

BAPTIST HOSPITAL EAST REHAB PROGRAM

IMPROVED THE QUALITY OF THEIR **IRFPAI SCORING PROCESS**

WHAT WILL YOU
ACCOMPLISH
WITH MEDILINKS IRFPPS



CLIENT SUCCESS BAPTIST HOSPITAL EAST



"MediLinks provided the solution we needed to simplify our documentation process and improve scoring accuracy."

-James Farrell
RN, ADN, MBA, CRRN

The Measurable Impact of MediServe

Since the implementation of MediLinks® IRFPPS, Baptist Hospital East Rehab Program has been able to:

- Gain insight into staff's training needs and improve scoring proficiency
- Simplify their day-to-day documentation process
- Capture patient's true burden of care
- Increase revenue per patient by \$1,000



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Baptist Hospital East (Baptist East) is Louisville's preferred East End medical center and recognized as a hospital of choice in Kentucky. The Rehab Program is accredited by CARF in medical rehab and stroke and has 29 beds, with an average daily census of 17. In 2010, Baptist East received the Best Hospital award by Best of Louisville® awards for its emphasis on helping patients feel better.

PROCESS WAS COMPLEX

Prior to implementing MediLinks® IRFPPS, the inpatient rehab program at Baptist East manually documented and scored Functional Independence Measures.

Upon patient admission, staff noted the IRFPAI submission due date on a whiteboard. During the first three days, clinicians manually documented IRFPAI scores and stored them in the patient's binder. From there, clinicians transferred the admission score, discharge score and goal into a separate binder designated for the entire program. On day four, the PPS Coordinator collected scores from the program binder and processed them for submission to UDS®. The rehab program made the process work; however, it presented challenges and risks.

- Scores did not always provide an accurate representation of the patient's functional status, or their true burden of care.
- The quality of documentation that supported the scores varied from one clinician to the next.
- Various clinicians scored the items that were typically managed by their own discipline. This limited the inclusion of functional status outside the therapy session.
- The PPS Coordinator spent a considerable amount of time tracking down the score on a paper document.

MEDILINKS MADE IT EASY

Baptist East's Rehab Program went live with MediLinks IRFPPS in 2008. Since then, they've achieved measurable results that have proven to be valuable. The automated process has helped the entire program become more efficient, consistent and thorough in its documentation.

MediLinks has helped management identify the amount of time clinicians are spending on scoring and gain a better understanding of their staff's training needs. Managers have been able to:

- Determine where additional training is required
- Provide additional training as needed
- Improve clinicians' scoring proficiency

"With MediLinks, clinicians are more at ease with scoring items they weren't comfortable scoring before. MediLinks takes the guesswork out of scoring and gives clinicians the assurance they need," says James Farrell, Nurse Manager - Rehab Program.

BAPTIST EAST ACHIEVED RESULTS

The robust, standardized scoring methodology built into MediLinks allows clinicians to easily score all observations with the greatest amount of accuracy and capture the patient's true burden of care. "Since we've been using MediLinks, we've seen a \$1,000 increase in revenue per patient," stated Farrell. Clinicians are now consistently scoring – with confidence – every item for every patient.

Overall, MediLinks IRFPPS significantly helped the rehab program improve its documentation process and achieve the results they were looking for. According to Scherri Kayrouz, RN, Clinical Outcomes Coordinator for the inpatient rehab program, "Our focus at Baptist East is on excellent patient care, outcomes and satisfaction. MediLinks is an important tool that helps us continue to reach that goal."

I am confident signing my name to the data we submit to CMS.

Scherri Kayrouz, RN

*Clinical Outcomes Coordinator - Rehab Program
Baptist Hospital East*