CareForum 2022

The WellSky® Conference

Solution Roadmap: WellSky Hospice & Palliative

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9/13/2022

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Four key challenges defining the future of home-based care

1

Finding & keeping great staff

Your Opportunity

Create a competitive advantage in staffing

2

Driving operational excellence

Your Opportunity

Increase & scale operational efficiency

3

Improving quality of end-of-life care

Your Opportunity

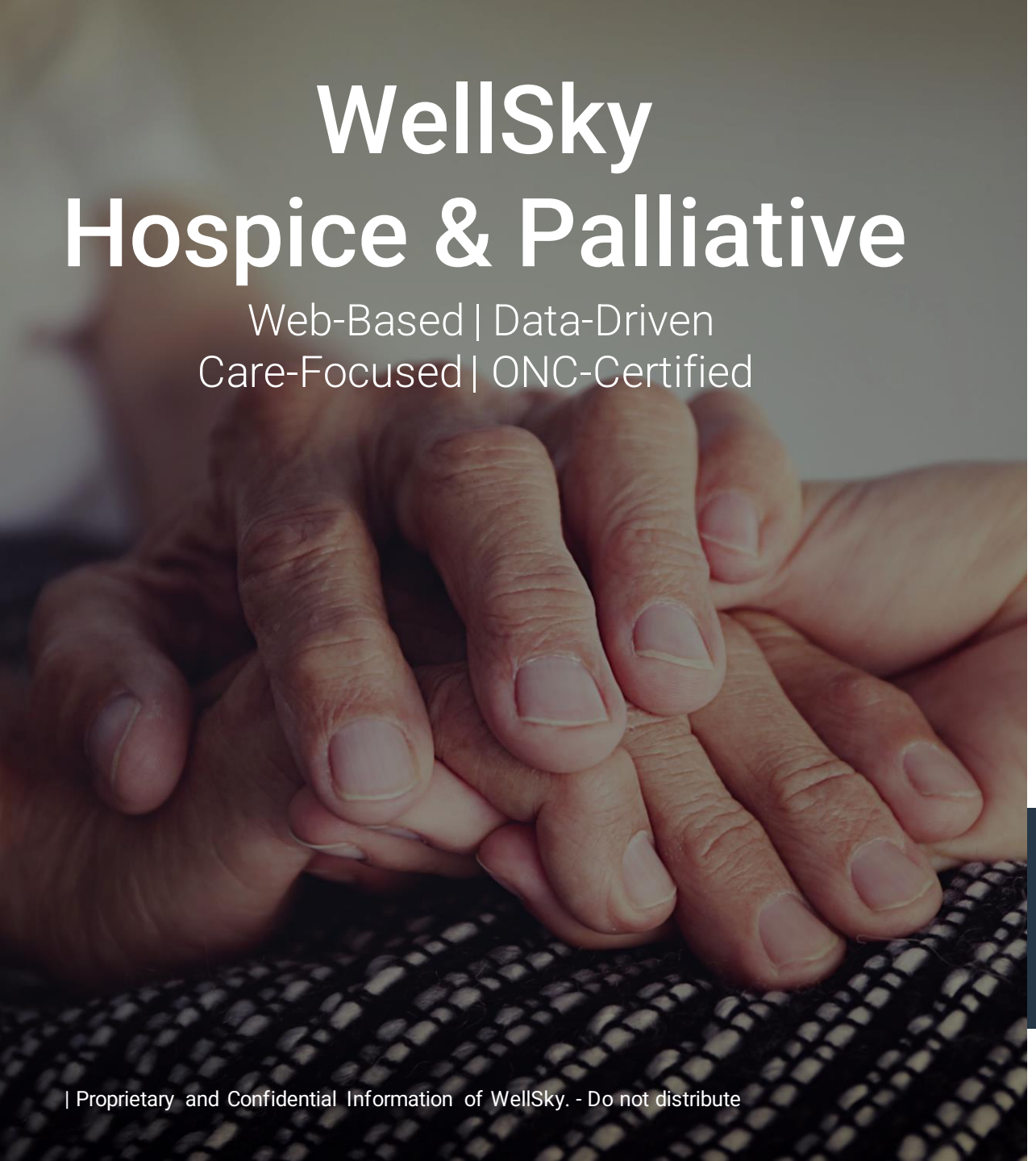
Outperform market in quality ratings

4

Expanding referral & payer relationships

Your Opportunity

Grow your census & revenue



WellSky Hospice & Palliative

Web-Based | Data-Driven
Care-Focused | ONC-Certified

- ✓ Intuitive workflows and connectivity
- ✓ Customizable documentation and hard stops
- ✓ Patient-centric intake and scheduling
- ✓ Comprehensive clinical charting
- ✓ Real-time, integrated, predictive analytics
- ✓ Centralized financial management and reporting

WellSky Hospice & Palliative *meets the requirements of advanced payment models and 2015 Certified EHR Technology (CEHRT) designation*

| Proprietary and Confidential Information of WellSky. - Do not distribute

WellSky Hospice & Palliative's Unique Charting Capabilities

Collecting The Right Data Efficiently Drives Better Outcomes & Growth

1 Forms Builder

The industry's most comprehensive, intelligent custom form builder, designed to help you capture the most pertinent patient information

Build forms with:

C.O.P Items
Custom Fields
& Care Plan Questions

in exactly the format you want

2 Intuitive Charting

Workflow designed to quickly and accurately capture essential patient data, driving caregiver satisfaction and visit utilization efficiency

WellSky clients are empowered with customizable

Hard Stops

to maximize clinical efficiency

3 Embedded Insights

Leverage codified data collected in forms with WellSky CareInsights' predictive insights to prioritize skilled care at the most sensitive time

WellSky clients provide

70% More Skilled Hours

of care to patients in the last 7 days of life

4 Data-Driven Growth

Use real-time clinical performance data, tailored to your key payers and referral sources, to tell a metrics-driven story for growth and win your market

WellSky clients achieve

8.3% Census Growth

on average per year

WellSky

Hospice & Palliative Roadmap
12 Month Priorities

Clinical and Operational Efficiency

- CareInsights for Hospice
- Resource Manager Integration
  - Demographics, Scheduling, Mileage
- E-Signature with drafts, multiple signatures, and PDFs
- Medications – Sliding Scale
- Interdisciplinary Group Enhancements (incl. Palliative)
- Hospice Care Index
- Addendums

Revenue Cycle Management

- Billing/Claims Coding Que (Palliative)
- Billable Code Updates (Palliative)

Data and Analytics

- Data Warehouse Extract – Snowflake
- Business Intelligence – Sisense
- Value-Based Insights
- Google Cloud migration
- TapCloud

Regulatory

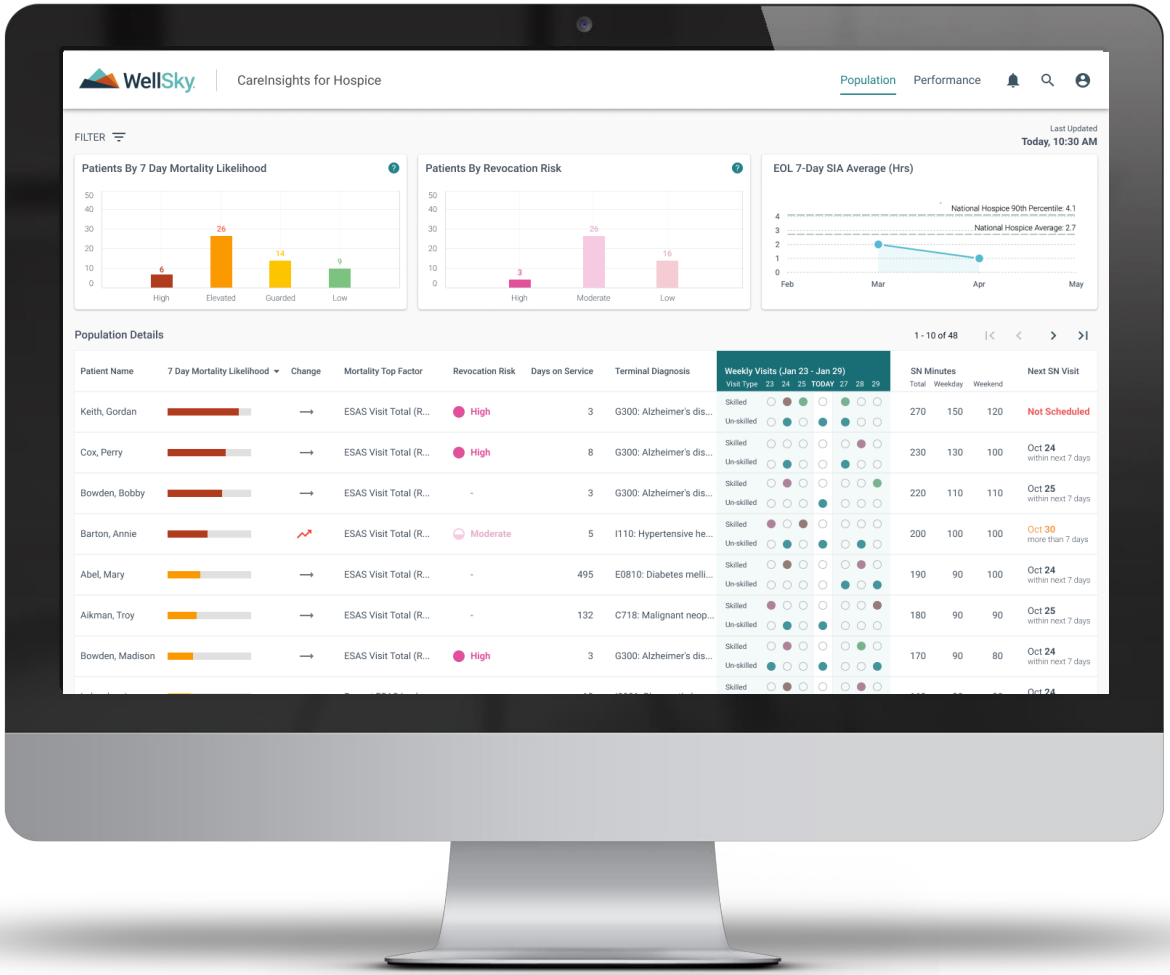
- CEHRT Real World Testing
- CEHRT Cures Updates
- FHIR Standards with Patient Viewer
- ICD10 Updates

The roadmap is confidential and subject to change.

