

Feld Care Connects plans for growth

SUCCESS STORY HOME HEALTH



At a glance

Community

- Home health

Location

- Westminster Village, Calif.

Challenges

- Digitize documents to keep up with growth
- Enhance information sharing with agencies
- Improve communications between field and central office

Solution

- myUnity™

Results

- Flexibility to adapt to new services
- Ease of use for therapists and clinicians
- Seamless communications with providers

myUnity supports expansion of services

Feld Care Connects provides services to patients in the comfort of their homes. Through partnerships with hundreds of home health agencies, the Westlake Village, Calif.-based company has provided physical therapy, occupational therapy, speech therapy and dietary services for more than 12,000 patients since 2013.

Consistency in care and documentation were key requirements for Feld Care Connects, and its existing paper-based system could not keep up with the volume of work.

“Having our therapists document care on paper and then fax or email it back to our central office and then to the referring home care agencies was not only an inconvenience, it was not viable. With our volume of patients, manual processes simply don’t work,” said Randi Peled, founder and CEO of the innovative care organization.

Simplifying documentation and information sharing

Feld Care Connects had to find and implement an electronic health record (EHR) that would support its unique care delivery model, while also providing a foundation for growth.

“We needed a standardized electronic system to meet the needs of our community and efficiently document and share clinical information in a way that’s compliant with Medicare guidelines,” Peled said. “An EHR would provide an efficient way for the therapists to communicate with our central office and for us to communicate with the agencies, allowing us to work together and more effectively care for patients.”

Perhaps most important, though, the new system had to keep pace with the organization, offering the flexibility to grow and change as the business continued to evolve and expand.

Choosing an EHR that could accommodate the care provider’s needs, however, was no simple task. Feld Care Connects needed a solution that would make it easy for therapists to document care, as well as offer the straightforward access their partner home health agencies required.



myUnity is able to quickly modify electronic forms and, therefore, offers the flexibility to work with many different populations.”

Randi Peled
Founder and CEO, Feld Care Connects

Diverse services drive the need for flexibility

After analyzing a variety of systems, Peled chose a myUnity, a Netsmart solution. The system's ease of use and flexibility stood out from other systems.

With myUnity technology, clinicians control their workflow with no requirements to follow a predetermined list of tasks. Clinicians can navigate in the system "at will." For example, a decision-tree based system may require clinicians to enter demographic information and check off various items before entering a blood pressure reading. With myUnity, a blood pressure reading can be entered at any time.

In addition, the system offers the flexibility to meet Feld Care Connects' quickly expanding needs. For example, myUnity can accommodate the clinical documentation needs of various populations, making it easy to expand service offerings.

"We now serve some pediatric patients, and they have different clinical documentation needs and requirements," Peled observed. "A lot of EHR systems only cater to the traditional Medicare world.

"myUnity, however, is able to quickly modify electronic forms and, therefore, offers the flexibility to work with many different populations," she continued. "This ease of use and access would make the entire care process as seamless as possible."

Reducing paper and realizing results

myUnity eliminates the need to manually send information throughout the care continuum. Feld Care Connects' therapists document clinical care electronically in patient homes. Home care agencies then log onto the system to access the electronic documentation and transfer it into their own systems.

With electronic documentation that's easy to create and use, Feld Care Connects has realized key benefits, including:

Increased collaboration among clinicians. With myUnity, "everyone – occupational therapists, physical therapists, speech therapists, assistants – can see the documentation. They don't have to come to the office to review a paper chart. It's all right there, electronically available to whoever is working on the case. So, everyone is on the same page, and there is better continuity of care," Peled commented.

Streamlined communication with home care partners.

"If a patient's vitals are out of whack or a patient appears to need medication or equipment, our therapists can document that and the electronic notes can be immediately sent to the nurses at the home care agencies. They can quickly involve the doctors. So patients are able to get needed care much more efficiently," Peled said.

Improved patient care. "It's easier to track progress, keep clinicians informed and meet goals. Reviewing timelines and quantifying clinical improvements become much simpler and more effective because we don't have to flip through a stack of paper documents to look at data. We can move through the information quickly and respond," Peled noted.

Enhanced growth opportunities. "We are growing and expanding and operating out of a single office...to handle the number of patients we serve, we must have an EHR. We wouldn't be able to handle the volume if we were doing it based on phone and paper," Peled said.

"With myUnity in place, we can confidently move forward, expanding our services and geographic reach, knowing we can support the documentation, communication and coordination associated with providing high quality therapy services to homebound patients."

Learn more about Netsmart clients at
www.ntst.com/Hear-From-Clients

About Netsmart

Netsmart innovates electronic health records (EHRs), solutions and services that are powerful, intuitive and easy-to-use. Our platform provides accurate, up-to-date information which is easily accessible to care team members in behavioral health, care at home, senior living and social services. We make the complex simple and personalized so our clients can concentrate on what they do best: provide services and treatment that support whole-person care.

By leveraging the powerful Netsmart network, care providers can seamlessly and securely integrate information across communities, collaborate on the most effective treatments and improve outcomes for those in their care. Our streamlined systems and personalized workflows put relevant information at the fingertips of users when and where they need it.

For nearly 50 years, Netsmart has been committed to providing a common platform to integrate care. SIMPLE. PERSONAL. POWERFUL.