



Electronic Health Records Implementation for a Non-Profit Skilled Nursing Facility



CLIENT OVERVIEW

The client in this case study is a non-profit organization that provides post-acute care through its skilled nursing facility. The organization is located in upstate New York and operates across four sites: a main campus and three additional locations. With 1,000 licensed beds dedicated to skilled nursing services, the organization employs approximately 1,100 personnel committed to delivering comprehensive, high-quality care to their patients.

CHALLENGE

The client faced substantial challenges, particularly financial pressures brought about by issues with revenue cycle recognition and difficulties with Medicare and Medicaid service reimbursements. These issues were compounded by their reliance on outdated and disjointed systems, which failed to comply with impending Meaningful Use regulations.

The Meaningful Use program, implemented as part of the Health Information Technology for Economic and Clinical Health (HITECH) Act, sets forth specific criteria that eligible healthcare providers must meet to demonstrate they are using certified electronic health record (EHR) technology effectively. Non-compliance could lead to further reductions in reimbursement rates, exacerbating the organization's financial strain.

Given these circumstances, the client needed to identify and implement a new, cost-effective EHR system that complied with Meaningful Use requirements while keeping capital expenditure to a minimum.



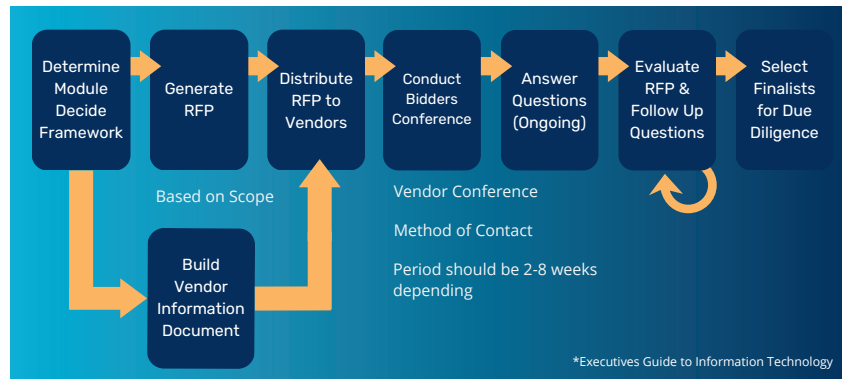
OUR APPROACH

To find the best EHR solution for the client, we employed our vendor selection methodology. This process, involves a thorough assessment of the client's current and future needs. We also closely examined the regulatory and compliance requirements that any new EHR system would need to meet.

After identifying these key parameters, we developed a list of potential vendors whose offerings seemed to align with the client's needs. We launched a Request for Proposal (RFP) process. The RFP process allowed us to engage with these vendors, clarify their offerings, and assess their ability to meet the client's specifications.

Following the RFP, we invited a shortlist of vendors to demonstrate their EHR solutions in depth. These demonstrations provided our selection team with valuable insights into the functionality, user-friendliness, and adaptability of each system. This hands-on evaluation was crucial in enabling us to make an informed decision.

The final step in our process was contract negotiations. Our team engaged with the chosen vendor to ensure the best possible terms for our client, focusing on cost-effectiveness, support services, and future scalability of the system.



RESULTS & CONCLUSION

The newly implemented EHR system significantly improved the efficiency and effectiveness of the client's operations. The client reported an enhanced ability to manage patient information, streamlined workflows, compliance with Meaningful Use regulations, and greater ease in navigating reimbursement processes. Overall, the client was highly satisfied with our services and the transformation the new EHR system.