Clinical and Operational Efficiency

WellSky CareInsights for Hospice: Provide smarter end-of-life care to more patients with fewer resources

Now Live and Available!



- Real-Time Patient 7-Day Mortality Algorithm
- Live Discharge Risk Algorithm
- Population View for Managing Risk
- Patient Insights for Identifying Trends
- Configurable Risk Alerting
- Integration into Core Patient Chart

Agencies using CareInsights for Hospice provide **70%** more skilled hours in the last 7 days of life & have a **30%** longer length of stay

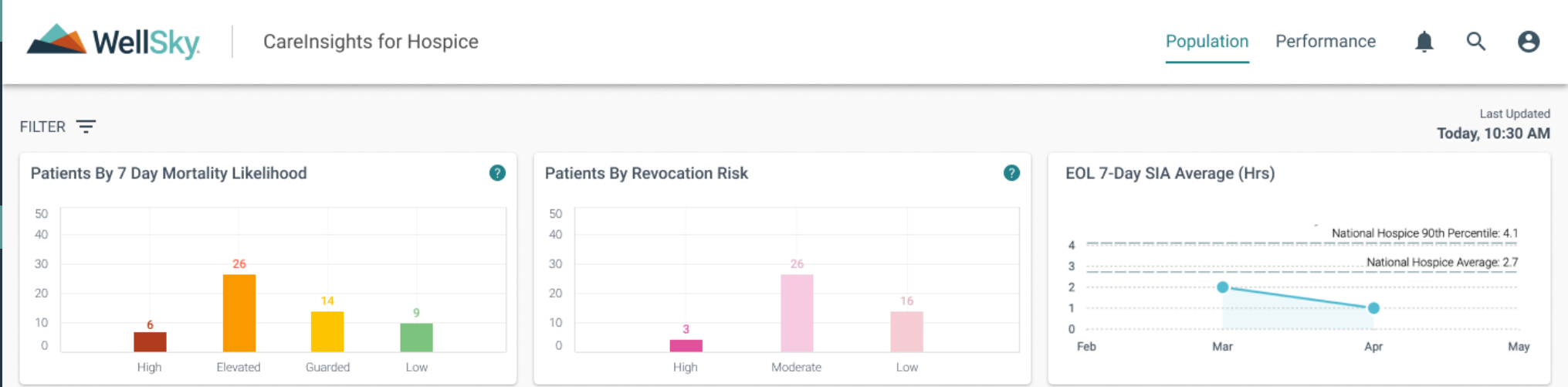
FUTURE-DEFINING CHALLENGE

Improving quality of end-of-life care

WELLSKY'S APPROACH

Predictive insights to prioritize skilled care at the most sensitive time

Solution showcase
CareInsights for Hospice



Population Details

1 - 10 of 48

Patient Name	7 Day Mortality Likelihood	Change	Mortality Top Factor	Revocation Risk	Days on Service	Terminal Diagnosis	Weekly Visits (Jan 23 - Jan 29) Visit Type	SN Minutes Total	Weekday	Weekend	Next SN Visit
Keith, Gordan		→	ESAS Visit Total (R...	High	3	G300: Alzheimer's dis...	Skilled / Un-skilled	270	150	120	Not Scheduled
Cox, Perry		→	ESAS Visit Total (R...	High	8	G300: Alzheimer's dis...	Skilled / Un-skilled	230	130	100	Oct 24 within next 7 days
Bowden, Bobby		→	ESAS Visit Total (R...	-	3	G300: Alzheimer's dis...	Skilled / Un-skilled	220	110	110	Oct 25 within next 7 days
Barton, Annie		↗	ESAS Visit Total (R...	Moderate	5	I110: Hypertensive he...	Skilled / Un-skilled	200	100	100	Oct 30 more than 7 days
Abel, Mary		→	ESAS Visit Total (R...	-	495	E0810: Diabetes melli...	Skilled / Un-skilled	190	90	100	Oct 24 within next 7 days
Aikman, Troy		→	ESAS Visit Total (R...	-	132	C718: Malignant neop...	Skilled / Un-skilled	180	90	90	Oct 25 within next 7 days
Bowden, Madison		→	ESAS Visit Total (R...	High	3	G300: Alzheimer's dis...	Skilled / Un-skilled	170	90	80	Oct 24 within next 7 days
			Recent ESAS Lack...	-	10	I0981: Rheumatic hea...	Skilled / Un-skilled	160	80	80	Oct 24 within next 7 days
			ESAS Visit Total (R...	-	8	I0981: Rheumatic hear...	Skilled / Un-skilled	150	80	70	Oct 24 within next 7 days
			ecent ESAS Lack...	Moderate	5	I110: Hypertensive hea...	Skilled / Un-skilled	140	80	60	Nov 01 more than 7 days

TapCloud: Patient & family engagement designed for home-based care

Whole Family Engagement

- Physical and emotional symptom progression
- Vital signs and physical activity
- Care adherence and barriers
- SDOH and daily living support needs
- Caregiver well-being and support needs

