Reduce Documentation Time, Increase Accuracy and Improve Patient Care

Barriers
As a mission-driven organization, Sangre de Cristo Hospice had searched for ways to enhance the patient experience and implemented an electronic medical record (EMR) solution. Unfortunately, they quickly realized the solution’s drawbacks, ranging from needing an internet connection to chart to trying to find cell service 75 miles outside of the city where clinicians might be visiting patients.

“Our previous documentation system in many ways did more harm than good when it came to patient care,” explains Janell Solomon, EMR System Administrator, Sangre de Cristo. “It was slow to navigate and often our clinicians wouldn’t be able to document at all, making it a real challenge to provide quality patient care. Imagine the frustration when the very technology that’s designed to improve documentation and streamline operations routinely gets in the way of effective patient care.”

Due to the inconsistencies and technological barriers of the EMR, all documentation was in disarray and clinician charting was an immense undertaking. Faced with detracting from overall patient well-being, many clinicians were forced to document their patient visits after hours, leading to inaccuracies, staff burnout and low adoption rates of the technology.

Breakthroughs
To address the rampant challenges of their previous solution, Sangre de Cristo sought a new point-of-care documentation system to get the job done. They needed a real-time solution to help staff document more efficiently and accurately, all with lightning-fast navigation that didn’t require internet access.

“Brighttree is a highly intuitive system that gives clinicians all the tools they need to provide thorough and comprehensive care,” says Amy Rose, RN, Director of Education and Clinical Services, Sangre de Cristo. “This EMR makes communication across the interdisciplinary team easy and accessible, and clinicians can find the assessment tools they need to make it easier to not only provide the care but also create documentation that supports patient and regulatory needs.”
The Brightree solution makes care delivery quicker, more accurate and takes the guesswork out of the equation. There isn't a paper trail that has the potential to get lost, which makes communication so much better.

Tarrah Lowry-Schreiner
CEO, Sangre de Cristo

When making significant changes like implementing new software, Sangre de Cristo recognizes that staff resistance may come into play. However, the Brightree implementation process was smooth and painless with on-site visits designed to create a successful relationship from the start.

“Getting staff on board with any type of change is tough, but with Brightree it was effortless,” adds Rose. “They came on site and by the time we went live, all of our clinicians felt confident using the new system.”

Benefits
Improved productivity and real-time reporting top the list of benefits that Sangre de Cristo attributes directly to Brightree Hospice.

“Everything is right there in the system – previous assessments, care plans, lab notes, medical history, team notes, doctor’s orders and even communication with family members,” reports Tarrah Lowry-Schreiner, CEO, Sangre de Cristo.

The speed and reliability of the Brightree software has led to a significant increase in documentation accuracy and efficiency. Additionally, since implementing Brightree’s solution, the organization’s patient satisfaction scores have increased dramatically, now ranking in the nation’s top 8 percent.

Staff satisfaction is also on the rise because the system’s accessibility, efficiency and convenience makes their lives easier and requires less personal time for documentation. Now, aides and clinicians can simply click through their activities list in the patient’s care plan and can code patient charts more proficiently and accurately. Not only is this a benefit from a productivity and satisfaction perspective, but it also helps mitigate audit and other risks associated with coding quality, such as delayed reimbursement due to incomplete or inaccurate information.

“Brightree Hospice makes it so easy and natural to move seamlessly and effectively through the documentation process,” reports Lowry-Schreiner. “Our clinicians have come to trust and rely on the nimbleness and flexibility of the Brightree software, and the ability to integrate charting into patient visits in real-time at the point-of-care changes everything for the better – for our patients, clinicians and bottom line.”

Using Brightree’s easy-to-use and compliant EHR solution, Sangre de Cristo can better fulfill its vision of providing more compassionate, personalized care by allowing clinicians and aides to focus their time on patients rather than documentation while continuing to meet regulatory requirements and ensuring timely reimbursements.

Looking ahead, the organization is focused on further improvements to the billing process through beta testing of Brightree’s Home Health Aid Mobile App, Medicaid electronic submission software and billing software. Sangre de Cristo notes that adding new features and functionalities is easy and painless because it can all be done within their Brightree solution, which makes for easy integration and modifications to ensure continued success.

Learn why your clinicians will not want to document any other way at www.brightree.com or call 1 888 598 7797.

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