



Maxwell Healthcare
Associates

EMR Optimization

WHO

A home health and/or hospice provider that wants to maximize its EMR investment.

WHAT

Maxwell will perform an operational assessment, pinpoint areas for EMR improvement, enhance your EMR and coach your team.

WHY

Initial trained users are no longer with the agency. You're lagging or are unaware of software updates. You're not getting the most out of your EMR.


RESULT

Improved processes and reporting which results in increased compliance, increased employee satisfaction, increased utilization, cost savings and more.

Challenge: Overall, EMR satisfaction remains low. We find, when organizations learn how to fully optimize their EMRs, satisfaction skyrockets, care quality improves and the business runs more efficiently. If your organization implemented your EMR two or more years ago, chances are the initial trained users are no longer with your organization. After all, our industry has a 25 percent turnover rate. Even if they are, so much has changed since your initial implementation period. Your internal users' roles have changed, the EMR has rolled out updates you may or may not be leveraging and the industry has presented new regulations. Lastly, in many cases, your EMR may not have been set up correctly to begin with. Your team and your technology need a reset to ensure you're getting the most out of your EMR.

Solution: The MHA team has experts on hand who understand EMRs inside and out. In many cases, our experts were a part of building the EMR your agency uses. This knowledge, combined with our agency-specific approach enables us to configure your EMR to best work for your organization. We'll start with our personalized operational assessment. This entails pulling various reports to audit your system, users and processes. From there, we'll identify key areas to optimize and realize efficiencies and work with you to prioritize necessary changes. Once changes are made, we'll re-train your team and continually coach them to success to ensure your EMR continues to work for and with you.

Results: Agencies who work with MHA to optimize their EMRs realize significant value in various capacities. In a recent preliminary operational assessment, we identified CoP process inconsistencies, branches with larger than average unresolved visits and an opportunity to recoup savings of more than \$4.5 million.

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