



## NORTHEAST GEORGIA MEDICAL CENTER

- 50 Miles Northeast of Atlanta
- Service North Georgia Region
- 557 Licensed Inpatient Beds
- 60 Bed Inpatient Psych Facility
- 261 Long Term Care Beds (including designated sub-acute rehab beds)
- 16 Acute Rehabilitation Beds
- 4<sup>th</sup> Busiest ER in Georgia (approx 100,000 visits/yr)
- DNV Accredited
- Level 2 Trauma Center
- Northeast Georgia Medical Center Braselton, a 100 Bed Inpatient Hospital, is Scheduled to Open in January 2015



## Case Management Department Structure

- Director of Case Management – 1
- Manager – 3
- Case Manager – 50
  - Access points – Initial Medical Necessity
  - Continued stays - Medical Necessity
  - Precertification/Authorizations
  - Coverage Notices
  - Delay Days
  - Discharge Planning – Needs Assessment/Planning

### Case Management Department Structure

- Case Management Assistant – 6
  - Assist with post discharge referrals to external providers
- Social Worker – 4
  - Assisting with difficult discharges
- Business Support – 6
  - Insurance verification
  - Payor contact
  - Status orders confirmation

### Case Study

- |   |  |
|---|--|
| • Case management assessment                      | • Secure bed offer                                       |
| • Verify Discharge Plan                           | • Confirm bed choice with family                         |
| • Obtain physician order                          | • Copy physician orders                                  |
| • DMA 6 – patient/family and physician signatures | • Fax orders to nursing home                             |
| • Nursing Home choice forms                       | • Fax medication orders to long term care pharmacy       |
| • Level 1 or 2                                    | • Print additional up-to-date medical records for packet |
| • Print medical records                           | • Complete transfer form                                 |
| • Copy medical records and DMA 6                  | • Complete medical necessity transportation form         |
| • Mass fax or call specific nursing home          | • Set up transportation                                  |
| • Fax additional info as needed                   |  |

### Limitations in Current Referral Process

- Time spent on telephone and faxing
- Failed fax or partial fax received
- Using lots of paper
- Time assembling packets
- Inefficient notification of bed offers
- No electronic audit trail
- Rotation list



### Morrissey Care Transition Customer Advisory Board 11/2012

- Quality Committee
  - Morrissey Development Team
  - 3 Hospitals
  - Develop and Beta Test TOC



## Transitions of Care

- New tool attributes
  - Automated referral process – Provider Networking
  - E-Print
  - Physicians to sign forms electronically
  - Provider search
  - MCCN Portal
  - Communicate and exchange information electronically
  - Work list

## Transitions of Care - attributes continued

- Timely referrals - reduce placement delays
- Smooth hand-off
- Secures community partnerships
- Containment of cost – fax/paper
- Improves patient outcomes - reducing readmission rates
- Audit trail

## Transitions of Care

- Demonstration
  - On-Site Sales/Marketing Team
  - Discussed the project scope
  - Provided a product overview



## Transitions of Care

- Assessment
  - Decision Paper – determine internal resources (IT, CM)
  - Budget and Approval
  - Technical Teams Meet
  - System Architecture
  - Technical Requirements



## Project Roadmap

- Develop Project Plan
  - Timeline 10 weeks
    - Phase 1
      - Resources
      - Server specs
      - E signature forms
      - HL7 modifications
      - Upgrade dates
      - Identification of external providers



## Project Roadmap

- Develop Project Plan
  - Phase 2
    - Functionality of TOC
    - Current workflow
    - Future workflow
    - Provider orientation event
    - Provider training materials
    - Build in TEST
    - Testing

- **Develop Project Plan**
  - Phase 3
    - Production building
    - Training materials
    - Schedule user training
    - Provider engagement activities
  - Phase 4
    - Go-Live
    - Roll out

## **Project Roadmap**

- **Project Team**
  - Team Leader – Application Specialist
  - Super-users 6
    - Testers
    - Trainers
  - External Providers
    - Durable Medical Equipment
    - Home Health Care with multiple sites
    - 2 Skilled Nursing Facilities



## Project Roadmap

- Workflow Analysis
  - Internal
    - Referral request
    - Rotation list
    - Turnaround time
  - External- expectations
    - Decrease response time
    - Better use of staff time
    - Better internal controls



## Project Roadmap

- Communication
  - Review progress with team members and leadership
  - Regular internal IT meetings
  - Weekly project status call with Morrissey



## Project Roadmap

- Preparation for Technical Environment
  - DMZ Server
  - On-Site Server vs. Remote Server
  - E-Print
  - Upgrades
- MCCM Build
  - Test before Production
  - Considerations
    - Workflow
    - Standardizing codes



## Sample Build Plan

- Identifying the codes
- Descriptions for the tables
- Allowed security groups
- Packets types
  - Images
  - Defaults
  - Comment types
  - Security Groups
  - Definitions



## Build Plan

- Included:
  - Work List configurations
  - Saved searches
  - Provider Groups configurations
  - E-Forms defined
  - Fields to hide
  - Estimated Build Time
  - Build check list
  - Testing check list

## Testing Phase

- Testing Phase
  - Feedback from Super Users
  - Feedback from External Providers
  - Morrissey Development Team



### **Project Roadmap**

- **Provider Recruitment**
  - **Identify Primary Contacts**
    - **Durable Medical Equipment**
    - **Home Health Care**
    - **Skilled Nursing Facilities**
  - **Gather Email Addresses**
  - **Notification of Providers**

### **Project Roadmap**

- **Orientation Event**
  - **Flyer**
  - **Providers receive an email invite to the MCCN Portal through the Orientation Manager**
  - **On-site event to receive class room education/orientation**
  - **On-line education tutorial called e-learning for portal users**
  - **NGHS Telephone Contact**
  - **Morrissey MCCN “how to guide”**

## Flyer



Northeast Georgia Health System

### NO MORE PAPER!

Our referrals will now come to you electronically!

You will now manage referrals from Northeast Georgia Health System (NGHS) online using a **free** system sponsored by **Morrissey Associates**. This is a **change** in the way you will receive referrals from NGHS. All providers will receive referrals electronically.

The Morrissey Care Communications Networking™ (MCCN™) website allows you to receive, respond to and track electronic patient referrals instantly and securely. This service allows you to:

- Eliminate paper and faxes
- Facilitate seamless transfers
- Improve patient and family satisfaction
- Complete simple follow-up surveys
- Share confidential patient documentation securely
- Update your profile and preferences online

Sign up online – you will receive an email soon with instructions.


### JOIN US

Please join us at an informational orientation presented by Morrissey Associates and learn more about what this free service will do for you.

July 22, 2014  
Essentially for Women building

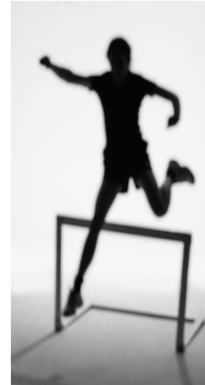
## Project Roadmap

- TOC Implementation
  - Training Manuals
  - Scheduling Employee Training
  - Morrissey Site Visits/ Go-Live Support
  - Initial Roll-out Two Units
    - 1 Week Trial and Testing
    - Full Roll-Out to other units



## Project Roadmap

- Lessons learned along the way
  - Availability
  - Creativity
  - IT resources
  - Discuss the go-live plan with users
  - Provide monthly overviews to staff
  - Back-up plan



## Project Roadmap

- Evaluation
  - Anticipate smooth transition
  - Super-user availability go-live
  - Super-user support
  - Positive attitude
  - 30 days post live





**QUESTIONS ???**