MEDITECH’s Hospice product helps your agency manage the needs of patients and their families who have elected your hospice services. Hospice can be installed independently, or it can be added to complement your existing Home Care solution. Standard components — such as documentation, care planning, and scheduling — are similar to those used in our Home Health product, minimizing the learning curve for agency staff supporting both service lines. Additional functionality — bereavement, Interdisciplinary Team (IDT) management, and Hospice Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey information — is also included to address the unique needs and care processes of the hospice environment.

With our Hospice product, your agency will be able to:

- Designate benefit periods based on prior hospice utilization.
- Use checklists to complete all time-sensitive admission tasks and forms.
- Document compound medications and medication authorizations.
- Support flexible billing by level of care, including split and sequential billing.
- Coordinate IDT meetings and automate the creation of report summaries.
- Create customizable bereavement care plans for multiple bereaved clients.
- Record, track, and report on volunteer activities/hours.

Manage Referrals and Assign Benefit Periods

Hospice referrals can be automatically generated from your hospital or home health agency and can include information such as, demographics, contact information, payers, allergies, and medications at discharge. Outside referrals can also be received. Once the referral is attached to the hospice service, the system:

- Supports capture of past benefit period information for patients who have elected hospice before.
- Allows users to document notes and schedule reminders to follow up with patients and their families still weighing their decisions.
- Enables staff to record complete advance directive information and all potential bereaved contacts.

Coordinate Time-sensitive and Complex Needs of Hospice Admissions

Hospice automatically creates admission checklists to help staff keep track of all time-sensitive tasks that need to be completed prior to hospice admissions, such as receipt of Certification of Terminal Illness (CTI) and signed Notice of Election. This checklist enables agency staff to:

- View and track required and optional tasks, their statuses, completion date, and responsible staff member.
- Record conversations with other staff and establish timeframes for follow up.
- Add additional state- or agency-specific tasks and forms to the checklist, along with instructions for
Use Best Practices to Guide Care Planning and Delivery

Hospice uses protocols to drive the care plan, schedule the appropriate resources, and ensure best practices are being followed. Although MEDITECH delivers standard care plans, your organization can also customize care plans to reflect patient and family needs. Features include:

- Supervisor notification and verification when continuous care is indicated.
- Supervisor notification of changes in level of care, automatically triggered based on time spent.
- Drag-and-drop functionality to schedule services and assign to the appropriately credentialed field staff.
- Highly-adaptable scheduling by patient, clinician, and team.

Streamline Visit Documentation and Order Management

Hospice streamlines the processes field staff use to view and document beneficiary and family encounters. Care providers can readily add assessments or interventions and either document them as one-time occurrences or add them to the care plan. The system supports:

- Standing order sets
- Access to a complete multidisciplinary patient chart at the point of care
- Both structured and subjective documentation
- Point-of-care access to a medication database, with real-time drug-and-food interaction checking
- Documentation of compound medications and authorized medications
- Recording, encoding, and tracking Hospice Item Set (HIS) data.

Process Bills According to Level of Care

Hospice provides flexible billing to meet the unique level of care needs of beneficiaries and their families. The system posts per diem charges based on the level of care, automating the billing process. The system supports:

- Adjustment of set payment rates (including two-tiered routine care level and service intensity add-on)
- Automated shifting of level of care and service location
- Sequential and split billing
- Ongoing tracking of outstanding claims to support collections until zero balance is achieved
- Payer-specific claim checks to ensure accurate claim submittal
- Pharmacy file import from any pharmacy vendor to post medications to patient accounts, allowing you to report on injectable and non-injectable medications for CMS.

Promote Collaboration and Completion of a Fluid IDT Process

Hospice helps your organization coordinate, document, and follow up on IDT meetings in a timely, efficient manner, ensuring everyone involved in a patient’s treatment contributes to the IDT. The system:

- Automatically places patients on the meeting roster.
- Submits timed reminders to each team member to prepare for the IDT meeting and prompts confirmation of attendance or the reason one cannot attend.
- Allows all members to document their portion of the summary report at the same time, as well as review the care plan, orders, medications, and schedule.
- Tracks attendance throughout the IDT meeting and automatically records which staff members
Facilitate the Bereavement Process

The bereavement process begins during the intake of the beneficiary. Although MEDITECH provides your agency with a standard bereavement risk assessment, your organization can customize your own bereavement assessments. Your staff will be able to:

- Assess bereaved clients and create individualized care plans to document goals, assessments, and interventions.
- Automatically create a chart for each bereaved client upon patient’s death, and add charts for any previously-unknown clients.
- Schedule visits and associate mailings with specific bereaved clients’ charts, customizing by client need.

Efficiently Track and Manage Volunteer Activities

Hospice allows your agency to track volunteer time and activities and hours the same way you track employees. Volunteers can receive tasks and document telephone calls or visits through home care devices. Alternatively, handwritten notes can be transcribed or scanned into the patient’s chart. Volunteer tracking capabilities enable your agency to:

- Track patient-specific volunteer activities, such as telephone calls and visits.
- Record office activities, such as filing.
- Capture and report on volunteer activities, hours, and in-service attendance.
- Review volunteer-documented patient interactions.

For more information about our Hospice product, contact Brian Doyle, Director of Home Care Sales.