tapcloud
powered by WellSky

Continuous Monitoring AI/ML

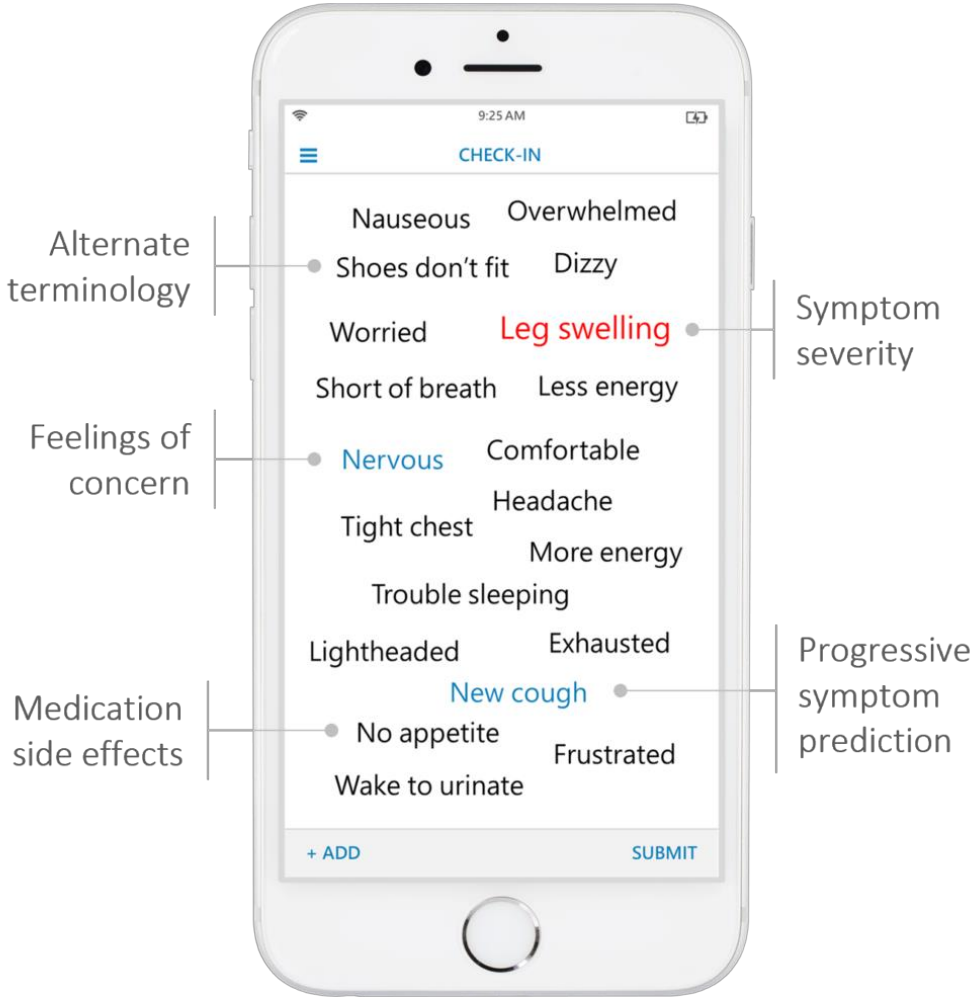
Care Team Insight and Action

- Patient Prioritization
- Actionable Insights
- Treatment Efficacy

tapcloud
powered by WellSky

TapCloud

Connect the dots – drive outcomes

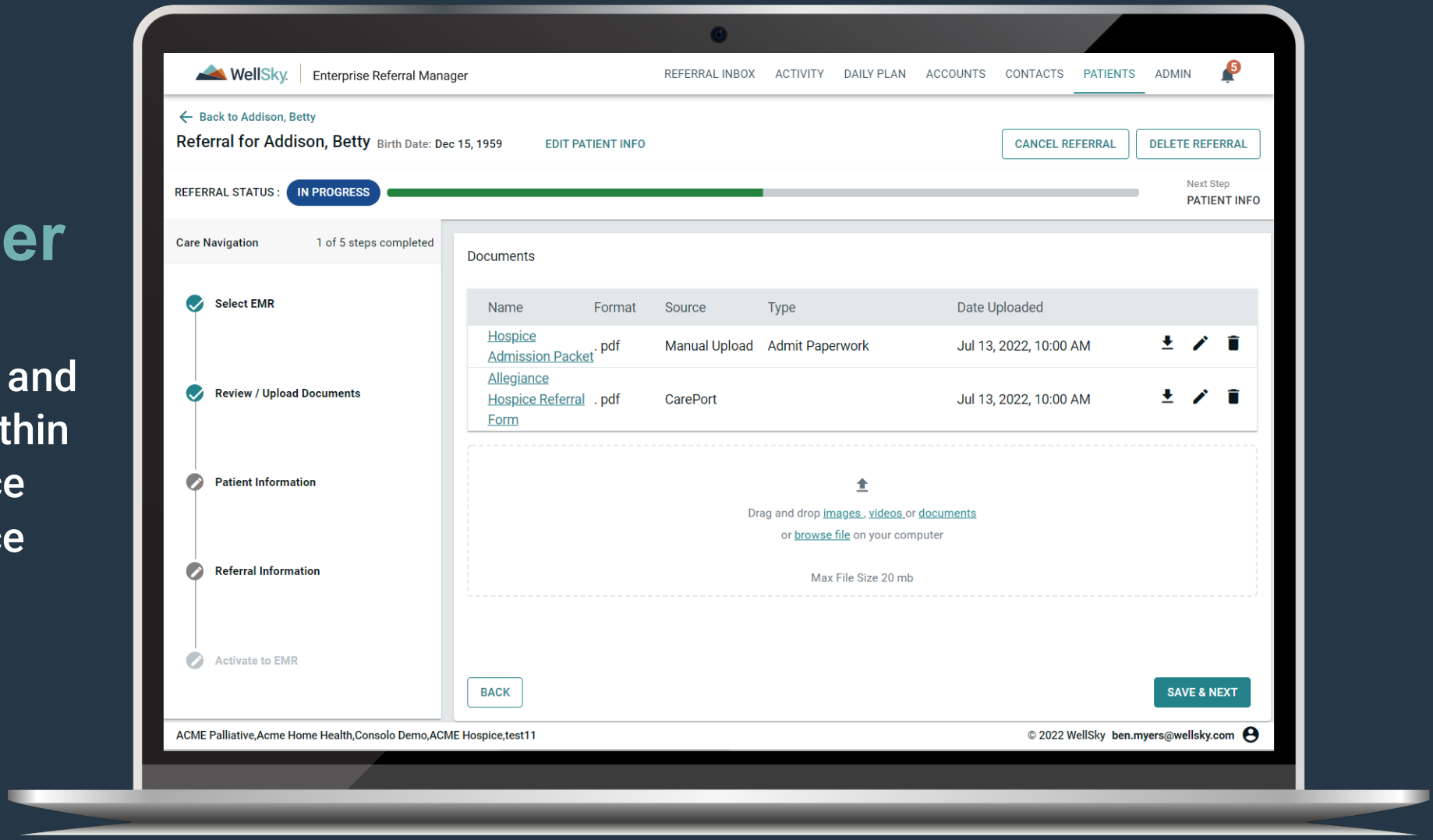


- **Check in** with patients between clinical visits and capture symptoms through a patient-specific word cloud symptom tracker
- **Quickly identify when patients are in need** with real-time insights that enable you to deploy care interventions to reduce preventable hospital readmissions
- **Keep patients, their loved ones, and the care team connected** with daily care reminders and secure communication, video visits, and messaging

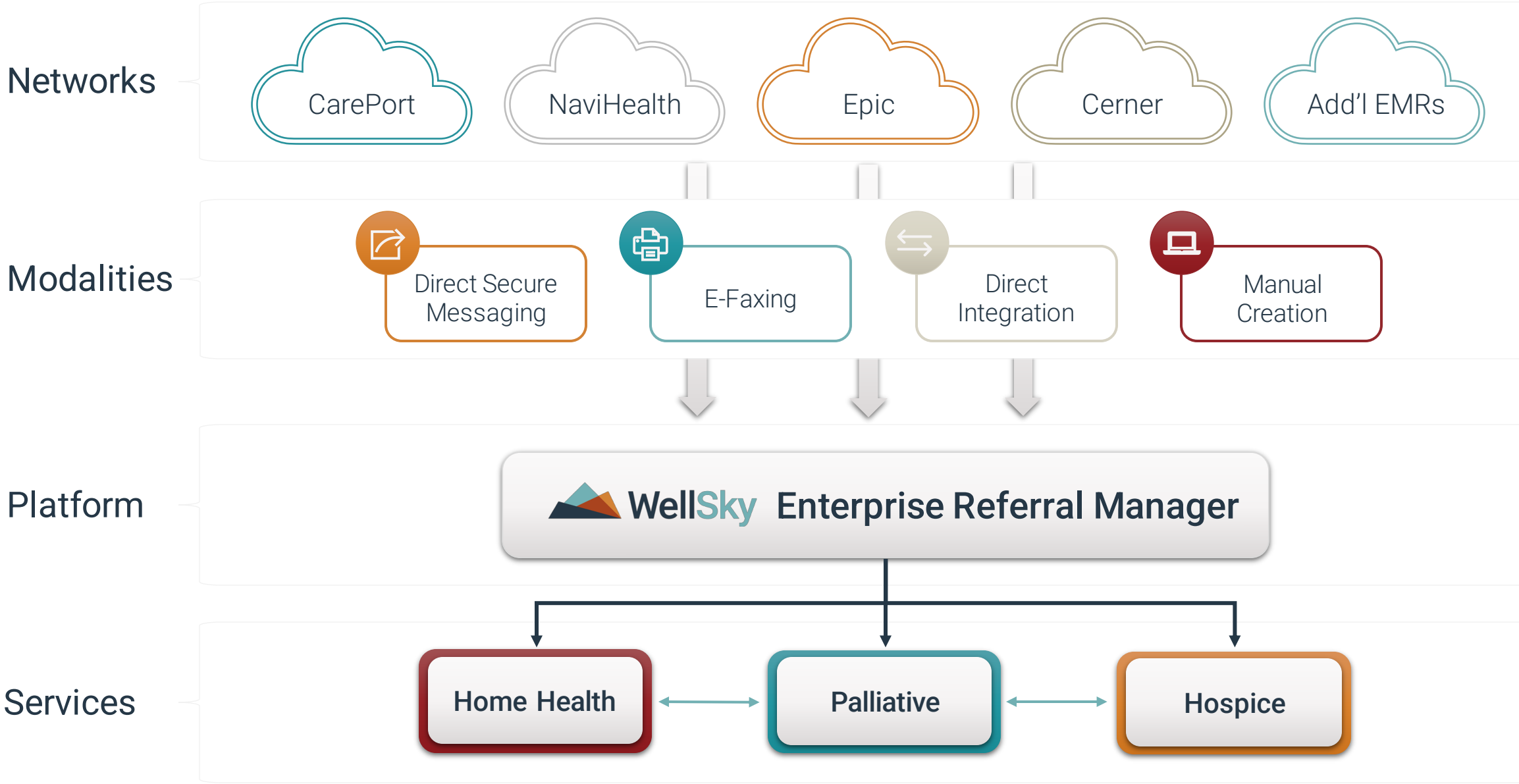
New updates coming in October!
CarePort connection now LIVE

WellSky Enterprise Referral Manager

Empowers agencies to manage inbound referrals and customer relationships within a single, unified experience across all roles and service lines.



