

MATT VOLANSKY, INFINITY HOME HEALTH SERVICES

## Collecting Data at the Point of Care to Improve Care (and Cash Flow)

**Infinity Home Health Services implemented Procura to eliminate duplicate data entry that was preventing their growth. Over the past four years, they have seen a steady improvement in patient outcomes, a 72% reduction in their time from end of episode to final bill and have been recognized as a Top Agency in OCS's Homecare Elite.**

### Organization Overview

Here at Infinity Home Health Services (Infinity) we provide medical and non-medical homecare services to seniors in Cleveland, OH as well as the surrounding counties. Established in 1997 by

a group of clinicians, we employ 63 staff including RN's, HHA's, MSW's, Dieticians and PT/OT/SLP's who complete 19,000 visits a year to 850 patients.

### The Challenge

In 2005, we realized that both the productivity of our staff and the health of our cash flow were being affected by an increasing amount of redundant data entry. Our clinicians were completing OASIS documentation in the field by hand, physician orders were coming in by fax and the QA of charts was being completed manually.

Additionally, the paperwork for payroll and billing reconciliations as well as reports were being created in Excel. As a result, our back office staff found themselves re-entering a significant quantity of data on an ongoing basis. The net effect was an average of 72.7 days from the end of an episode until payment and a constraint on our ability to grow.

### The Solution

Infinity implemented Procura's Home Health System including the point of care, telephony, scheduling and financial solution. Tablet computers were issued to all our clinicians in the field and our existing paper documentation was made available to them electronically using Procura's assessment and survey design engine.

There was a learning curve. Our clinician's needed time to adapt to technology in their workplace. We helped facilitate this by initially having the

electronic forms match our paper forms exactly. As they became more comfortable, we were able to start customizing the forms that our users viewed based on their role and reason for completing it. Now, our clinicians can't imagine working without Procura. They love having the patient data available to them at the point of care and knowing that when they leave the patient's side their paperwork, including information for payroll and billing, is complete.

### The Result

Our clinicians now have more time to complete visits, a stringent chart audit plan is in place and they are directly accountable for outcomes. Overall, our patient outcomes are on the rise. In 2007, the percent of Infinity patients who had to be admitted to hospital was 23%; 6% below the national average and 8% below the state average.

Our patients also perform below the state and national average for urgent, unplanned medical care visits and above average, for the number of patients who stay at home after an episode of home health care ends. We were recognized in 2006 as a Top 500 Homecare Elite agency and in 2007 as a top agency.



**The Result (continued)**

The standardization of documentation, forms and assessments that occurred as a result of our Procura implementation allows us to collect a standard set of data that we can trust in. For example, standard and custom assessment scores can now be trended to create actionable reports.

Our time to final bill has dropped by 72%. The final bill is out the door in 20.3 days (to RAP within 2.2 days) including a 14 day timekeeping penalty because of our payroll cycle. Additionally, we leverage the flexibility of Procura’s billing module as a competitive advantage by responding faster to new fee-for-service plans than other providers in our state can. Overall, a healthier cash flow allows us to respond better to the current economic crisis and continue growing our business.

For Infinity, beyond the measurable benefits, implementing Procura has encouraged a change in the culture of our organization to one of excellence over entitlement. It has facilitated interdepartmental communication and collaborative decision making, which has resulted in better patient outcomes and a higher retention and recruitment of all customer types. Most importantly though, it has provided us with the ability to effectively manage our agency and nimbly respond to change.

**Matt Volansky PT, MBA, OCS, Director of Operations**

Matt Volansky is responsible for all non-clinical operations at Infinity Health Services including Information Technology, Finance, New Business Development and Corporate Compliance. He has experience with developing system architecture, and with hardware/software deployment within a 25 field user point of service delivery system. Matt has a BS. Physical Therapy from Medical College of Ohio (1991), an MBA from Baldwin-Wallace College (1997), and is Board Certified in Orthopaedics (2002).

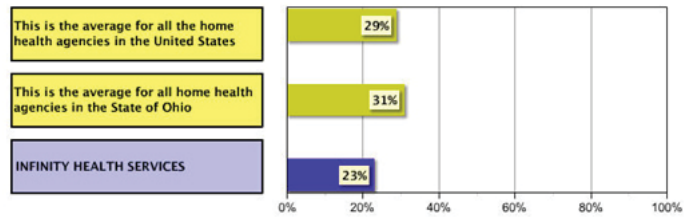
**About Procura**

Procura provides the tools to streamline every level of an organization from the clinician at the Point of Care to the Executive Director and higher. Our proven workflow processes, business intelligence, and key data collection tools in both the office and the field provide efficiencies and assurances to drive an organization towards stability and growth.

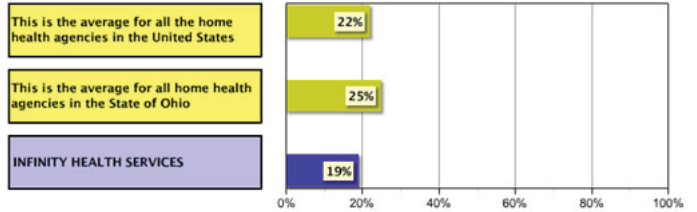
Procura is the software vendor of choice for home, community and aged care organizations across North America and Australia. Over 12,600 users at more than 600 customer sites use Procura to manage over 69,000 employees. Our customers range from small start-ups all the way through to multi-site and franchise organizations.

**To learn more about Procura, please call 1.888.428.6614 or visit [www.goprocura.com](http://www.goprocura.com).**

Percentage of patients who had to be admitted to the hospital



Percentage of patients who need urgent, unplanned medical care



Percentage of patients who stay at home after an episode of home health care ends

