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**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

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**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






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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

<ul style="list-style-type: none"> <li>• Case management assessment</li> <li>• Verify Discharge Plan</li> <li>• Obtain physician order</li> <li>• DMA 6 – patient/family and physician signatures</li> <li>• Nursing Home choice forms</li> <li>• Level 1 or 2</li> <li>• Print medical records</li> <li>• Copy medical records and DMA 6</li> <li>• Mass fax or call specific nursing home</li> <li>• Fax additional info as needed</li> </ul>	<ul style="list-style-type: none"> <li>• Secure bed offer</li> <li>• Confirm bed choice with family</li> <li>• Copy physician orders</li> <li>• Fax orders to nursing home</li> <li>• Fax medication orders to long term care pharmacy</li> <li>• Print additional up-to-date medical records for packet</li> <li>• Complete transfer form</li> <li>• Complete medical necessity transportation form</li> <li>• Set up transportation</li> </ul>
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**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




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

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




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**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

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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

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Transitions of Care

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



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Transitions of Care

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

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**Project Roadmap**

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




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**Project Roadmap**

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

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**Project Roadmap**

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

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**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

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**Project Roadmap**

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




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**Project Roadmap**

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




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### 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




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### Sample Build Plan

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




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### 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

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**Testing Phase**

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




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**Project Roadmap**

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

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**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"

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**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

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**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




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**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




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### Project Roadmap

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



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QUESTIONS ???

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