Manage your network of referral sources directly into a central inbox

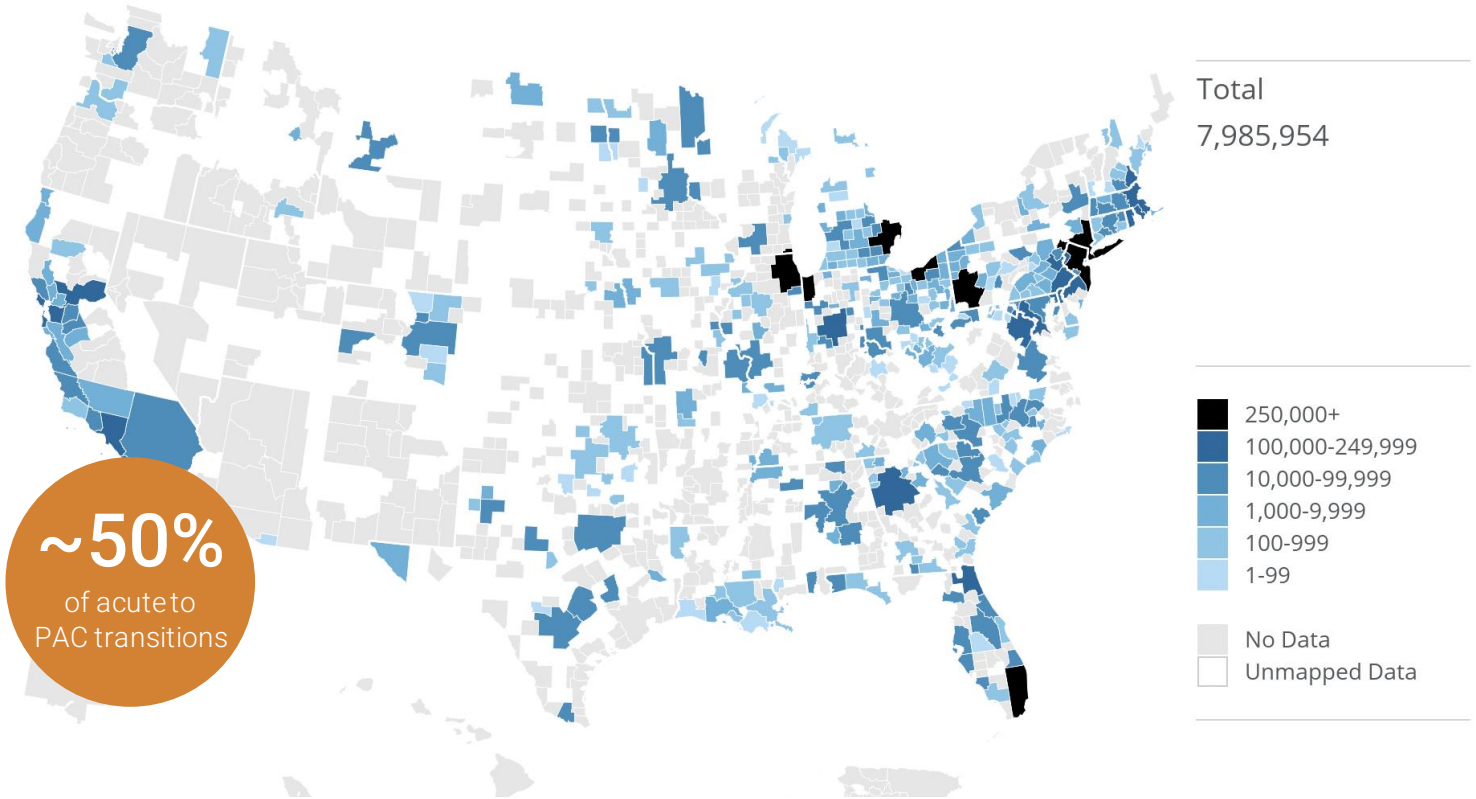


WellSky Network: PAC Discharge

Proprietary connectivity with CarePort, the **#1 PAC discharge platform**

~8M unique hospital discharges per year; 2,000 hospitals

CarePort powered by WellSky



~50% of acute to PAC transitions

CarePort total discharges by provider MSA (12-month snapshot)

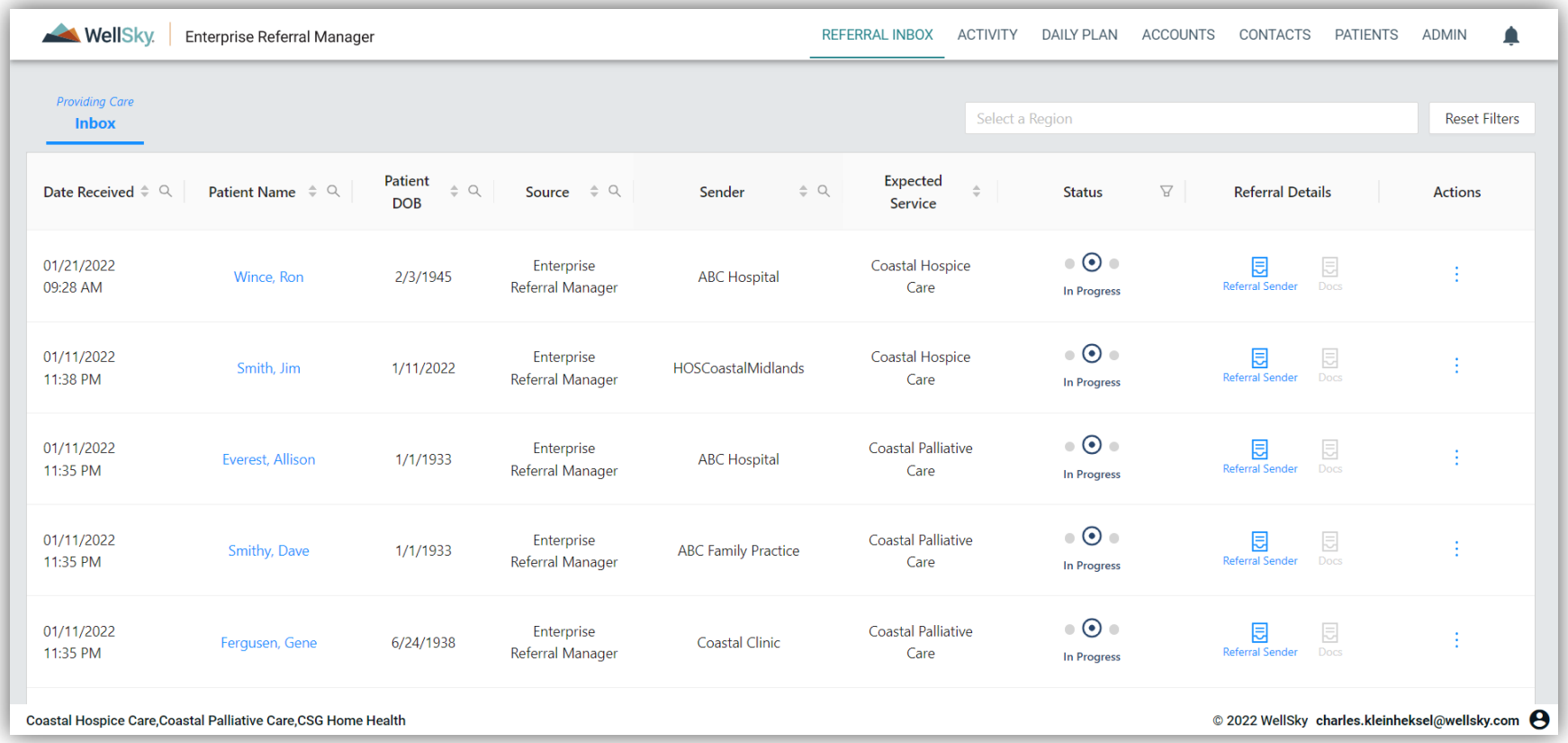
WellSky

Lightning-fast response to referrals

- Direct communication with referral source
- Automated patient data transfer
- **Closed-loop outcomes & real-time risk reporting between hospital & post-acute**

Centralized referral source connections

New updates coming in October!



Benefits

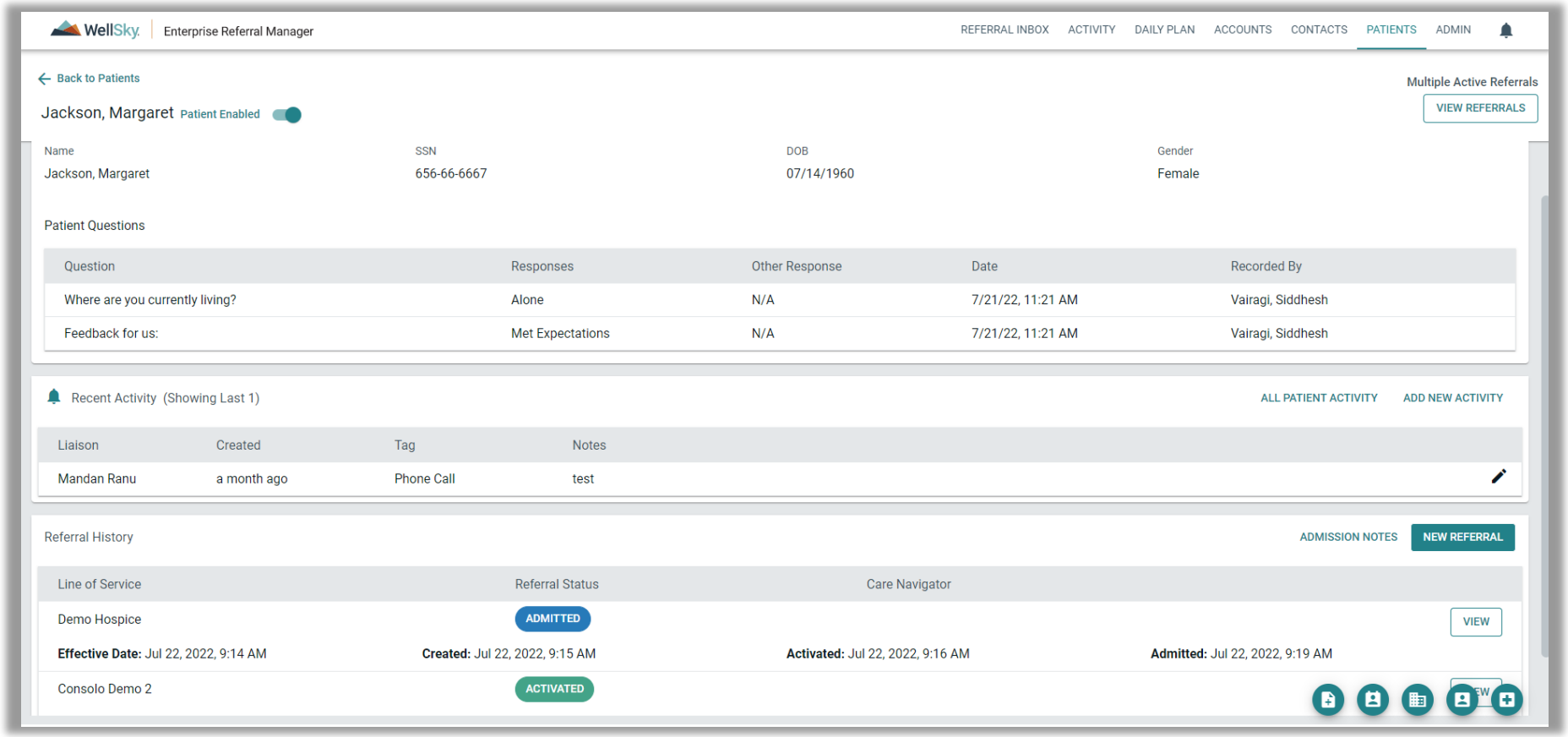
- **Expanded Referral Opportunities**
- **Simplified Agency Reporting**
- **Efficient Referral Management**

- Connections to community partners for digital exchange of referral data
- Proprietary connectivity with CarePort organizations for seamless referral routing
- Consolidation of all inbound and agency-created referrals
- Creation of a single, longitudinal record of referral activities

CarePort® powered by WellSky®

EMR integration & service line coordination

New updates coming in October!

