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Nursing Home Case Study: Increasing Reimbursements

This case study showcases elevating clinical documentation and enhancing reimbursements for an Ohio skilled nursing facility.

Glitches that led Certified Nursing Assistants (CNAs) to miss crucial care documentation is the core issue within the facility's data management system. Further investigation unearthed more issues such as log-in problems, causing undocumented downtimes, and issues with assignment changes.

Facing documentation issues with CNAs, the facility experienced a rise in "Do Not Returns" (DNRs). While CNA documentation doesn't directly determine reimbursement, it significantly impacts it.

Through collaboration, various systemic improvements were implemented that provided:

- A 57% reduction in documentation related DNRs
- Enhanced messaging capabilities, reminders, and training modules
- Efficient incident resolution, investigation, and prevention

Read more to see how this Ohio skilled nursing facility is overcoming its challenges.

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