

CareRight: A solution for dynamic billing, claiming and automation in hospitals.

Abstract:

This paper addresses the methodology and results of addressing complex and dynamic billing, claiming, appointment and case-management processes in hospital environments. Specifically, the paper examines the use of the CareRight end-to-end solution by Perspective Medicine, the methodology of the implementation and the key benefits derived by Perspective.

The Project:

Perspective Medicine's Acute Internal Medicine service provides specialist medical management for patients with illnesses requiring hospitalisation. Perspective's range of specialists and locations ensures streamlined care from pre-admission planning through to post-acute follow-up.

The Issues:

As a leading provider of internal medicine specialists in public and private hospitals in addition to 4 of their own locations, Perspective's team operates in a complex and dynamic environment. Early in the project, a high-level view of Perspective's unique business requirements were identified, in particular the requirement to:

- a. **Automate and streamline** business processes and workflows;*
- b. **Error reduction** through structured processes and seamless, one-touch data entry;*
- c. **Efficient case, resource, appointment and theater list management** in a complex and fluid environment across a significant number of locations; &*
- d. **Capture and manage data in the field** enabling doctors working at the bedside to manage appointments, clinical notes and billing on the move.*

CareRight as a solution:

Through CareRight, Perspective implemented a fully integrated PAS, EMR, and Billing solution that sits within a powerful workflow management system (workflow control, smart forms, task management). Key to the project was the ability of the CareRight implementation team to mirror client-specific requirements and workflows, documents, and clinical and business processes. This was important in the case of Perspective, which due to the nature of their business had complexities, and were seeking a comprehensive solution that would enable them to be more efficient, effective and improve patient outcomes.

Business Analytics and a project approach:

CareRight's team was able to address the unique combination of challenges facing Perspective with a configurable, proven end-to-end day hospital solution. Clintel's experienced team of CareRight business analysts worked with Perspective, commencing with an Implementation Planning Study in the course of which, the analysts and Perspective personnel worked together to identify, document and refine the optimal workflows and business processes.

The Implementation Planning study identified and crystalised optimum business processes as well as identifying achievable efficiencies within existing workflows. This project approach has a consultative and collaborative focus, informed by the twin principles of project efficiency and project success¹.

Ultimately the platform was implemented in a staged process which, in the case of Perspective, saw dividends in both the implementation success and the overall success of the project. The project approach utilised in the implementation of CareRight further had a focus on engaging both senior staff members and end-users at Perspective from a change management perspective.

Key features introduced:

The implementation of CareRight, configured specifically to Perspective's requirements included a number of features which have been identified with improved outcomes:

- a. **Automated billing & claiming** leading to a reduction in billing errors and allowing clinicians to bill from the bedside and better cash flow management.*
- b. **One-touch entry into clinical records** eliminating the need for manual-input and reducing associated risks of error.*
- c. **Smart-forms & assessments** automating significant parts of the business process.*
- d. **Streamlined clinical workflows** to optimise both care outcomes and the use of clinical time.*
- e. **Dynamic appointment and list management** reducing cancellations and inefficiencies, allowing management of complex and fluid lists with a single touch.*

Key outcomes:

There have been a number of observable outcomes of the implementation and delivery of the CareRight platform in partnership with Perspective. These can be summarised under four broad headings.

- 1. **Improved clinical outcomes.***
- 2. **Improved business outcomes.***
- 3. **Improved potential for growth and scaling.***

¹ Serrador, P. (2012). *The importance of the planning phase to project success*. Paper presented at PMI® Global Congress 2012—North America, Vancouver, British Columbia, Canada. Newtown Square, PA: Project Management Institute.

4. Simplified administrative processes

The future:

Following these positive indicators, Clintel and the CareRight team continue to work together to build on the success of the implementation and continue to develop and provide the solutions to assist Perspective Medicine continue to deliver high-quality care outcomes and report positive growth.

Clintel continues to heavily invest in ensuring that CareRight is the premium, end-to-end solution for day hospitals. With back-end development constantly adapting to changes in the legislative, medical and claiming environments, CareRight's flexibility will allow Perspective Medicine to continue to report positive growth in a competitive market.

About Clintel & CareRight:

CareRight is a fully integrated PAS, EMR, Billing solution that sits within a powerful workflow management system (workflow control, smart forms, task management. This means CareRight can be readily configured to mirror client specific requirements and workflows, documents, and clinical and business processes.

CareRight is developed by Clintel Systems, an Australian-based company with a proven track record of success in transformative digital health. Clintel Systems is located in Adelaide and has a presence in South Australia, Victoria and Queensland and has clients in all states and territories as well as internationally.

For further information contact:

Tom MacKenzie
Director of professional services
Phone: 08 8203 0555
Mobile: 0408 674 112
Email: tom@clintel.com.au