

Assessment Methodology

A Challenging Environment

Healthcare regulations and requirements are an ongoing challenge for hospitals, physicians, clinics and medical systems. Costs are increasing, systems are undergoing continuous change to meet regulatory requirements, staffs are inundated with current workloads, and revenue is decreasing. Faced with these costly challenges, organizations implement temporary workarounds to support ongoing needs. Processes are developed utilizing the temporary workarounds and are not reevaluated, resulting in an inefficient system.

Trust Our Experience

Successful system optimization begins with a thorough assessment of current practices. Morgan Hunter Healthcare (MHHC) has helped hundreds of organizations across the country achieve successful system optimization by providing comprehensive assessments that establish a roadmap to improved processes and workflows. MHHC specializes in improving and streamlining operations to maximize functionality, ensure regulatory requirements are met, reduce repetitiveness and increase workflow efficiency. Our success is built on nearly 15 years of successful partnerships with community-based hospitals, university medical centers and trauma centers across the country.

Assessments Include:

- Readiness Assessment - Preparation for new EHR implementation
- Comprehensive Assessment - Maximize system functionality
- Individual Area/Application Assessment - System/workflow process defined for identified problem areas

It All Begins

Assessments start by establishing a baseline for financial and operational performance. An experienced MHHC consultant is sent on-site to review current state processes, conduct interviews with management and end-users, assess systems and gather information necessary to provide best-practice recommendations to improve operations.

Example bench marks include but are not limited to:

- AR Days
- Time Studies
- Productivity
- Loss Charges
- Error Rates

- Clean Claims Rates
- Charge Rejections
- DNFB

Our Approach

Consult – We begin our assessment with an in-depth discussion with organizational leadership and key stakeholders in order to understand system concerns/issues, establish objectives and define benchmarks and Key Performance Indicators to measure project success

Assess – Once our consultant is on-site, he or she will conduct interviews with the information systems staff who manages and maintains the impacted application(s). We then perform a current/future state design and implementation assessment. We will analyze workflows and provide best-practice recommendations, followed by a FIT/GAP Analysis based on those recommendations.

Report – Our assessment culminates in a Report of Findings (ROF) — including a detailed analysis of processes, systems, and compliance issues — outlining opportunities for improvements. All findings and recommendations will be shared with senior management and key stakeholders. Findings are reviewed and prioritized based on several factors including Patient Safety, Financial Impact, Cost Reduction, and overall benefit achieved.

Deliverables include:

- Current State Workflows
- Future State Recommended Workflows
- GAP Analysis
- ROF outlining the Assessment, Findings, Recommendations, Expected Benefits, GAP Analysis, and Next Steps
- Detailed Project Plan/Timeline

Summary

In the face of regulatory challenges, increased costs and heavy workloads, many healthcare information systems have become inefficient — which negatively affecting patient care. System optimization is the key to solving many of these challenges, and the key to a successful optimization starts with a thorough assessment.