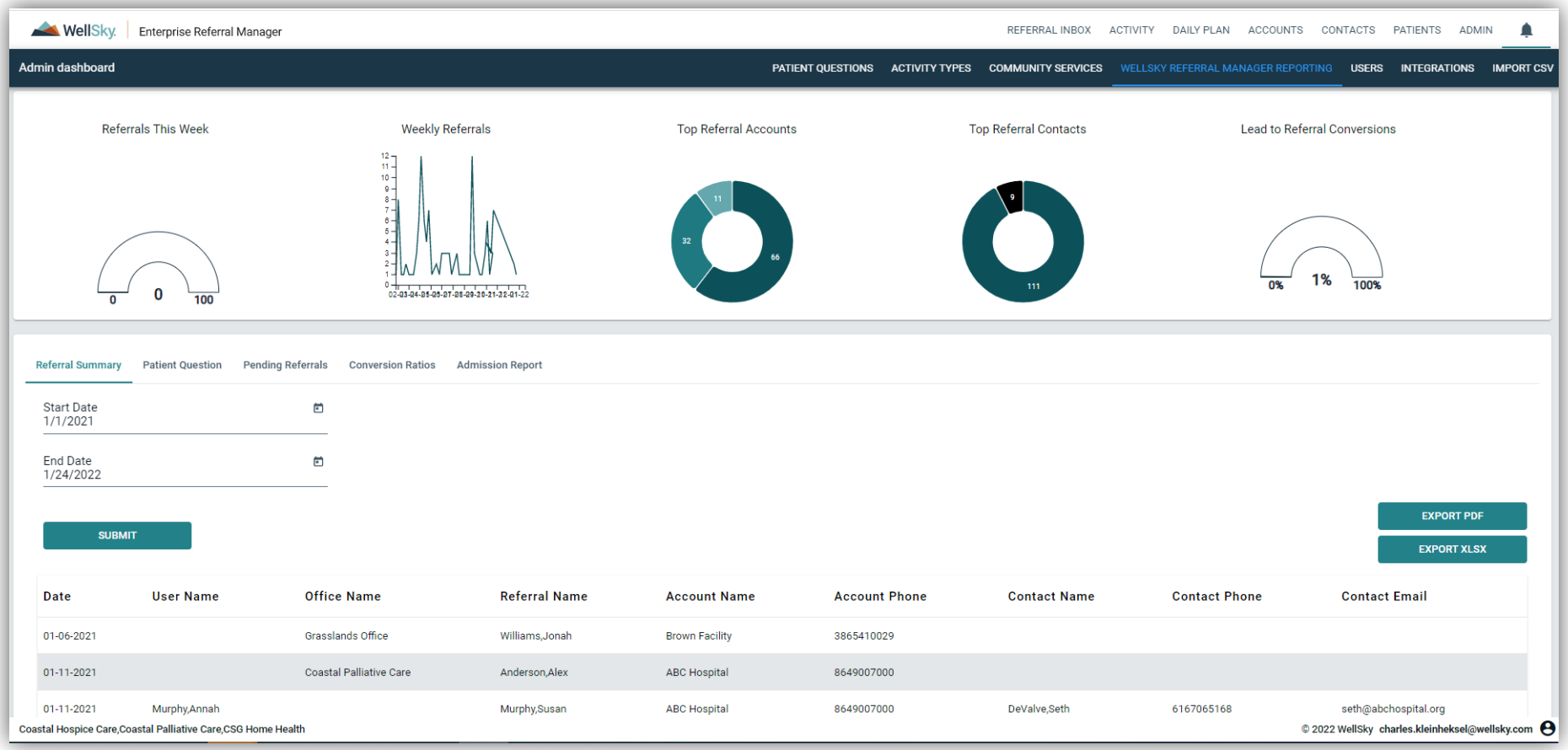


Benefits

- Reduced Workflow Redundancy
- Patient Care Optimization
- More Informed Care Delivery

- Simplified creation of new patient records within the WellSky EMR based on existing referral data
- Seamless patient transitions across service lines based on current health status and clinical needs
- Complete, contextualized patient data to better inform care delivery

Referral marketing management



Benefits

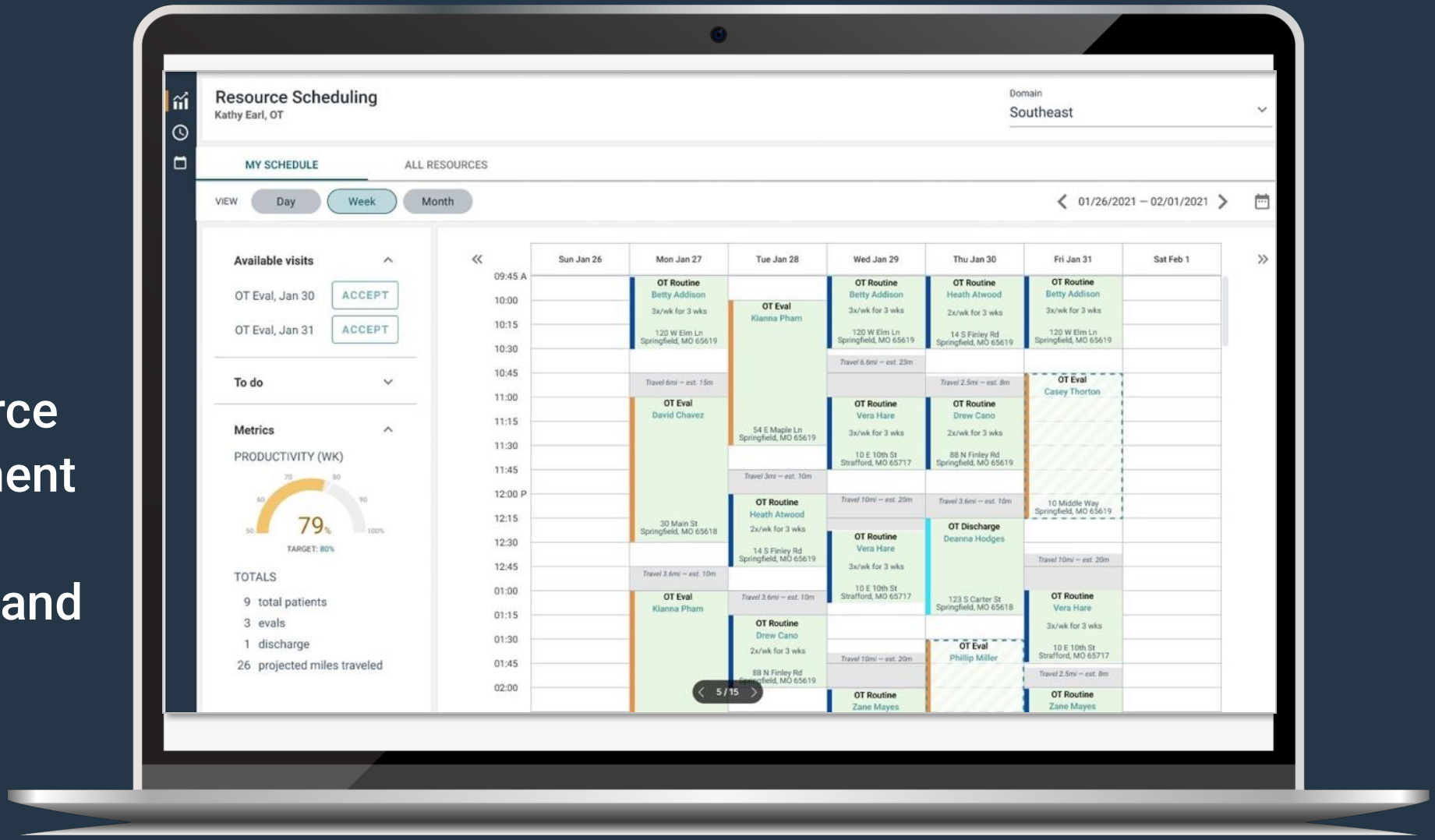
- Lead Tracking Efficiency
- Marketing Performance Visibility
- Referral Network Effectiveness

- Alignment of intake and CRM activities within a single system with cross-role visibility
- Tracking of community liaison contact activities and management of marketing objectives
- Insights into referral partner network performance and lead generation trends

