



How Mobile Printing Is Preparing Home Health for Value-Based Care

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Home Health Care News

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The rise of value-based care coupled with the growing trend toward home-based care brings a new need for creativity and imaginative service delivery to the home health care industry. Care providers are increasingly seeking products and services that drive efficiencies and deliver high quality patient care. This places technologies that streamline processes in high demand, with mobile printing one of the most interesting, and compelling, such technologies.

The compact, lightweight, full-page mobile printers are used to improve the patient experience, the clinical experience and even the bottom line. That's important at any time, but especially in volatile days of new payment models and a global health crisis.

This white paper will address the ways in which mobile printing is easing the care delivery process to drive better outcomes in both home health care and hospice, while helping providers thrive under new challenges such as the Patient-Driven Groupings Model (PDGM) and the COVID-19 pandemic response.



Home Health Care's 3 Most Common Mobile Printing Needs

-  Treatment plan
-  Medication list
-  Drug interaction form



Improved Outcomes For All

Higher satisfaction among home health care patients and their families

When patients have timely access to the information most pertinent to their health, their care improves. The reason, says Greg O'Connell, vice president of sales for Brother Mobile Solutions, is that fast access to this information helps keep care providers and patients in sync, especially when care plans are rapidly evolving.

Mobile printing enables that real time printing to happen. Consider a patient's treatment plan, for instance, which frequently evolves over the course of time. Keeping medication information timely is critical for outcomes. Even when medication does not change, the dosages do, O'Connell says.

Knowledge of potential medication side effects and drug interactions are also critical. A home health care agency's reimbursement rate is influenced by its quality score, which includes an evaluation of whether a caregiver provided information on medication side effects. A home health provider with mobile printing capabilities can print any of this information and leave the document with the patient, making it

easily accessible to the patient, family members and other caregivers.

"This allows providers to know that the patient is working with the most recent and accurate information," O'Connell says.

The ability to print when necessary is a nice feature and enhances care delivery.

Robert Rosati
Vice President of
Quality and Research
VNA Health Group



Spend benefits

OpEx vs. CapEx

Prior to COVID-19, agencies already faced several challenges in home health, including staffing shortages, ever-changing regulatory requirements and adapting to the Patient-Drive Groupings Model PDGM.

Brother Mobile Solutions has always focused on how to apply technology to solve business challenges. One key solution: Hardware-as-a-Service (HaaS). The Brother Mobile Solutions HaaS model, known as Shift & Print Subscription*, allows agencies to purchase and deploy the latest technology for a low monthly cost. This model is a crucial shift for operators, allowing them to budget the printer as an operating cost rather than a capital expense.

[The Brother Mobile Solutions HaaS model] gives providers a method of improving their business ... without having a huge cash outlay to do so.

Greg O'Connell

Vice President of Sales
Brother Mobile Solutions





Staff Benefits

Improved retention,
higher morale,
greater efficiency

Mobile printing also delivers business benefits tied to clinician experience. The mobile printer from Brother Mobile Solutions gives caregivers the satisfaction of knowing that they can handle all of their printing needs in the flow of the day.

“A customer of mine said she loves having her printer and her tablet, because when she got home at the end of the day, she was finished,” O’Connell says. “From the business owner-standpoint, improved employee morale allows them to retain their caregivers.”

The printers are easy to use and can quickly integrate with existing software, and because all documents are legible, the frustration and uncertainty that caregivers and family members might feel about reading handwriting is virtually resolved.

There is also increased efficiency in the home combined with less unnecessary travel time to the office means caregivers spend more of their time actually providing care. Caregivers become more efficient, and have the potential to make more patient calls on a daily basis. This is critical for any agency, but particularly one making the move from part-time to full-time employees. When operators make that shift, the need for efficiency skyrockets.

“The ability to get in one to two extra patient visits for the day may be the difference between being profitable or not profitable,” O’Connell says. “Mobile printing is a benefit to both the patient and the agency itself.”



Streamlined Operations

Time savings for clinical professionals and care providers

Under PDGM, efficiency is key. And the ability for home health professionals to print what they need when they need it — specifically at a client’s home — is an enormous benefit.

It is also an enormous benefit beyond the specifics of PDGM, or COVID-19. That’s because the printer supports many foundational pieces of the business, O’Connell says, including signed communications, the transfer of documents and compliance.

- **Signed communications.** Access to a mobile printer facilitates the easy production and signing of a whole host of home health documents, including, of course, treatment plans. The ability to print these forms in a patient’s home, and capture that patient’s signature, is vital, O’Connell says.
- **Transfer of documents.** The ability for home health agencies to transfer specific, important documents is critical. This is particularly valuable for hospice providers, who need signatures on items such as Do Not Resuscitate orders and patient authorization forms.
- **Compliance.** Helps agencies meet the CMS requirement to leave behind written information for the patient regarding their medication regimen.

New Jersey-based VNA Health Group delivers both home health and hospice services, and has worked with Brother Mobile Solutions for two years. The ability to quickly provide forms to family members has been a vital advantage in their business, says Robert Rosati, Vice President of Quality and Research of New Jersey-based VNA Health Group, whose service lines include home health and hospice care.

“In hospice, when patients are admitted, some may only be with us for a short period of time,” Rosati says. “So every moment that is wasted is a challenge.”



Staff Experience

Happier staff leads to better care

Mobile printing relieves pressure on staff members in several key ways. For one, the printing itself is easy to do.

“Our nurses like the printer’s size and ease of use,” Rosati says. “It’s simple enough for them to go through the whole process of using electronic forms and then printing them.”

Second, while the printing process is easy, the benefits of the content itself are vast. Among the items that home health providers might print for clients:

- Care plans
- Medication lists
- Drug interaction forms



Home health providers can also print and deliver documents that educate patients about their ailments and treatments, such as a physical therapist providing a document on specific exercises.

“The way these are traditionally done with home health, clinicians might travel with packets, but they are not specific to the patient,” Rosati says. “The ability to print when necessary is a nice feature and enhances care delivery.”

In the end, that is what caregivers, home health professionals and hospice providers want most: the easy ability to deliver care.

“They love it when they get home, their day is finished,” O’Connell says. “They’re not going home and starting a second day where they’re trying to catch up with the paperwork.”



Spotlight on Hospice

How VNA Health Group uses the Brother PocketJet 7 for hospice services



O'Connell estimates that Brother Mobile Solutions has more than 500 agencies using PocketJet full page mobile printers, a small portion of which are hospice providers. But the capabilities of mobile printing within hospice hold unique promise, due to the rapid speed of many hospice engagements.

For VNA Health Group, the ability to rapidly provide documents to both family and care providers in the home was significant, Rosati says.

“The original reason that we looked at mobile printing was actually ... to facilitate the admission process of hospice patients,” he says. “One of the areas that came up almost immediately had to do with DNR (Do Not Resuscitate) orders, and the idea of trying to get those signed off on and leave the copy in the home for the family members.”

Family members might all turn out for a loved one's first hospice visit but not necessarily the second or beyond. Because of that, agencies must be able to get all documentation processed onsite during the first visit, rather than having to drive back and forth from the patient and the office for signatures.

With the help of the electronic forms from software partner DoForms, Brother Mobile Solutions clients can quickly access and print whatever forms they need, leading to significant time savings.



The doforms healthcare-specific mobile solution provides a safe method for collecting patient data and a powerful way to view and manage it. With doforms, agencies have the ability to customize any healthcare form and allows the ability for real-time data capture at the point of care.

Contact

For more information on how mobile printing can help improve clinician and patient experience, contact **NEWCOM** at www.NEWCOMGlobal.com.

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