MUNSON HEALTHCARE
Home Health

+ forcura

Munson Home Health Drives Referral Processing Average Down to 30 Minutes

Forcura's Workflow for Referrals technology delivers speed and efficiency while offering new innovations that elevate intake performance to the next level.

About the Client

Based in Traverse City, Munson Home Health provides daily care to approximately 900 patients in northern Michigan through its home care, hospice, and home infusion therapy services.

The Challenge

A few years ago, Munson's leaders recognized the evolving complexities of home-based care and knew they needed the right technology to keep pace. Their processes were slower than desired, and their capabilities were limited through their existing electronic medical record (EMR).

They upgraded to Homecare Homebase (HCHB) as their EMR in 2020 and subsequently learned about Forcura's healthcare workflow management solution through the tech company's integrated partnership with HCHB.

Why Forcura Was Selected

Mary Bennett is manager of business office operations for Munson's home-based care services. She says prior to using Forcura's Workflow for Referrals, her back-office staff relied on emails to delegate referrals and a spreadsheet program to manage them during the intake process. Efficiency was less than optimal, with team members having to execute many steps manually and overcome a lack of transparency while working referrals across service lines.

"As soon as we saw the Forcura demo, I told my boss, 'I want that,'" Mary says. "The ease of having it all come into one location and that integration with HCHB was really a big selling point. Compared to the manual-heavy process that we had before, it just made sense. It was just a natural progression."

How Our Solution Made a Difference

Using Forcura, it was easy to keep intake centralized for all of Munson's home care, hospice, and private duty services (for the period Munson offered private duty home care services). All faxes and other forms of documentation, including those from healthcare portals, are digitally captured and flowed into the system for personnel to quickly create patient records. Various designations and locations within the platform provide statuses that all authorized users can track and indicate which lines of service the records belong to. When a record has all the necessary information and attachments, it seamlessly flows into the EMR with a click.

"I think one of the biggest advantages to having it all funnel through Forcura is the familiarity my team has developed with the various service line documents," Mary says. "It's very beneficial because the cross-training and familiarity it develops makes them more self-sufficient."

> "The ease of having it all come into one location and that integration with HCHB was really a big selling point. Compared to the manual-heavy process that we had before, it just made sense. It was just a natural progression."
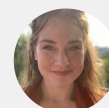
Mary Bennett
Manager of Business Office Operations at Munson Home Health

This self-sufficiency enabled Mary to set her six-member staff on a rotating system in which one member from the team handles referral initiation each week, allowing the other five to continue processing them with follow-up information as needed.

"No one is stepping on each other's toes, and it makes each of them such an asset, to be so familiar and so efficient; it really keeps our process running smoothly."

"Forcura has enabled me to do my job better by making it more streamlined. I like how Forcura interacts with HCHB and everything is right there. No more keeping Excel spreadsheets with the documents that are received."

Ashley Avery
Department Assistant and Forcura User

Final Results

Just how efficient has Munson's intake process become using Forcura? Analytics generated by the platform show an average of 30 minutes per referral. Mary says this level of productivity "is definitely a game-changer" as it accelerates the onset of other care coordination processes in Forcura and the timeliness with which patients are seen. She adds that the skills her team has gained have contributed to higher staff satisfaction overall.

"I mean, to have an average turnaround time of 30 minutes, I think the whole team would say that they really enjoy using Forcura and that it's definitely a better process than what we had before."

Moreover, Mary says Forcura provides a highly stable technology platform with superior client support.

"I think it's absolutely wonderful. Whenever I've got questions, Forcura is really quick with answers or to respond and say, 'let me find out for you,'" Mary says. "I think communication is one of their best strengths."

Altogether, Mary views Forcura as a shrewd long-term investment with its commitment to partnership and regular development of new solutions based on the industry's needs. Recent enhancements to Forcura's Referral IQ, which optimizes business performance even further by using AI-driven technology to empower faster and smarter referral decisions, is one of the newest innovations she hopes Munson will license in the coming year.

"It's been a great business partnership so far," she says. "I mean, there's so much versatility to this technology and I would say that anyone considering Forcura just needs to think outside the box, because once they're using this system, there's so much available to help your teams become very efficient and successful."