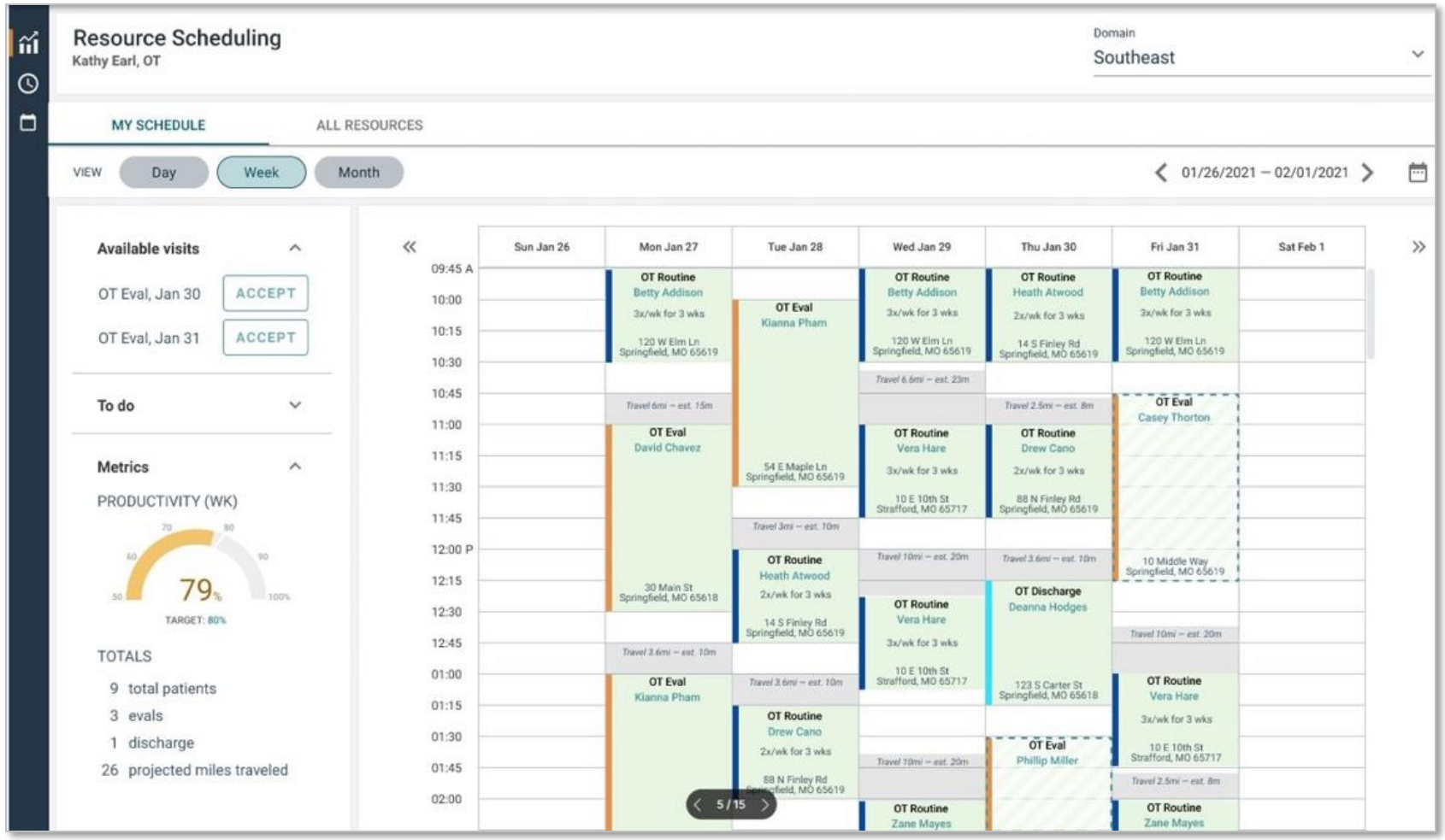
Coming early 2023

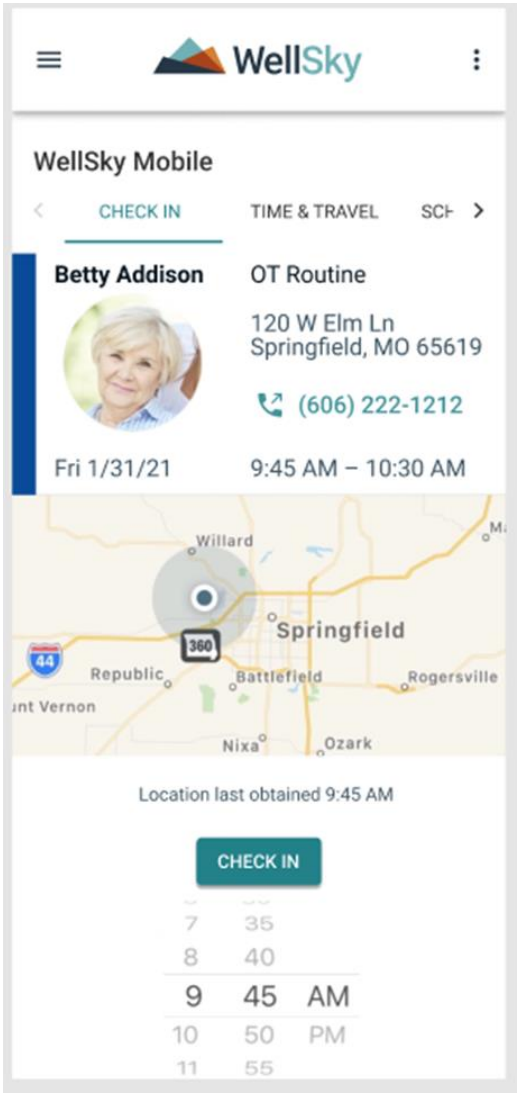
WellSky Resource Manager

Drives efficiency for providers to use one platform for all resource and patient management including scheduling, time and attendance, and labor management.



Enterprise scheduling capabilities that optimize staff and compliance for patient care



