

Net Health Professional Services

Kingman Regional Medical Center, Kingman, AZ



Background

When Toni Harris, RRT, began her career at Kingman Regional Medical Center (KRMC) as the Director of Respiratory Services and Wound Care, she brought years of experience to assist her in managing the day-to-day operations of the wound care department.

After she evaluated the clinical and operational processes within the department, her first priority was to ensure accurate documentation and billing practices were in place. Ms. Harris was familiar with the WoundExpert software from her previous employment at a wound care and HBO department. She understood the value of a specialty wound care EMR and recommended KRMC implement WoundExpert to drive documentation standards, enhance outcomes, and optimize reimbursement.

However, the challenges didn't stop there.

The Challenge

Following the implementation of WoundExpert, Ms. Harris felt there was still more that could be done to improve the clinical, operational, and financial health of the wound care department.

"I knew deep down that we weren't doing everything we could to be a Center of Excellence. We weren't marketing effectively; our hyperbaric chambers weren't being utilized; we had been flat with our referrals. I knew we were missing something."

The Solution

Ms. Harris began searching for wound care accrediting services, similar to others she had implemented within the other departments she manages at KRMC. "I had achieved accreditation for our DME and sleep lab, but I kept thinking - what about the wound care department? Is there something or someone out there to help me optimize our department?"

Ms. Harris contacted Net Health Professional Services, and Cathy Thomas Hess performed a Workflow Optimization service in the wound care department at Kingman.

"Net Health Professional Services conducted an on-site review of our facility's current processes and documentation and data flows, identified gaps in best practice, and provided specific recommendations to improve our clinical and operational workflows." Ms. Harris said. "Following our on-site visit, we received our WoundExpert Workflow Optimization Scorecard. The Scorecard provided a pathway for improved documentation driving our clinical, operational, and financial processes. The Scorecard provided key process improvement drivers and recommended reports within WoundExpert to

Hospital Size:

235 licensed beds, 1,600 employees

Facility Snapshot:

Type of facility:

Outpatient wound care department

Services offered:

Wound care, HBO, Inpatient

Year department established: 2008

Hours of Operation:

Monday -Friday 8AM - 4:30PM

Documentation platform:

Moved from paper charting to the WoundExpert® software in 2009

Professional Services chosen:

Workflow Optimization; Monthly Audit-ing and Compliance; HealthCheck; Process Improvement; Reporting for Trending, Outcomes & Benchmarking

Value of WoundExpert and

Professional Services: "Priceless"

"Optimizing our clinical, operational, and financial processes has allowed us to fully leverage WoundExpert."

- Toni Harris, RRT

Director of Respiratory Services and Wound Care

Kingman Regional Medical Center

support our processes and best practice targets. Ultimately we mapped current practices into the WoundExpert software. Now, our software guides our processes, and we manage our process improvements through WoundExpert's reporting engine."

The Results

Since Net Health Professional Services conducted WoundExpert Workflow Optimization at KRMC, the department has seen an increase in patient throughput, staff engagement, and physician buy-in, to name a few. As exciting, Ms. Harris said, "We have doubled our wound care and HBO referrals and increased the use of all services offered in our department. We are also looking to add another physician to our panel to keep up with our patient volume."

Next Steps

"I engaged Net Health Professional Services for monthly Auditing and Compliance services and annual HealthChecks. The monthly support and information that Cathy is sharing and providing with my team is invaluable."

"I can't say enough. It's priceless. Worth every penny. And we can still do better with the assistance from Net Health Professional Services. The software keeps improving, and we need to continue to utilize the new features and reporting modules. I couldn't be more pleased."

About Cathy Thomas Hess

As Vice President and Chief Clinical Officer at Net Health, Cathy oversees Professional Services for WoundExpert. She is the author of The Clinical Wound Manager™ Manual Series, Clinical Guide to Skin and Wound Care – Seventh Edition. She serves on the Editorial Advisory Board for Advances in Skin and Wound Care, authoring the monthly "Practice Points" column, as well as the board of Today's Wound Clinic.

About Net Health

Net Health is the leader in software solutions for specialized outpatient care. Known for being experts in The Art of the Right Fit®, fully interoperable EHR solutions serve five medical specialty markets. Offering clients an end-to-end solution that includes practice management tools, clinical workflow documentation, revenue cycle management, and analytics, Net Health serves healthcare professionals in 3,500 urgent care, wound care, physical therapy, speech and language therapy, occupational therapy, occupational medicine, employee health, and workplace medicine facilities. Net Health is committed to strengthening patient care, outcomes, and facility performance.

About Kingman Regional Medical Center

Kingman Regional Medical Center provides a full range of health and wellness services, including a beautiful wellness and fitness center, a primary and specialty care physician practices, advanced medical programs in cardiology, cancer, rehabilitation, and home health and hospice care. KRMC has 235 licensed beds and employs over 1,600 employees, 250 volunteers, and 190 physicians/ allied health professionals who embrace our hospital's non-profit mission of "Serving Our Community with Compassion and Commitment." We are also honored to be a member of the Mayo Clinic Care Network and to serve as a teaching hospital in affiliation with Midwestern University to train doctors specializing in family practice and emergency medicine. For more information visit the hospital website at www.azkrmc.com.

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