

Provena Health



Provena Health's Home Care Agencies Realize Dramatic Improvements in Patient Care and Company Profitability with Fujitsu LifeBook Notebooks

Challenge:

Improve efficiency and quality of patient care. Streamline collection of patient information in accordance with Medicare's Prospective Payment System.

Solution:

Equip home care nurses with Fujitsu LifeBook P1500 Series notebooks and a patient information system to enable collection of patient information at the point of care.

Benefits:

Real-time collection of patient information has enabled Provena Health's five home care agencies to increase national percentile rankings in quality patient and business outcomes across the board. Nurses are able to record information more quickly.

“It all comes down to patient care. The Fujitsu LifeBook® notebooks, in conjunction with our digital patient information system, are enabling nursing staff to gather and track more accurate information about the quality of care being administered and how a patient is responding to that care. The result is more efficient and better patient care.”

**-Paul Fabbi, System Manager Information Services,
Provena Senior Services & Provena Home Care**



Located in the metropolitan Chicago area, Provena Health is a Catholic integrated health network that includes six acute care hospitals, fourteen long-term care and residential centers, 28 primary care, specialty and diagnostic clinics, five home care agencies, two hospices and a Private Duty Corporation. Provena Health's 10,000-plus employees and the more than 1,700 physicians on staff are dedicated to providing safe, effective, patient-centered, timely, efficient and equitable care to all patients.

Tracking Patient Information to Deliver Efficient, Quality Patient Care

As a busy metropolitan health network, Provena Health is continually challenged with improving the efficiency and quality of patient care. In addition, Provena's home care agencies have faced two related challenges: the transition from a hospital department to a free-standing, not-for-profit, operating entity and the implementation of Medicare's Prospective Payment System (PPS).

Like all home care organizations, Provena Home Care is required by the Centers for Medicare and Medicaid Services (CMS) to collect information as part of the CMS Outcome Assessment Information Set (OASIS). The information collected is designed to measure changes in health status, or patient outcomes, in home care.

OASIS data is collected at the start of care, recertification, transfer and at discharge to assess and determine the effectiveness of interventions and for purpose of reimbursement. Under the new payment system, Medicare pays Provena Home Care based on services delivered, patient health status and patient outcome. To meet Provena Home Care's patient care and business goals, the ability to accurately track this patient information is vital.

Fujitsu LifeBook Notebooks: Collecting Patient Information at the Point of Care

Provena Home Care's clinicians visit an average of six patients a day in their homes, with a typical visit lasting 45 minutes. Throughout the visit, clinicians continually document information such as symptoms and care provided and general observations. Originally, clinicians were recording patient information on mobile handheld devices. The clinicians felt that the devices were too slow and found the small, dull, screen very difficult to read.

The executive team felt that one of the best ways to improve efficiency, accuracy of patient and billing informa-

tion and, ultimately, the quality of patient care, was to enable home care clinicians to digitally record patient information and observations during the actual patient visit. Because the home care agencies were transitioning to a stand-alone operating entity, Provena Home Care had the opportunity to introduce a new, more effective, mobile technology solution.

Provena Home Care first implemented a touch-screen based patient information system and Fujitsu LifeBook P1000 Series notebooks to enable clinicians to access patient information and clinical documentation software during the patient visit. After a rigorous testing process, Provena Home Care chose the Fujitsu notebooks for their superior portability and bright, easy-to-read, screen.

“Many of the nurses feel that opening a notebook screen creates a barrier with their patients. The Fujitsu LifeBook P1500 Series notebooks look and feel like a clipboard, so they don’t get in the way of the patient and clinician relationship.” – Paul Fabbi, system manager information services, Provena Senior Services & Provena Home Care

Extremely satisfied with the performance of the original Fujitsu notebooks, Provena Home Care recently upgraded to Fujitsu LifeBook P1500 series notebooks, which deliver the same portability in a much more flexible and powerful product. In addition to the smaller form factor, the nurses feel that the convertible screen is less intrusive than a traditional notebook screen. “Many of the nurses feel that opening a notebook screen creates a barrier with their patients,” explains Paul Fabbi, system manager information services, Provena Senior Services & Provena Home Care. “The Fujitsu LifeBook P1500 Series notebooks look and feel like a clipboard, so they don’t get in the way of the patient and clinician relationship.”

In addition, IT staff and clinicians alike were impressed with the biometric security feature which

enables clinicians to quickly and easily access their protected patient information system without having to enter passwords. With a simple swipe of the finger, clinicians are able to log into their notebooks providing quick, easy access to patient information. “The biometric security features let the clinicians log into the system quickly so it’s much less intrusive for the patient. At the same time, we are assured that patient information is secure,” explains Fabbi.

More Accurate Information Leads to Improved Patient Care and Business Outcomes

Provena Home Care continually reviews data and processes to determine how to improve the care and service it provides. Provena Home Care also participates in a variety of external projects focusing on quality outcomes by submitting data to regional or national databases for comparative analysis. This form of benchmarking—or determining best practices based on outcomes—allows Provena Home Care to continuously improve the care it delivers.

By enabling clinicians to gather information at the point of care, the patient information system and Fujitsu LifeBook P1500 Series notebooks have enabled Provena Home Care to improve the accuracy of patient and billing information. OASIS collects data from home care agencies nationwide and ranks them against one another in terms of patient and business outcomes. Since implementing the Fujitsu solution and patient information system, all five health agencies have been





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ranked amongst the top home care agencies in terms of patient and business outcomes.

Most importantly, the solution has helped Provena Home Care to improve the quality of patient care. “It all comes down to patient care,” explains Fabbi. “The Fujitsu notebooks, in conjunction with our digital patient information system, are enabling clinical staff to gather and track more accurate information about the quality of care being administered and how a patient is responding to that care. The result is more efficient and better patient care.”

“Healthcare organizations can reap substantial rewards by developing technical and functional integrated systems similar to Provena Health’s Fujitsu notebook and patient information system solution. Ultimately these systems increase staff and clinician productivity, increase organization profitability, as well as improve clinical outcomes and staff and patient satisfaction.”

Since implementing the new Fujitsu P1500 Series notebooks, efficiency has improved even further. “With the faster Fujitsu P1500 Series notebooks, we are able to record information much more quickly which has enabled our clinicians to be more efficient.”

**Fujitsu LifeBook T4000 Series Tablet PCs:
Building on Past Success**

The original Fujitsu notebook implementation was so successful that Provena Health has expanded the implementation of mobile computing devices and a digital charting application solution to its long-term care facilities. Nursing staff in Provena Senior Service’s long-term care facilities are using the Fujitsu LifeBook T4000 Series Tablet PC and a touch-screen enabled digital charting solution to record symptoms, observations, assessments and record daily patient activities. This information is recorded in a central database which is accessible by other nurses and hospital staff through the hospital’s wireless network. This combination of a centralized digital repository of patient information and wireless, mobile access to patient information enables the multiple caregivers working with a patient to collaborate more efficiently.

“Healthcare organizations can reap substantial rewards by developing technical and functional integrated systems similar to Provena Health’s Fujitsu notebook and patient information system solution,” concludes Fabbi. “Ultimately these systems increase staff and clinician productivity, increase organization profitability, as well as improve clinical outcomes and staff and patient satisfaction.”