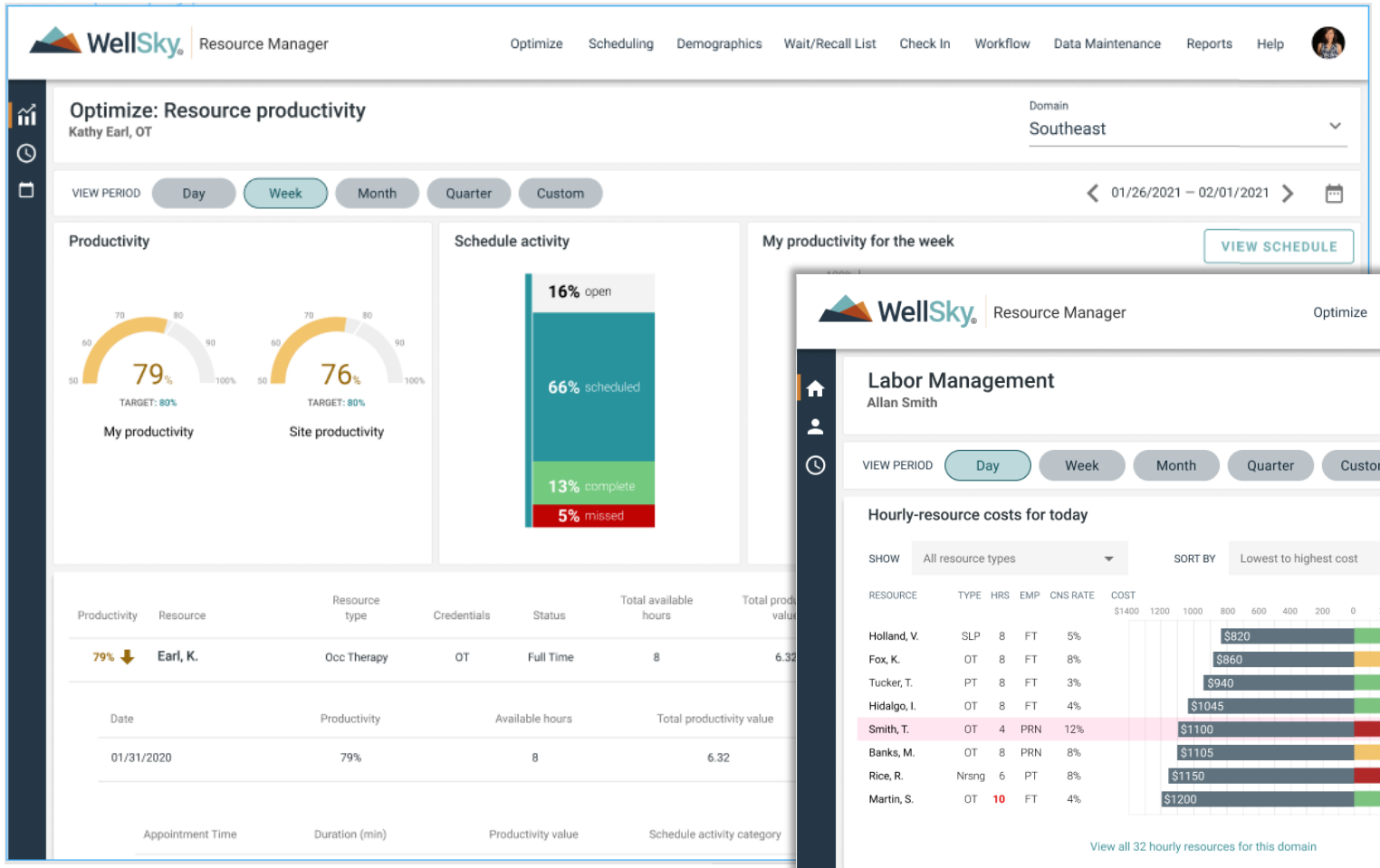


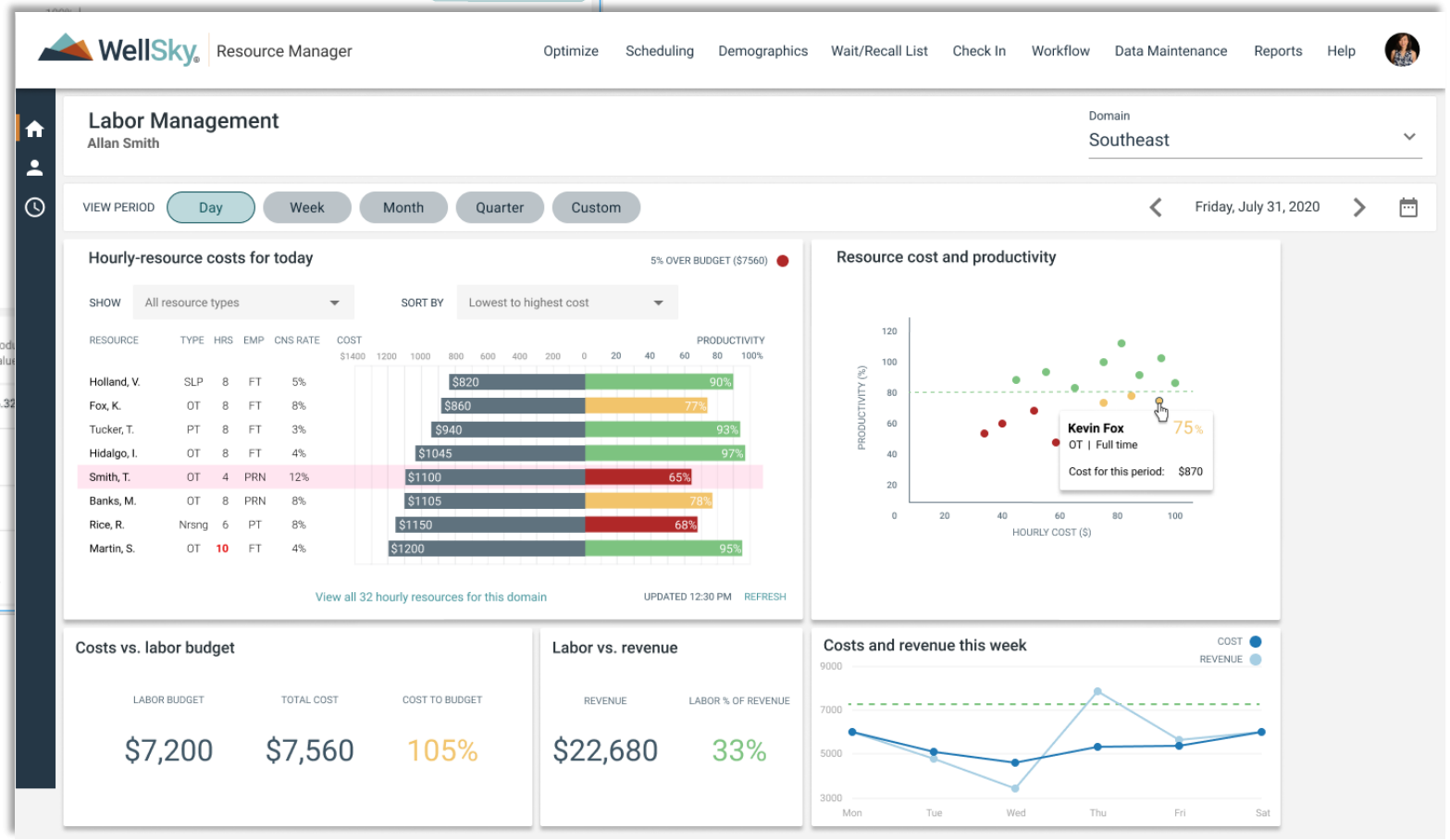
- View scheduled visits
- Accept new assignments
- Mobile app capabilities

Tools to optimize and manage labor at scale

Coming early 2023

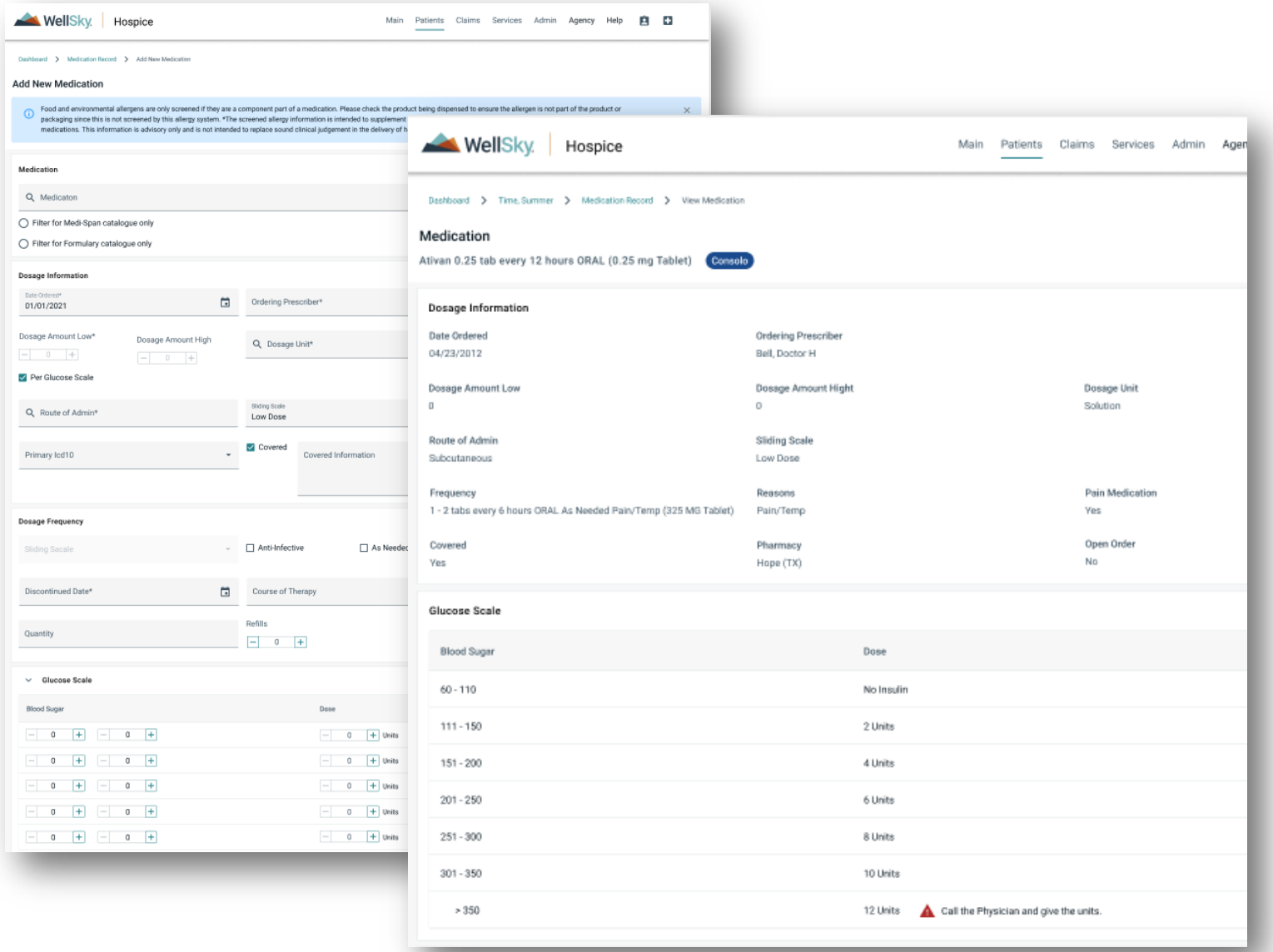
- View resource productivity
- Insights on organizational performance & productivity
- Labor management metrics





Medication Sliding Scale for ease of dosing

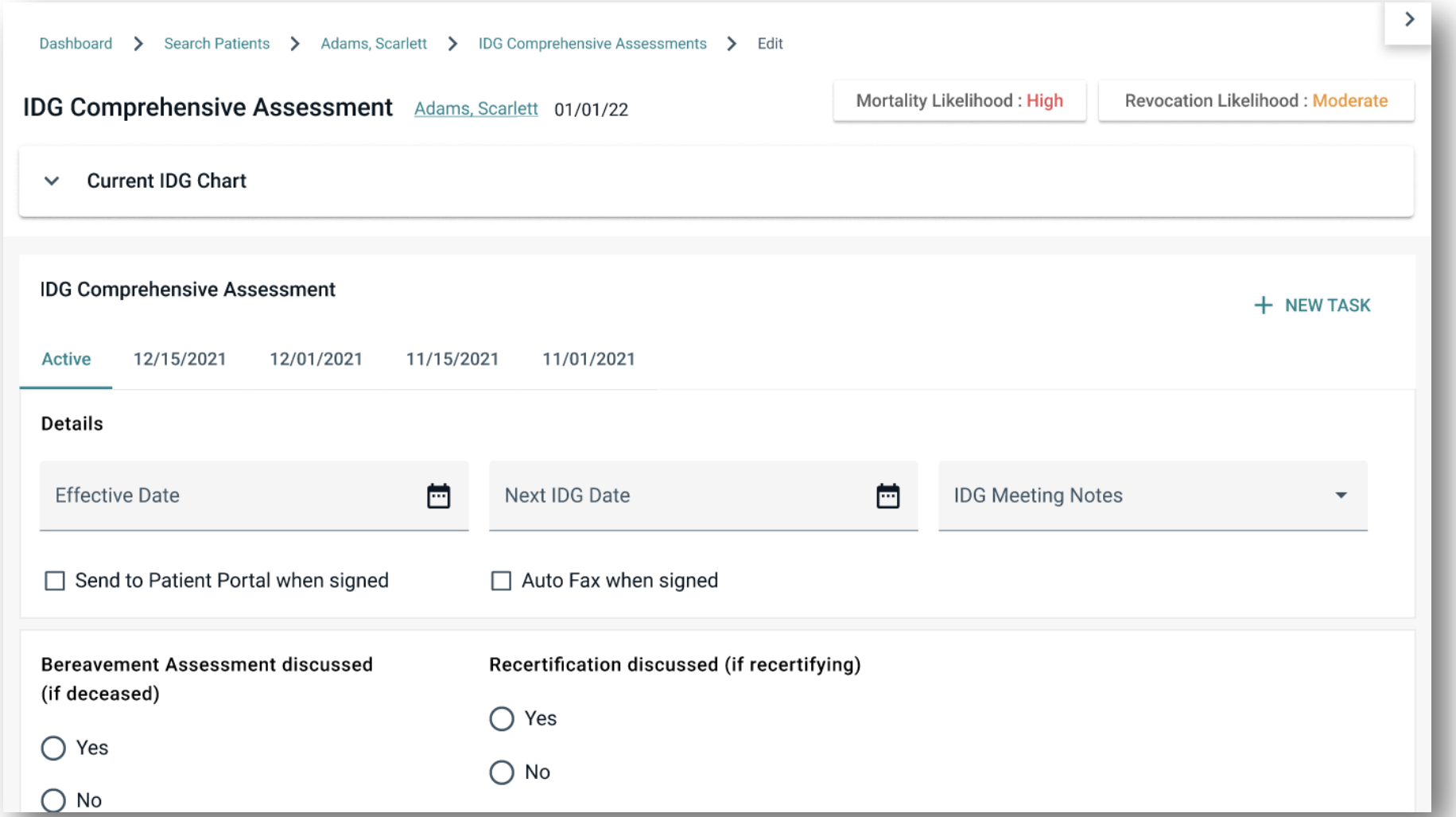
In Beta
Coming late September!



