Northeast Georgia Health System
Gainesville, GA

- 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
- 4th 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

100 Top Hospitals National Winner, 2013
America’s 50 Best Hospitals - Healthgrades® - Only hospital in Georgia named to the list.
- #1 in Georgia for Cardiology
- #1 in Georgia for Coronary Interventions
- #1 in Georgia for General Surgery
- #1 in Georgia for Gastrointestinal Services
- Top 5% in the Nation for Critical Care
- Top 5% in the Nation for Pulmonary Services
- Top 5% in the Nation for Women’s Health
### 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

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### 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

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### Case Study

- Case management assessment
- Verify Discharge Plan
- Obtain physician order
- DMA 6 – patient/family and physician signatures
- Nursing Home choice forms
- Level 1 or 2
- Print medical records
- Copy medical records and DMA 6
- Mass fax or call specific nursing home
- Fax additional info as needed

- Secure bed offer
- Confirm bed choice with family
- Copy physician orders
- Fax orders to nursing home
- Fax medication orders to long term care pharmacy
- Print additional up-to-date medical records for packet
- Complete transfer form
- Complete medical necessity transportation form
- Set up transportation
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

Morrisey Care Transition Customer Advisory Board 11/2012

- Quality Committee
- Morrisey 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

Project Roadmap

• 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
    - 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 Morrisey
**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
  - Morrisey 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 classroom education/orientation
  - On-line education tutorial called e-learning for portal users
  - NGHS Telephone Contact
  - Morrisey MCCN “how to guide”
Flyer

NO MORE PAPER!
Our referrals will now come to you electronically!

- Send referrals from Northeast Georgia Health System's referral
  system using a PDF format.
-獲取更多信息，请访问Northeast Georgia Health System's
  website.
- 系统管理方式将为您带来便利。

JOIN US
Please join us at the informational meeting presented by Morrisey Associates and
learn about what this new service will do for you.

July 23, 2014

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

- 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 ???