

Application Note:

Emergency Physician Tracking for Critical Access Hospitals

Automates Tracking. Ensures Accuracy.
Maximizes CMS Reimbursement.

For small and rural hospitals, demand for emergency medical services can vary significantly—creating financial disincentives to maintain a robust Emergency Department (ED). Changes in federal and state laws have given these hospitals an extraordinary opportunity to survive—and thrive—in today’s complex environment. One of the most noteworthy changes is the designation of Critical Access Hospital (CAH). The Centers for Medicare and Medicaid (CMS) reimburse these hospitals not only for clinical services delivered but also for time ED physicians spend on non-clinical work.

Challenges

This unique approach to reimbursement makes it financially possible for small and rural facilities to offer 24/7 ED coverage to serve their communities. But it puts the onus on the hospital to monitor, quantify and report on how all ED clinicians are spending their time.

Critical Access Hospitals are required to maintain adequate records of physicians’ time, including deviations of time between patient care, administrative work and “standby.” Doing this time tracking by hand is cumbersome and imprecise. It can tie up valuable hospital resources or be a costly expense if outsourced. Meanwhile, inaccuracies in timekeeping can result in significant missed reimbursements. Relying on manual logging and educated guesses can lead to **underestimating**—which leaves money on the table—or **overestimating**—which fuels risks of penalties in an audit.

Solution

Those are financial risks Critical Access Hospitals no longer have to take, thanks to STANLEY Healthcare’s Emergency Physician Tracking for Critical Access Hospitals. As part of the AeroScout® Staff Workflow solution, Emergency Physician Tracking for Critical Access Hospitals monitors the real-time location and status of emergency room physicians to automatically and accurately document physician time:

- With patients or in patient rooms,
- Doing administrative work or
- Waiting on “standby.”

In addition to providing robust reporting for CMS reimbursement, it makes it easy to access historical data for audit support.



Benefits

- Drives 100% CMS reimbursement for 24/7 emergency care by creating an accurate, continuous record of physicians’ time
- Eliminates errors due to manual reporting
- Enables staff to focus on value-added work
- Easily accesses historical data to support audits and prevent penalties
- Reduces costs associated with time studies
- Locates physicians when needed

REAL-WORLD RESULTS

- Achieved ROI in 9 months, receiving an extra \$120K in reimbursement in the first year alone
- Received 100% of CMS reimbursement every year since installation



Solution Components

Deploy the Emergency Physician Tracking for Critical Access Hospitals solution rapidly and with a low total cost of ownership. Solution components include:

- **STANLEY Healthcare MobileView® Visibility and Analytics Platform**
- **STANLEY Healthcare Battery-operated Exciters for Room/Bay Level Accuracy**
- **STANLEY Healthcare AeroScout® RTLS Staff Badges**
- **Hospital's Wi-Fi Infrastructure**

Solution Highlights

- **Cost-effective, complete solution**—easy to deploy with no fixed wiring
- **Enterprise-wide visibility** through existing Wi-Fi
- **Small, unobtrusive staff badges**
- **Advanced automated reporting tools** that provide data required for CMS reporting
- **Ability to extend for additional use cases**, including Staff Protection, Asset Management, Environmental Monitoring, Hand Hygiene Compliance, Infant Protection and Patient Flow

STANLEY Healthcare's Emergency Physician Tracking for Critical Access Hospitals is just one of many solutions powered through the MobileView® Visibility and Analytics platform. Once the platform is in place, Critical Access Hospitals can easily pursue other staff badging use cases, including:

STAFF ASSIST/DURESS. Enhance staff safety by providing reliable communication, location and immediate awareness to enable faster responses when help is needed.

HAND HYGIENE COMPLIANCE MONITORING. Automate monitoring and measurement of hand hygiene compliance to more easily meet reporting requirements while identifying opportunities for staff training and process improvement.

NURSE CALL INTEGRATION. Automate the process of accepting and clearing calls without having to report back to the nurse's station. Create a historical record of every patient/caregiver interaction, including date and time stamps, accurate response times and durations.

STAFF VISIBILITY. Provide real-time visibility into the location and status of caregivers and support staff. Improve care delivery by reducing time spent looking for assistance and manage hourly rounding via reporting functionality and real-time alert reminders.

STAFF WORKFLOW. Automatically monitor staff status and location to gain insights to nursing movement on the floor and capture time spent with specific patient populations/acuity levels to achieve better balance in patient assignments.

In addition to staff badging applications, the MobileView platform can be used for hospital-wide Environmental Monitoring and Asset Management—by just using Wi-Fi.

ENVIRONMENTAL MONITORING. Reduce spoilage costs and safety risks, facility regulatory compliance and increase staff productivity with wireless temperature and humidity monitoring of refrigerators, freezers and rooms. Easy-to-install and enables 24x7 compliance with real-time alerts, automatic condition documentation and reporting.

ASSET MANAGEMENT. Gain visibility into the real-time location and status of critical mobile assets to quickly find mobile equipment required for patient care.



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