessing all documents while directly interfacing with any existing EMR. Together Gaffey and Forcura set a baseline to determine if the agency's technology investments were producing effective results. Forcura's quantifiable ROI made the decision to implement an easy one.

By implementing Forcura, the agency eliminated the need for printing, manual faxing, and paper charts. With Forcura's ScanCapture feature, the field staff now tags and uploads wound images and clinical documents directly from their mobile device into each patient's virtual chart. Staff in the back-office can manage all these documents and clinical images in one centralized app. Easy and secure collaboration allows them to process returned documents and bill for them in a fraction of the time. Their centralized inbound (intake) and outbound (orders tracking) processes can now be reported on Forcura's dashboard.

"It is the responsibility of the management team to make sure everyone is communicating securely."

-Kim Gaffey, MSN, RN, CEO & Founder, Gaffey Home Nursing & Hospice



After the successful launch of Forcura, Gaffey tackled their communication compliance struggles with Forcura's secure Messenger. This allowed teams and supervisors to converse one-on-one or as a group. Within hours of implementation they were securely sending images, text, and files from all devices- smartphones, tablets, and their personal computers. The Illinois- based agency is now utilizing Forcura to track and manage all Pre Claim Review requests.

Results

Within the first year using Forcura, Gaffey Home Nursing & Hospice was able to achieve amazing results:

- **Managing *all* documents electronically** including Face-to-Face Encounters, MD orders, referrals, and insurance verification.
- The company is **100% paperless**.
- Reduced administrative and FTE expenses resulting in **cost savings of an average \$315.00 per episode**.
- Streamlined workflows and follow-up resulted in a **63% improvement in accounts receivable**.
- Easy access to secure documents and effortless methods to upload clinical images and documents helped improve survey outcomes and avoid compliance penalties.
- Nurses make **fewer phone calls** and deal with less unnecessary documentation.
- **Care is seamless** in the most sensitive situations

About Forcura

Forcura, a leading technology company headquartered in Jacksonville, Florida, helps healthcare organizations deliver better patient care, improve their cash flow and reduce administrative expenses by streamlining back-office operations and communications. The Forcura platform consists of 4 primary modules: intake & referral management, barcode document tracking, ScanCapture, and secure messaging. The company recently received awards for Best Use of Cloud Computing, Best CEO and Best Places to Work.

For more information, visit www.forcura.com, call 800-378-0596 or follow @forcura on Twitter.