

# Provide care anytime, anywhere

## SUCCESS STORY POST-ACUTE



### At a glance

#### Community

- Post-Acute

#### Organization

- Hospice of the West

#### Location

- Phoenix, Arizona

#### Challenges

- Documenting after hours
- Time-consuming workflows
- Inability to get real-time updates
- Battery dying while out in field
- Bulky, hard-to-carry laptop

#### Solutions

- Netsmart Homecare Mobile

#### Results

- Able to do 100% of charting at time of visit
- Quicker and more accurate documentation
- Faster training – from two full days to half a day
- Greater staff satisfaction
- Real-time access to data with auto sync

## Hospice of the West finds efficiency and ease of use with mobile EHR

### About Hospice of the West

Hospice of the West is the second largest community-based hospice and palliative care organization in Maricopa County, Arizona. The organization has received Community Health Accreditation Program's (CHAP) accreditation under the CHAP hospice Standards of Excellence. Hospice of the West is one of six hospices that has achieved CHAP recognition in the state of Arizona.

### Challenges

Hospice of the West needed an accessible and dynamic mobile electronic health record (EHR) for their clinicians. "It's burdensome to carry a large, bulky laptop as you visit patients throughout the day," Director of Hospice Services Lisa Cheney said. "Our clinicians needed something modern and user friendly." Nurses also wanted something to make bedside charting more efficient and less distracting to the patient.

Additionally, clinicians spent much of their time documenting after the patient visit. "Nurses would often handwrite notes during the patient encounter and then type the notes into the system when they arrived home," said Cheney.

The longer time between the patient visit and writing the visit note, the more likely small but important details will be omitted. This can impact accuracy of notes and jeopardize clinical compliance.

### Hospice of the West partners with Netsmart

"Switching to the mobile tablet has been a game-changer for Hospice of the West," Cheney said.

With Netsmart Mobile, nurses can now do 100% of their documentation at the time of the visit. "No more documenting outside of the patient's home, which has lead to increased job satisfaction for our nurses."

“Switching to the mobile tablet has been a game-changer for Hospice of the West.”

Lisa Cheney  
Director of Hospice Services

The mobile EHR application allows clinicians to take notes as the patient visit is unfolding, which reduces margin for error and frees up time they would have spent documenting later on.

“It’s very easy to chart now, using the stylus and touchscreen,” said RN Case Manager Paula Massey. RN April Kunke mentioned, “I love the tablet—I wouldn’t be happy going back to the laptop.”

Homecare Mobile provides a documentation experience that models the clinical workflow. It allows clinicians to focus on the patient and provide superior care through instant access to open charts, care plans and assessments—all viewable on one screen and driven by the clinician’s preference.

Not only did the nurses in the field need a more efficient solution, so did the Hospice of the West intake and triage staff. “Our triage staff is also seeing the benefits trickle downstream, resulting in increased patient satisfaction,” Cheney said. As nurses finish more visits and complete documentation during regular work hours, triage staff can more effectively communicate after-hours with a complete understanding of the patient visit.

“Our triage staff is able to communicate to patients’ families with real-time information as opposed to saying, ‘I’ll have to call you back after I get the information,’” Cheney added. “Documentation and communication between clinical teams has become so efficient, allowing Hospice of the West to take on more admissions,” Cheney said.

## Benefits of a mobile EHR

“The word I hear over and over from our clinicians about the mobile tablet is ‘easy,’” said Cheney. “They love how easy it is to use, how easy it is to chart and how easy it is to be trained on.”

What used to take two days of training with a laptop computer now takes half a day with the tablet. Shortened training time empowers the agency to train more clinicians at a higher rate so they can begin caring for patients.

Another benefit of going mobile involves clinical compliance. The mobile application helps ensure compliance because it uses visual alerts to remind clinicians to complete documentation. It also notifies clinicians of patient decline or improvement from visit to visit to support recertification or discharge decisions.

## Why go mobile?

- ✓ Always connected
- ✓ Faster charting
- ✓ User friendly
- ✓ Quick training
- ✓ Longer battery life



Predictive modeling makes it possible to receive immediate alerts to avoid readmission or emergent care. Outcome and Assessment Information Set (OASIS) and Hospice Item Set (HIS) guidelines as well as patient history provide the clinician with the necessary clinical guidance.

## Advice for others

When asked what advice to give others who are considering switching to tablets, Cheney said:

- ✓ The positives will outweigh the negatives with any change.
- ✓ Once clinicians are trained, they will appreciate the tablets.
- ✓ It’s best to start with your admissions nurses. Then roll out the tablets to your triage team and case managers.
- ✓ To help train, we assigned each clinician a brand-new patient along with a step-by-step guide.

Learn more about Netsmart mobile solutions at: [www.ntst.com/Solutions-and-Services/Solutions/Mobility](http://www.ntst.com/Solutions-and-Services/Solutions/Mobility)

## About Netsmart Mobility

With our mobile EHR solutions, clinicians, managers and care providers gain quick, yet secure access to accurate, up-to-date information when they provide care and services in the field. Mobile health records and technology give you a complete view of an individual’s health history, as the application will automatically re-sync with the mobile EHR once connected to the internet. This automated process saves time, allowing the technology to do the heavy lifting, so your staff can focus on providing care. Whether the user is connected to the internet or not, our mobile EHR technology allows for documentation of care anywhere, anytime.