

Success Story

Clinical Outcomes That Demand Payers' Respect – And Compensation

A below-10% rehospitalization rate and a 99.5% affirmation rate for pre-claim reviews are just a couple of ways Gaffey Home Nursing & Hospice has used Forcura's workflow platform to deliver care results that matter to Medicare and other insurers.

Background

When Kim Gaffey talks about the value of Forcura, she can immediately speak to how it revolutionized her agency's operations by saving time, frustration, and dollars through digitized and centralized referrals and orders management processes.

She can cite the accompanying benefits of a HITRUST-certified security platform, audit trails that ensure governmental compliance, analytical data, and staff satisfaction, to name a few.

What she also wants to tell the home care industry is that Forcura's workflow platform is a solution for coordinating care – the exchange of patient information not only among your employees but with referring physicians and other partners – that directly ties to better patient outcomes and significant financial gains.

At A Glance

99.5%

Affirmation rate achieved by Gaffey Home Nursing & Hospice for Medicare's Review Choice Demonstration program

0

Number of nurses who have left Gaffey Home Nursing & Hospice in the last four years

20%

Increase to both referrals and profit margin at Gaffey Home Nursing & Hospice in the last four years

< 10%

Current rate of rehospitalizations experienced at Gaffey Home Nursing & Hospice

Communication, Communication, Communication

Kim Gaffey, CEO and founder of Gaffey Home Nursing & Hospice, Inc. in Sterling, Illinois, discussed how Forcura, in partnership with her agency's EHR WellSky, has transformed how and when critical information is captured by her staff and shared in the patient record.

"Clinicians now have access to data 24/7, no matter their location," Kim says. "For all my staff to have that information available in the patient chart at 11 p.m., when a family calls and needs medication, direction, or information about a new surgical procedure, has changed the way we practice nursing."

As Kim explains, Forcura's platform enables digital versions of documents to be gathered from multiple sources involved with the patient into one cloud-based worksite. This data is then organized faster and seamlessly integrated with WellSky to provide her clinicians with a better understanding of patients' medical histories.

"They have more time to think about what they should do for the patient immediately, on visit number one, or the first week," Kim says. "We now have that opportunity to plan their care before we step into their home."

The technology also adds crucial efficiency to medical procedures; with no physical documents or specific locations needed to deliver or retrieve instructions, Kim's staff can share updates among the team or coordinate such tasks as ordering lab work virtually and in real time. Even follow-up procedures from physician partners or pharmacists can be transmitted quicker through Forcura, preventing unnecessary delays that can put the patient at risk.

"Now the nurse or the physical therapist or the social worker all have access to that information with one click. The patient is then getting a continuous line of care without gaps," Kim says.

"As an agency owner and administrator, that has certainly made me happier and feeling much more secure, knowing that my staff have the tools to communicate effectively and we can remain HIPAA-compliant."



Kim Gaffey
CEO and Founder of
Gaffey Home Nursing & Hospice,
Inc.

Better Clinical Outcomes = Higher Profitability

When it comes to the quality of her agency's clinical care and how that has affected her bottom line, Kim is clear: neither would have improved so much over the past several years without Forcura as a technology partner.

Her agency has not lost a nurse in four years, while her referrals have increased by 20% over the same period and she has seen a 20% increase in profit margin. Kim said this is because of her growing reputation as a reliable home health provider. With Forcura helping to drive better efficiency and communication, her rehospitalization rate has improved and the handoff from acute care providers has been much smoother.

"Time after time, they will tell our intake nurse, 'We call you all the time because it's so easy to work with you and the physicians are thrilled with the outcome of the patients.'" Kim says. "So having that interaction with Forcura and our referral sources is actually driving our improvements in growth as a company."

Moreover, recent performance reviews are reflecting the better care that Kim's staff is able to provide using Forcura. She notes that her agency is CHAP-accredited, and her most recent review yielded zero deficiencies. Meanwhile, when Medicare surveyors periodically check their wound care documentation, they receive no deficiencies because the data is clearly auditable within one record.

So I say run, don't walk, to Forcura. As you will see, patient outcomes will improve, staff satisfaction improves, regulatory compliance improves, and the administration will be confident in the services they're providing as well as seeing financial gains.

Kim Gaffey

CEO and founder of Gaffey Home Nursing & Hospice, Inc.

Finally, since Medicare's Review Choice Demonstration was mandated in Illinois in 2019, Kim's agency has received a 99.5% affirmation rate. She attributes much of this stellar performance to the Forcura platform.

"Forcura is the way that we get our plan of cares out and back, with signatures and a barcode to prove that it was done appropriately. All our interim physician orders are sent out through Forcura. All our intake documentation is coming in with Forcura." Kim says. "All of those are part of the pre-claim review or RCD program."

And all of this adds up when it comes to how payors view your organization and are likely to make favorable decisions regarding reimbursements, Kim said.

"Our RCD affirmation rate is directly tied to what Medicare is paying us. All of these are measures that Medicare and insurance companies are looking at for improvement," she says. "So I say run, don't walk, to Forcura. As you will see, patient outcomes will improve, staff satisfaction improves, regulatory compliance improves, and the administration will be confident in the services they're providing as well as seeing financial gains."