

NORTH COUNTRY HEALTH SYSTEM ACHIEVES SEAMLESS PATIENT CLASSIFICATION

CASE STUDY

North Country Health System
Newport, Vermont

North Country Health System is a private, non-profit acute care community hospital located in Newport, Vermont, serving over 27,000 residents in 22 rural communities. During 2003, North Country logged 2,379 admissions, 10,523 emergency room visits, and 80,524 physician practice visits.

Challenge:

North Country Health System had implemented the QuadraMed Acuity, Productivity and Benchmarking — AcuityPlus™ — system to determine its patients' needs for care and nursing resource requirements. Management wanted to continue reaping the staffing, productivity and budgeting information benefits the existing system provided, but found certain ongoing issues problematic, particularly in regard to patient classification compliance and accuracy. Nurses were spending too much time on patient classification education and operation. And despite considerable oversight by the system coordinator, nurses were still apt to “game the system” by skewing staffing numbers in their favor, which put system outputs into question.

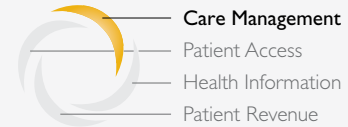
North Country had also recently invested considerable time, effort and expense implementing the QuadraMed online patient documentation system. Therefore, copious amounts of patient information were available electronically. Now, management and staff needed to know whether the patient acuity and online documentation systems could work together to resolve its patient classification issues.

Using QuadraMed Acuity-Plus Transparent Classification, patients no longer go unclassified, whether due to a sudden surge in workload or arriving after the classification window.

Solution:

QuadraMed was contacted and North Country learned about AcuityPlus Transparent Classification, which employs technology that enables AcuityPlus to be used in conjunction with online documentation systems resulting in patient classification occurring automatically as an integral part of the documentation process. This eliminates the classification education process, provides value-added information, and minimizes nursing staff workload.

QuadraMed Care-Based Revenue Cycle Solutions



NORTH COUNTRY HEALTH SYSTEM ACHIEVES SEAMLESS PATIENT CLASSIFICATION

CASE STUDY

North Country Health System
Newport, Vermont

An important additional benefit is that because classification occurs automatically, the system could not be “gamed”.

The QuadraMed team worked closely with North Country to develop mappings from documentation elements to patient classification indicators. The team developed a program that translated pertinent documentation elements into classification indicators. Together, North Country and QuadraMed defined the Transparent Classification system parameters to ensure accurate workload measurement and on-going system reliability, all without additional nurse effort or input.

Results:

North Country Health System achieved increased accuracy in acuity and workload information. Patients no longer go unclassified, whether due to a sudden surge in workload or arriving after the classification window. And patients are assessed multiple times daily, ensuring proper measurement of changing conditions, and increasing patient safety and quality of care.

Using QuadraMed AcuityPlus Transparent Classification, North Country reaped the benefits of an acuity system without the traditional baggage. And the nursing staff became more efficient because nurses no longer needed to spend valuable time on other business processes. Instead, they focus on meeting North Country’s mission to provide superior patient care.

QuadraMed Care-Based Revenue Cycle Solutions

