

# AgilityEH Practice Management Supports WorkingWell's Growth, Helps it Earn NAOHP and ISO Certification



Providing occupational medicine services to employers requires a complex mix of clinical, financial and operational expertise. Employers need to monitor and maintain employee health to achieve high productivity levels, avoid on-the-job injuries, and comply with OSHA and other governmental regulations. When worksite injuries do occur, employers rely on their occupational medicine providers to work closely with the patients and with the employer to accommodate injuries and return the employee to work as soon as possible.

These services require large amounts of data -- data that needs to be accessed on demand from multiple locations. Paper-based processes are costly and time consuming, and today's occupational medicine providers simply cannot remain competitive without leveraging information technology to manage data flow.

WorkingWell, Inc. came to this conclusion in 2005 and began searching for an occupational medicine-specific software solution. Based in Michigan City, IN, WorkingWell is a regional occupational health program that serves northwest Indiana and southeastern Chicagoland employers. The comprehensive services offered by the program across five locations range from wellness and prevention to injury care and rehabilitation. WorkingWell is a division of the Sisters of St. Francis Health Services, Inc.

The search for occupational medicine software was part of a larger strategy by WorkingWell to regionalize all its locations, create a single unifying brand, and standardize processes and information technology. "We looked at three vendors, and we chose Agility EH, based on what we thought would work best for us," Ross said. "The employee health function in the software is important for us, because we also handle the employee health needs for the four hospitals in our network, which have 5,000-plus employees."

Agility EH from Net Health is a full-spectrum occupational health solution designed to meet the unique needs of occupational medicine clinics, including those that also treat urgent care and family medicine patients. The solution handles the complexity of occupational medicine and workers' compensation protocols, billing, and reports. Agility EH distinguishes occupational and non-occupational visits, yet provides a full view of visit history in a single record. This function meets all HIPAA privacy requirements, especially for hospital employee health services, where the employer is also the provider.

## DEMONSTRATING WORKINGWELL'S VALUE TO THE HEALTH SYSTEM

One capability that WorkingWell especially appreciates about Agility EH is the solution's ability to track referrals by patient, employer, or referral provider. "Once the patient is seen in our clinic and we make a referral, Agility EH generates a referrals report for us," Ross said. "We take all those referrals and, with the help of our IT department, we're tracking those patients for 12 months, for all visits elsewhere in our health system that are related to the referral. We can track the injury or procedures performed, to capture it as part of a workers' compensation case, which is a very big advantage in our employer reporting."

An additional benefit of tracking patients who have been referred to other providers is that WorkingWell can monitor where the patients receive care. If an employee injury requires surgery, WorkingWell can work with providers to make sure the procedure is performed in network, benefitting both the employer and WorkingWell's health system. "We can now report to management not only the revenue we generate directly, but also the downstream revenue that results from our referrals."

## Challenge

A network of occupational medicine clinics sought to replace paper-based processes and disparate practice management systems with a single solution that could be accessed from all of its locations.

## Solution

WorkingWell selected the Agility EH solution because of its robust occupational medicine and employee health capabilities.

## Results

The Agility EH software has enabled WorkingWell to increase staff efficiency, better track referrals and charges, identify new business opportunities, and utilize the solution's reporting capabilities to become Indiana's first NAOHP-certified provider organization, and the world's first occupational medicine program to earn ISO 9001-2008 certification.

## PROVIDING THE GATEWAY TO THE BUSINESS COMMUNITY

Tracking the dollar amount of referrals also helped financially justify service expansions and new equipment purchases. “Our health system executives now look at Occupational Health as the gateway to our business community. A lot of that came about because of what we can do tracking-wise and information-wise. We couldn’t do any of that if we didn’t have Agility EH,” Ross said. For example, Agility EH reports enable WorkingWell to compile detailed reporting packets that are presented to employers on a quarterly basis. “We can look at employee injuries by department, then look into that department and see if there is something preventive that we can do to help the employer reduce injuries. We can also look at the total dollars that they spent on care with us,” Ross said. “I sat with a group of individuals from a fairly large company several weeks ago, and we took our report packet to them for the first time. Their Human Resources staff and others were just amazed at all the information that was in the packet to help them. All of them saw value in the reports,” Ross said, “and saw that our ability to provide them was a real benefit of our relationship.”

## WINNING NATIONAL RECOGNITION FOR EXCELLENCE

The reporting capabilities of Agility EH are also helping WorkingWell gain national recognition as a well-managed, profitable occupational health provider organization. In 2008, WorkingWell earned its certification from the National Association of Occupational Health Professionals (NAOHP). They were the first in Indiana to receive this certification. Certification is based on compliance scores in the categories of administration and organization, operational framework, occupational health professional staffing resources, quality management, product lines, sales and marketing. WorkingWell earned a 97.1% compliance rating -- the second highest score recorded by the NAOHP committee to date.

“A lot of the things that we needed to provide for certification -- in terms of numbers, information, wait times, service volumes in different categories, average visits for workers’ comp cases, etc. -- were all handled by Agility EH,” Ross said. “It was just a breeze to run the reports and have all of that data.

“That certification is based on quality, and that comes from the data. If you cannot track the data or if you don’t have a way to report it easily, then you simply cannot improve the quality of care provided. That’s one of the great things that Agility EH does for us,” Ross said.

## WORLD’S FIRST OCCUPATIONAL MEDICINE PROGRAM TO RECEIVE ISO 9001-2008 CERTIFICATION

Earning its NAOHP certification prompted WorkingWell to take its quality improvement efforts a step further by applying for ISO 9001-2008 certification. In June 2010, ISO 9001-2008 certification was awarded to WorkingWell – making it the world’s first occupational medicine program to earn this designation.

“The work that we did to earn our NAOHP certification helped us gather our data and create the processes that we needed to get our ISO 9001-2008 certification,” Ross said. “It took us more than a year to get our ISO certification, and if we didn’t have Agility EH, it would have taken us much longer. The quality data that we needed was in Agility EH, and it was convenient to run the reports that we needed. Agility EH helped us tremendously.”

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