

Electronic Forms are **Nursing Center's Solution** to Electronic Record Submission Requirement

SOLUTIONS AT WORK

Industry: **Healthcare**

Applications: **Clinical, Administration Forms**

"Before we had Saunders and **FormFast**, I used to literally spend weeks to get the forms lined up in the printer for all various medication and treatment sheets. It was horrible! Now, the HP LaserJet printer is absolutely wonderful – and so is the HP DeskJet. Now we can do more nursing and less managerial-type duties. The result is much better patient care and facility management."

-- Judy Bullock, Director of Nurses

Summary

When Medicare mandated electronic form submission in order to process patient payments, Ledge View Nursing Center's manual forms processes became obsolete overnight. A consultant's electronic forms solution was at the ready, however, to meet the new regulatory requirement without an interruption. Another major benefit is administrative time savings for nurses allowing more attention to patient care.

Background

Ledge View Nursing Center is licensed for 38 beds, and is nearly always at capacity. Its 30 employees attend to the many needs of its elderly resident patients, all of whom are under a physician's care. Most patients are recovering from serious illness or surgery and require rehabilitation services, and some are afflicted with terminal conditions. Rehabilitation services are provided through a contract with an outside company.

The Computing Environment

Ledge View Nursing Center has a Novell Server connected to four Windows PCs with a 10 Mb Ethernet LAN. Workstations are located in the business office, nursing director's office, nursing station and social work office. The therapy department has its

own PC which is connected to the therapy services contractor's own LAN with a dial-up connection. Office productivity applications are based on the WordPerfect suite and are server-loaded. There are two HP network printers, a LaserJet and a DeskJet, networked with JetDirect print servers.

The Opportunity/Challenge

Ledge View uses a number of forms in patient care and administration:

- Medication sheets (medication delivery per month for each resident)
- Physicians' orders (Doctors' signed listing of all diagnoses, medications, treatments per resident)
- Treatments (treatments other than medications)
- Behavior monitoring (chart of behavior symptoms)
- MDS (minimum data set), a patient assessment form required by the state and Medicare

The last form is especially important because it is submitted to Medicare to justify reimbursement by the PPS (Medicare payment system). Prior to mandated electronic submission, this multi-part form was not required to be submitted, but was attached to the patient's medical record. The nursing home printed these and other forms on expensive preprinted stock on an impact printer which was very difficult to set up for correct printing. The staff had numerous pieces of tape and lines drawn on the printers to help with correct form alignment.



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info@formfast.com or visit our web site at www.formfast.com

Electronic Forms is **Nursing Center's Solution** *(continued from other side)*

The Solution

Needing to generate the MDS form electronically for online submission, Ledge View was referred to Saunders & Associates of Appleton, Wisconsin, a nursing home consulting company whose services include computer system integration. Saunders uses electronic forms technology from FormFast, Inc., to provide electronic forms capability to clients. Saunders could enable electronic generation and printing of all the nursing home's major forms, and could also enable a digital copy of the MDS form for electronic submission, according to Medicare's specifications. Ledge View looked at other solutions, but selected Saunders because its comprehensive industry knowledge made its forms rigorously compliant with government regulations. Saunders' installation of FormFast technology was fast and the cutover to electronic forms was practically flawless, ensuring that Ledge View was Medicare-compliant well within deadlines.

The Benefits

With electronic creation and fast Hewlett Packard LaserJet printing of high quality forms for patient charts, the nursing staff was immediately able to reduce time on administrative tasks and spend more time on patient care. Doctors attending patients at the center appreciated the laserprinted forms because they are easier to read and understand in assessing a patient's needs. Most important, Ledge View was immediately compliant with the Medicare electronic submission requirement and experienced no interruption of its patient reimbursements.

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