

## Butte Home Health & Hospice Works Smarter with CareVoyant Healthcare Intelligence



**Butte Home Health & Hospice**



Founded in 1984, Butte Home Health & Hospice is a state-licensed, Medicare-certified, non-profit, community owned home health agency that provides high quality care to patients in northern California. When agency leaders decided that Butte needed to move forward by applying “healthcare intelligence” to its clinical, financial and operational functions, CareVoyant emerged as the obvious information technology choice.

Robert Love has a master’s degree in business administration. As the Assistant Administrator—and the anointed “technology guru”—at Butte Home Health & Hospice, he wanted to apply some of his book smarts to the home care agency’s business operations.

The problem? When he tried to apply ivory tower theory to the real world, he was immediately met with frustration.

“I understand a lot about business operations but I couldn’t really make informed decisions because I couldn’t easily obtain the information I needed,” Love says.

Love was not alone. Staff members from the clinical, operational and financial areas of the agency struggled with the same issue. As a matter of fact, the home healthcare agency had more than a dozen different databases, he says. As a result, information sat unused in silos, making it difficult for the organization to strategically move forward.

“It seemed like we had a different database for everything from patient information to intake data to clinical information to volunteer data. The list just went on and on,” Love says.

As a result, Love and other executives realized that, in order to more effectively address business and clinical issues, Butte would have to find a way to consolidate all of this information into an easily accessible information system. In addition, the Butte team wanted the system to help streamline some of the organization’s operational processes. However, team members also realized that the organization had some unique ways of accomplishing tasks based on years of experience—and did not want to start over from scratch.

“We needed to find a way to use all of this information that we collect. So, we needed to search for a solution that would help streamline and improve operations while, at the same time, also help us make strategic decisions,” Love says. “But we have been in business for a long time and we had certain ways of doing things that worked for us. So, we wanted to be able to find a system that would adapt to many of our established processes.”

After analyzing the information technology offerings from a variety of vendors, Love decided that the customization and business intelligence features of the CareVoyant system made it the optimal choice for Butte.

### Solution Overview

#### Customer Profile

Headquartered in Chico, Calif., Butte Home Health & Hospice is a premier provider of home care and hospice services in seven counties in Northern California.

#### Services Provided

- Home Care
- Hospice
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Memory Loss Treatment Program
- Wound Care Program

#### Business Situation

In searching for a new software solution, Butte’s primary objectives were to:

- Consolidate information into a single, easily-accessible database
- Enhance operational processes by reducing redundant tasks
- Provide staff with the “knowledge” needed to make effective decisions
- Automate point of care clinical documentation
- Ensure compliance with Medicare, Medicaid and other regulations.

#### Solution

Butte Home Health chose CareVoyant from Microsoft Gold Certified partner InfoSys, Inc. So far, Butte has implemented CareVoyant Scheduling, Clinical Documentation, Digital Dashboard, OASIS Analyzer and Billing & AR modules for its home health services. The agency plans on rolling out Point of Care in the near future.

### Role-based Decision Support

One of the key features that compelled Butte to select CareVoyant is the Digital Dashboard module — which can help executives, clinicians and other staff members get up-to-date, reliable information by providing “cubes” of data, containing relevant information needed to make quick and effective decisions.

Butte has begun experimenting with Dashboards and plans on rolling them out in late 2006. When these role-based cubes are in place, users will be able to quickly gather the intelligence needed to make informed decisions on the spot. For example, cubes can provide home healthcare nurses with information relevant to patient health, billing clerks with information regarding the timely posting of payments and administrators with information regarding the effectiveness of marketing campaigns.

“Our goal is to make it much easier for everyone in the organization to effectively perform. Instead of trying to do their jobs without the needed information, or instead of searching through various databases for information, we want to push information to them via the dashboard,” Love says

Once fully implemented, each department in the organization will have its own Web page. When users sign on to system, they will be automatically directed to a page that carries the appropriate cubes of information, based on their role in the home care agency. For example, when a clinician signs on, he or she might get a data cube that informs them of how many physician orders are needed for patients under their care.

### Exception-Based Management

In addition, the CareVoyant system goes beyond just pushing relevant information to users. It also employs exception-based management to prompt users to take action when needed.

For example, when a patient’s blood pressure exceeds a pre-determined limit, an alert would immediately be sent to a nursing coordinator, who would then take the appropriate action, which might, depending on the specific patient’s condition, mean calling the doctor to intervene. Without such functionality, a home healthcare nurse might take a resident’s blood pressure and then simply enter the results into the system — and no action would be taken until a nursing supervisor retroactively reviews the electronic records.

Butte is currently using digital dashboards primarily for clinical employees and the agency plans on pushing out dashboards to financial and operational users in the near future.

### Optimal Outcomes

The CareVoyant Oasis Analyzer is also helping Butte staff members work more intelligently. The module makes it possible for Butte staff to easily analyze outcomes data in an effort to move the agency toward improved clinical and financial results. What’s more, the OASIS Analyzer makes it possible for Butte to receive all earned compensation under the Medicare Prospective Payment System, while eliminating any inaccuracies that could lead to compliance issues.

The OASIS Analyzer specifically enables Butte staff members to:

- Analyze real-time OASIS responses and benchmark both individual patient records and aggregate census data against various reference groups
- Simplify the tracking of utilization, adverse events, outliers and other key performance indicators needed to manage a continuous quality improvement program
- Rapidly review assessments and perform what-if analyses, test changes in a patient’s condition or measure the impact of documentation errors
- Receive real-time alerts indicating if there are inaccurate or inconsistent plan of care and OASIS responses
- Identify problematic OASIS responses over and above mandated edits
- Discover reimbursement related inconsistencies that might lead to enhanced reimbursement

With OASIS Analyzer, we get information about adverse events right away as they happen rather than getting it three months down the line from the state. As a result, we can do something about the adverse event in a timely manner,” Love says. “The OASIS Analyzer also provides us with outcomes reports that enable us to identify best practices and learn from each other.”

### The CareVoyant Advantage

Overall, CareVoyant is helping Butte work both quicker — and, more importantly, smarter. Because the system has helped to streamline many administrative processes, the agency has been able to grow substantially during the past two years without adding staff.

Even more important, however, is the fact that the system’s “healthcare intelligence” features make it possible for the agency’s staff members to move from making retrospective decisions based on analyzed data to actually making the best choices at the point of decision.

“We now have the intelligence to make the decisions that will help our agency provide better care to patients--and, at the same time, enhance our organization’s financial and operational status. In short, we have transformed raw, unstructured data into the actionable