



CASE STUDY

Using an existing EHR or CRM to ensure quality and continuity of patient care.

METHODOLOGY

1. Initial Assessment and Categorization:

- Patients are categorized into specific “buckets” based on symptoms. These categories help in organizing treatment protocols and ensure consistency across care plans.
- Data such as DX classification, patient history, and care plans are recorded in the electronic health record (EHR) system under the assigned bucket. This data is managed by the central business office as part of the patient case flow, creating a comprehensive database for future analysis.

2. Holistic Patient Demographic View:

- The bucket system provides providers with a holistic view of their patient demographic, allowing them to see patterns in wound types, treatment outcomes, and patient needs. This view supports better care planning and personalized treatment strategies.
- Providers benefit from real-time data on patient status and demographic trends, enabling them to make informed decisions that enhance patient outcomes and care quality.

3. Automated Tracking and Care Management:

- When a patient is hospitalized, the system automatically updates the patient’s status and places their case in a “hold” bucket. Providers are notified of the patient’s status, and all relevant information remains easily accessible.
- The central business office manages the patient case flow, ensuring that the provider has real-time access to patient information without the need to manually track each case. This allows providers to focus on care delivery while the system handles administrative tasks.

METHODOLOGY

4. Forecasting and Resource Management:

- The comprehensive data collected through the bucket system allows CBO to forecast patient needs and prepare accordingly. This includes optimizing inventory stocking, anticipating staffing requirements, and planning for future demand based on patient demographics.
- The ability to forecast and plan effectively ensures that the CBO can provide timely, high-quality care while minimizing waste and ensuring that resources are available when and where they are needed.

5. Resumption of Care Post-Hospitalization:

- Upon discharge, the patient's care is reactivated from the hold bucket, and providers are notified that treatment can resume. The system integrates all relevant data from the hospitalization period, ensuring continuity of care without gaps.
- This seamless transition is managed by the central business office, ensuring that providers can quickly and efficiently resume care, safeguarding both patient outcomes and revenue.

6. Centralized Data Management and Business Efficiency:

- The central business office manages the patient case flow, providing providers with summarized data on patient status and demographic insights. This approach optimizes communication, resource allocation, and overall business operations.
- Providers benefit from reduced administrative burdens and access to data that supports both individual patient care and broader operational strategies.

RESULTS

Implementing this tracking mechanism within patient services demonstrated several key outcomes:

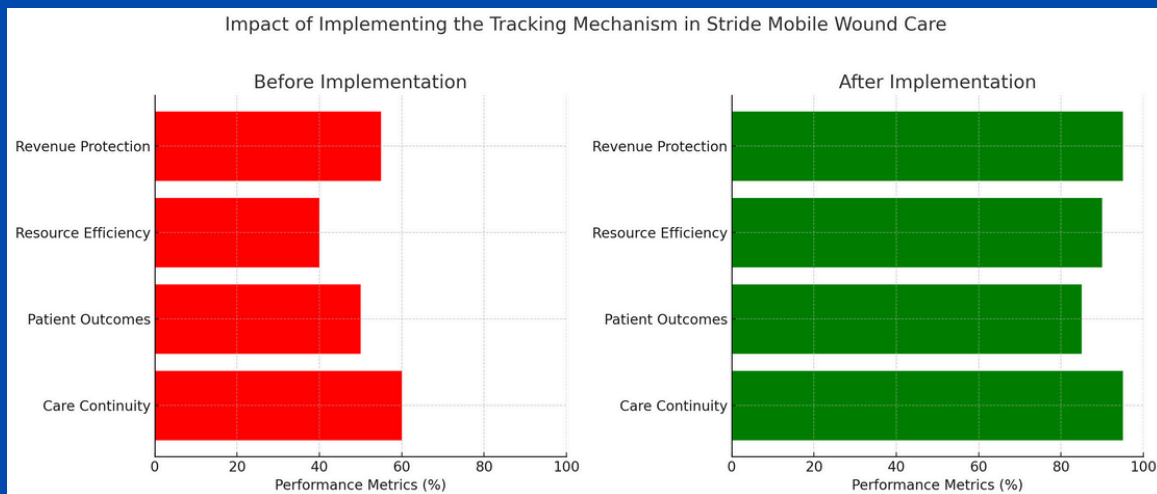
- **Enhanced Provider Efficiency:** Providers were able to focus on patient care, supported by comprehensive data that offered a holistic view of their patient demographic, improving care quality and decision-making.
- **Improved Continuity of Care:** Patients experienced uninterrupted care, even when hospitalized, with the system ensuring seamless transitions between care settings.
- **Optimized Resource Management:** CBO benefited from accurate forecasting and resource planning, ensuring that inventory and staffing levels were aligned with patient needs, both current and future.
- **Revenue Protection:** The providers avoided revenue loss by ensuring that treatment plans resumed immediately upon patient discharge.
- **Strategic Business Planning:** The ability to analyze patient demographics and care trends allowed CBO to prepare for future needs, improving overall business efficiency and patient satisfaction.

SIX MONTHS PROGRESS

Measuring by case turn around time management, RCM, and encounter closure rates, the patient case workflow produced ideal results.

1. Before Implementation: This chart shows lower performance across key metrics such as Care Continuity, Patient Outcomes, Resource Efficiency, and Revenue Protection. The overall effectiveness in these areas is notably suboptimal.

2. After Implementation: This chart demonstrates the significant improvements after the implementation of the tracking mechanism. All metrics show substantial gains, indicating enhanced care continuity, better patient outcomes, improved resource efficiency, and stronger revenue protection.



CONCLUSIONS

- The use of tracking mechanisms via aliases or “buckets” in database, managed by a central business office, is an effective strategy for maintaining continuity of care while reducing the administrative burden on providers.
- This system not only supports seamless care transitions but also provides a holistic view of patient demographics, enabling better forecasting, resource management, and operational efficiency.
- Providers benefit from a streamlined workflow, patients receive consistent care, and CBO is well-prepared to meet both current and future demands, safeguarding both patient outcomes and business success.

THANK YOU!

