Reducing Paper Liabilities & Creating Lean Health Care Opportunities

January 24, 2013
Today’s Webinar

- Please ask questions
- Today’s slides are available at: http://compliancy-group.com/slides023/
- Past webinars and recordings http://compliancy-group.com/webinar/
Reducing Paper Liabilities & Creating Lean Health Care Opportunities

Presenters

**Presenter**
Michael Colella  
*CEO, Chief Creative Officer & Partner, Didoline*

**Moderator**
Marc Haskelson  
*CEO, Compliancy Group LLC*

**Panelists**
Bob Grant  
*Chief Strategy Officer, Compliancy Group LLC*

Christopher Terry  
*Chief Technology Officer & Partner, Didoline*
Agenda

1. EHRs + Paper Usage
2. Paper Processes
3. Paper Liabilities
4. Reducing Paper Liability
5. A Solution: Digitizing Processes
6. What Does Lean Mean?
7. What Is Involved?
8. What Is The Value?
9. Focus Areas & Solutions
10. Wrap Up
EHRs + Paper Usage

Even as a growing number of healthcare organizations acquire electronic health records (EHRs), they're not necessarily going paperless.

Anoto - Online Survey

• 75% of respondents had EHRs

• Nearly 80% of those using an EHR were still using paper records of some kind.

• 48% EHR respondents use a scanner to enter some data.
Why Continue To Use Paper?

- Paper charts
- Physician notes & orders
- Registration
- Incoming faxes
- Reports (hospital & consultant)
- Required paperwork (discharge summaries, etc.)
Signatures = Paperwork

Even if documents are digitized, in order for them to be signed they are:

- Emailed/Faxed → Printed → Signed → Fax
- Digitized → Emailed
The Need For A Signature

- Policies & Procedures
- Disclosures
- Authorization
- Contracts
- Discharge Summaries
- Registration

http://compliancy-group.com
Where Does The Paper Go?

The storage of PHI can become costly, time consuming, increase liability & easy to forget.

Factors

- In-house vs. 3rd party
- Length of storage (government mandates & provider policies)
- Data security
- Thorough inventory
ARRA Increases Penalties & Extends Liability

Off-site storage companies, along with the technology and service vendors that Health Information Management (HIM) departments employ, are now legally bound to the same extent as CEs.

• Protect & account for every record in their possession
• At all times
• Includes all medium
Violations & Penalties

Table 1 – Categories of Violations And Respective Penalty Amounts Available

<table>
<thead>
<tr>
<th>Violation</th>
<th>Minimum Penalty</th>
<th>Maximum Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A) Did Not Know</td>
<td>$100 (A.M. $25k)</td>
<td>$50,000 (A.M. $1.5M)</td>
</tr>
<tr>
<td>(B) Reasonable Cause</td>
<td>$1,000 (A.M. $100k)</td>
<td>$50,000 (A.M. $1.5M)</td>
</tr>
<tr>
<td>(C)(i) Willful Neglect - Corrected</td>
<td>$10,000 ($250k)</td>
<td>$50,000 (A.M. $1.5M)</td>
</tr>
<tr>
<td>(C)(ii) Willful Neglect – Not Corrected</td>
<td>$50,000 (A.M. $1.5M)</td>
<td>$50,000 (A.M. $1.5M)</td>
</tr>
</tbody>
</table>

A.M. = Annual Minimum
How To Reduce Paper Liability?

Less Paper = Reduced Liability

- PHI being lost or misplaced
- Information breach
- Paper storage
- Costs
How To Reduce Paper Usage?

Electronic Signatures = Less Paper

- Policies & Procedures
- Disclosures
- Authorization
- Contracts
- Discharge Summaries
- Registration
Digitize Processes

To: John Smith

Dear Mr. Smith,

We would like to let you know that Acme Family Practice has sent you a document that requires your signature.

Please click on the link below to read and sign a consent form, at your convenience:

http://didoline.com/resources/demos/healthcare
What Does It Mean To Go Lean?

Remove waste so all work adds value to the customer.

A top-down approach.
What Is Involved To Go Lean?

Leadership

• A key to the success of incorporating lean thinking is a commitment from senior management and they need to be vocal & visible.

Culture

• A lean culture is the setting where lean techniques are implemented.

Process

• Set of actions/step completed in a proper sequence & time to add value to the customer.

  Primary: patients & families  |  Internal: customers & staff.
The Value Of Lean Health Care

Virginia Mason Medical Center in Seattle, Washington

Results of 175 Rapid Process Improvement Weeks

<table>
<thead>
<tr>
<th>Area</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inventory</td>
<td>▼ 53% ($)</td>
</tr>
<tr>
<td>Productivity</td>
<td>- 36% redeployed (FTE)</td>
</tr>
<tr>
<td>Floor Space</td>
<td>▼ 41% (sq ft)</td>
</tr>
<tr>
<td>Lead Time</td>
<td>▼ 65% (hrs)</td>
</tr>
<tr>
<td>People Distance</td>
<td>▼ 44% (ft)</td>
</tr>
<tr>
<td>Product Distance</td>
<td>▼ 72% (ft)</td>
</tr>
<tr>
<td>Setup Time</td>
<td>▼ 82% (hrs)</td>
</tr>
</tbody>
</table>

Institution For Healthcare Improvement: Going Lean In Health Care
Areas To Focus

The Burden Of Paperwork

How much time is spent on paperwork?

<table>
<thead>
<tr>
<th>Care Setting</th>
<th>Ratio: Patient Care/Paperwork</th>
<th>Patient Care Requires (Hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Department Care</td>
<td>1.0/1.0</td>
<td>1 Hour of Paperwork</td>
</tr>
<tr>
<td>Surgery &amp; Inpatient Acute Care</td>
<td>1.0/0.6</td>
<td>36 Minutes of Paperwork</td>
</tr>
<tr>
<td>Skilled Nursing Care</td>
<td>1.0/0.5</td>
<td>30 Minutes of Paperwork</td>
</tr>
<tr>
<td>Home Health Care</td>
<td>1.0/0.8</td>
<td>48 Minutes of Paperwork</td>
</tr>
</tbody>
</table>

Patients or Paperwork? The Regulatory Burden Facing America's Hospitals. PricewaterhouseCoopers commissioned by the AHA.
Lean Solutions

Reduce Data Input

Low Hanging Fruit

• Patient Registration (Primary)
  Allow patients to fill out & sign forms digitally

• Discharge Summaries (Internal)
  Allow physicians to fill out & sign digitally

Food For Thought

• Reduce time by 12 minutes:

  1,000 patients = 200 hours = $5,600*

• Reduce time by 30 minutes:

  1,000 patients = 500 hours

In 2012 there were 1.2 M discharges (600k hours)

* Average hourly rate for RNs ($28) – www.payscale.com
How Can Didoline Help?

- Digitize forms & eliminate need to print/scan/fax
- Ensure documentation is accounted for
- Allow for real-time awareness
- Decrease turnover time & case cancellations
- Reduce fraud & data breaches
- “Human Healthcare”

Didoline Completed sigObject™

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SaaS Signature, Verification & Fraud Prevention Technology

- Focus is to integrate into other technologies
- “Complete Client Privacy”
- Platform agnostic
- Browser rendered (seamless upgrades)
- No additional devices, downloads or plug-ins needed
- Capture 6 meta data points & photo
- Ensure humans sign & intent exists
- Legally binding
- Bank level security

Coming Soon
The closest thing to a digital fingerprint
Real-time signature comparison.

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Questions?

Thank you