

Customer Spotlight

Lakeland Regional Health

Lakeland Regional Health (LRH) provides inpatient and outpatient services at its Medical Center and ambulatory campuses. LRH employs over 110 physicians. LRH serves over 20,000 Medicare Advantage patients spanning 10 MA payers. According to Nick Ivon, Director of Informatics (Ambulatory), "Galen's Note Form Reporting tool provides access to invaluable data that was previously unavailable. Using the reporting tool, we've developed innovative methods to capture and report data related to hospital admissions and readmissions, HEDIS measures, PCMH elements – not to mention that we've implemented an efficient process to document and track data related to non-face-to-face Chronic Care Management (CCM) interactions."

HEDIS – CPT II charge integration for performance tracking

The Charge Automation feature provides the ability to identify documentation within the visit note and automatically add a charge code directly to the encounter form for the visit. LRH relies heavily on this feature to capture non-billable charge codes for performance measurement that is passed along to Medicare Advantage carriers. Prior to utilizing this functionality, the workflow required duplicate documentation. The user had to first document the data within the note and then add the non-billable charge code to the encounter form. The process is now streamlined to ensure that the data is efficiently captured with a single click. The necessary documentation is recorded in the provider note, and the HEDIS related non-billable charges are automatically added to the charge encounter, creating a very efficient work flow while ensuring these billing codes are sent on to the carriers to facilitate closing HEDIS gaps.

"This process allows our physicians to capture the documentation in the note for evidence and then automatically drops the charge. It's a beautiful workflow because the clinical staff typically doesn't have the time to review the note documentation and then determine whether or not the appropriate performance tracking / non-billable charge codes were added to the encounter form. The charge integration aspect of the Note Form Reporting tool is a *huge* value add!"

**Nick Ivon, Director of Informatics (Ambulatory),
Lakeland Regional Health**

Business Use Cases

- **HEDIS Measure** Care of Older Adults – able to capture the non-billable codes for the measure
- **BMI Customization** Automatically determines the appropriate diagnosis V-code for the patient's BMI – these codes are then sent to the Practice Management system for billing
- **Diabetic Eye Exam** positive or negative as testified by patient
- **G-codes** for home health certification
- **Flu vaccine received elsewhere**

Chronic Care Management (CCM)

In January 2015, LRH began utilizing Note Form Reporting as a central piece of their CCM workflow. The organization built a note form to document conversations with patients and the amount of time spent. The informatics team utilizes Note Form Reporting to generate reports to track the amount of time that spent with each patient in order to ensure that the care team spends the minimum requirement of 20 minutes of non face-to-face care coordination. Ivon states, "Note Form Reporting allows the care team to capture the data in a natural workflow that facilitates highly effective CCM tracking."

To learn more about how Galen can help improve your workflow, visit galenhealthcare.com.