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Needed Flexibility, Proven Results

Porter Hills Home Care and the HealthMEDX Solution

ORGANIZATION OVERVIEW

Porter Hills Retirement Communities & Services

Grand Rapids, MI

DEMOGRAPHICS:

24 Field Clinicians 800 Community Beds
22 Therapists

SERVICES:

- In-home
- Private Duty
- Therapy
- Rehabilitation
- Transportation
- Assisted Living
- Alzheimer's / Dementia
- Skilled Nursing

BENEFITS

- Decreased time to submit RAP by 61%
- Decreased time to drop claims by 30%
- Moved to 100% electronic billing
- Created electronic capture and incorporation of therapy data into the record
- Provided staff the ability to make changes to the care plan quickly
- Minimized staff necessary to perform record and quality reviews
- Immediately delivered necessary information for next day planning
- Streamlined aging management significantly
- Realized no staff resistance in changing to the HealthMEDX solution

The Problem:

Established as an industry leader and innovative organization, Porter Hills had adopted electronic solutions for the management of healthcare in 2000. As the organization grew to include more services, patients, and staff, the system became outdated for their needs.

In 2006, Porter Hills began the search for a new solution. Initial criteria for the new solution included a web-based offering and the ability to handle all various care settings where their patients and residents reside. Therapy was not utilizing any solution at the time which added to the desired solution criteria.

The organization needed significant flexibility in the new solution. The ability to adapt the application used from 2000 to 2006 was limited. Nursing was the only group utilizing the application and the workflow within the system needed changes to fit their Porter Hills model. The new solution had to have the ability to adapt to the organizational structure and workflow.

The Solution:

Porter Hills approached a number of vendors for a new solution. The field of vendors was narrowed down to HealthMEDX and another provider. In the end, HealthMEDX was the only solution that addressed the specific home health, long-term care, and therapy needs of Porter Hills in a web based environment.

"We basically wanted to take all the paper processes for the entire organization and make them electronic," stated Teresa Toland, Executive Director, Porter Hills Home Care. "HealthMEDX was the only vendor flexible enough to provide the solution we needed

across all our care settings."

Other solutions addressed the basic needs of Porter Hills; however, as an innovative healthcare provider, the HealthMEDX solution provided the adaptability needed to grow with their organization. Customized care plans and assessment forms were available with the HealthMEDX solution. This customization allowed Porter Hills' staff to make changes to these forms eliminating unnecessary steps and additional time through vendor involvement for critical changes.

The HealthMEDX therapy application was selected to create a single patient record with all information from across the care continuum. Porter Hills' therapy staff could access physical, speech, and occupational specific therapy plans to document care. This information would become part of the overall patient chart viewable organization wide.

In the end, Porter Hills brought on the core HealthMEDX solution including census, clinical EHR, and financial. They also added therapy, preconfigured home health content, advanced monitoring and alerts, portal, and dashboard/analytics.

"Outside of the general flexibility of the HealthMEDX solution, interoperability was a major advantage," Toland stated, "HealthMEDX not only allows us to connect other systems to the HealthMEDX solution but they have partners we have chosen to work with that offer us significant value as well."

Interoperability with the HealthMEDX solution is coming into play with Porter Hills as plans are in place to roll-out telephony. This addition to the solution will help increased access to point of care documentation within the home.