- Updates on Medications, Favorites, and EMAR
- Physician set Sliding Scale
- Reduces steps to administer medication

Interdisciplinary Group Updates for Improved Usability

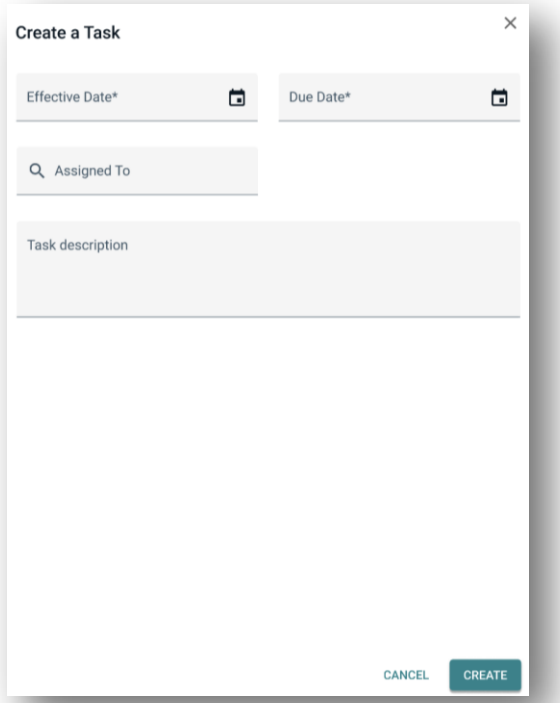
Coming early 2023



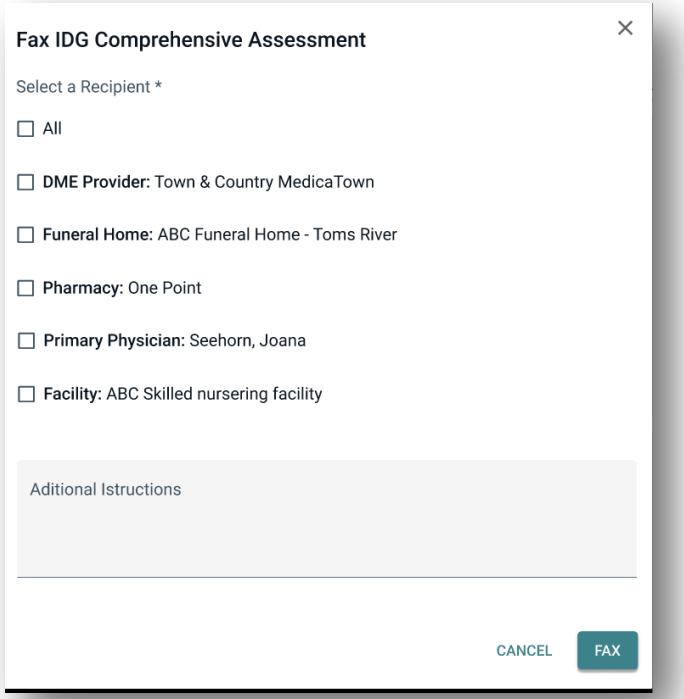
- Added to Palliative
- Updated User Interface
- Incorporation of CareInsights Mortality and Revocation Likelihood
- View who participated in every IDG meeting
- Easily record who is participating in current IDG meeting

Interdisciplinary Group Updates
Improved IDG Documentation Recording

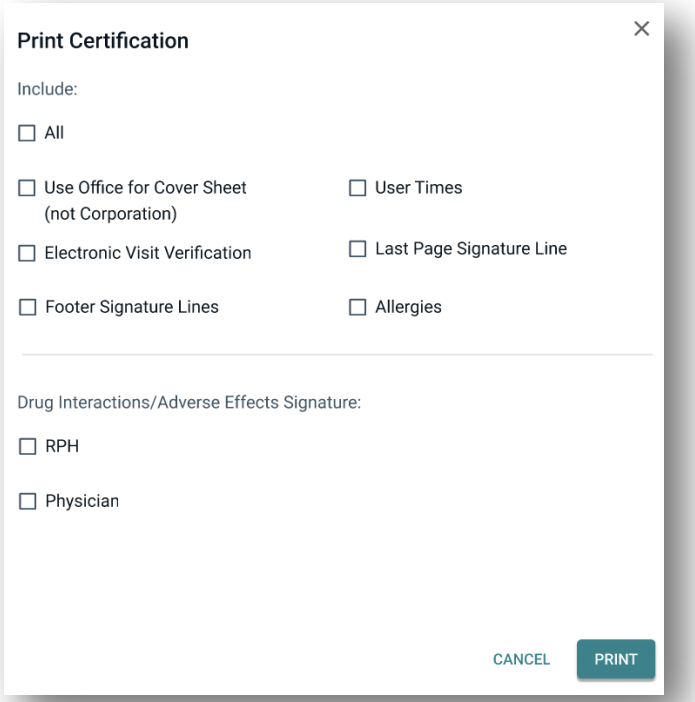
Coming early 2023



Embedded Task and Signature Options



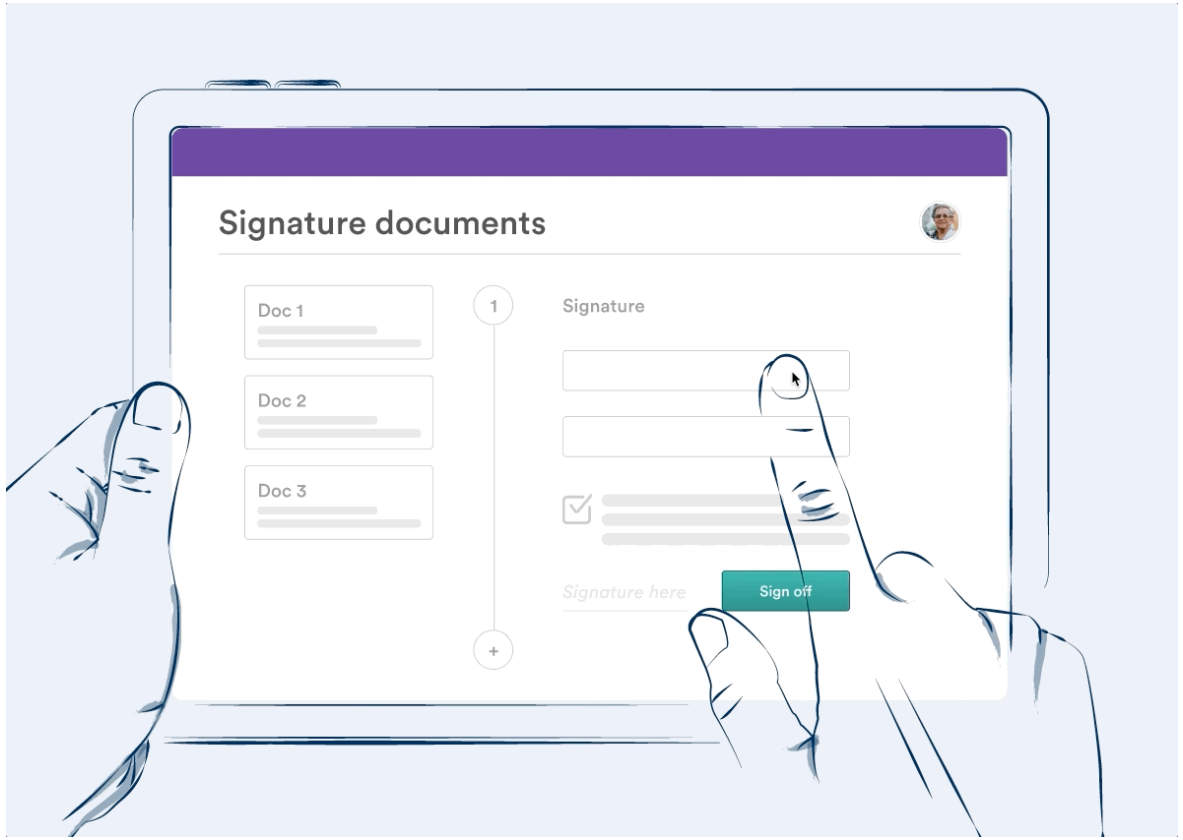
Added External Faxing Selections



Improved Printing Selections

eSignature with DocuSign

Coming early 2023



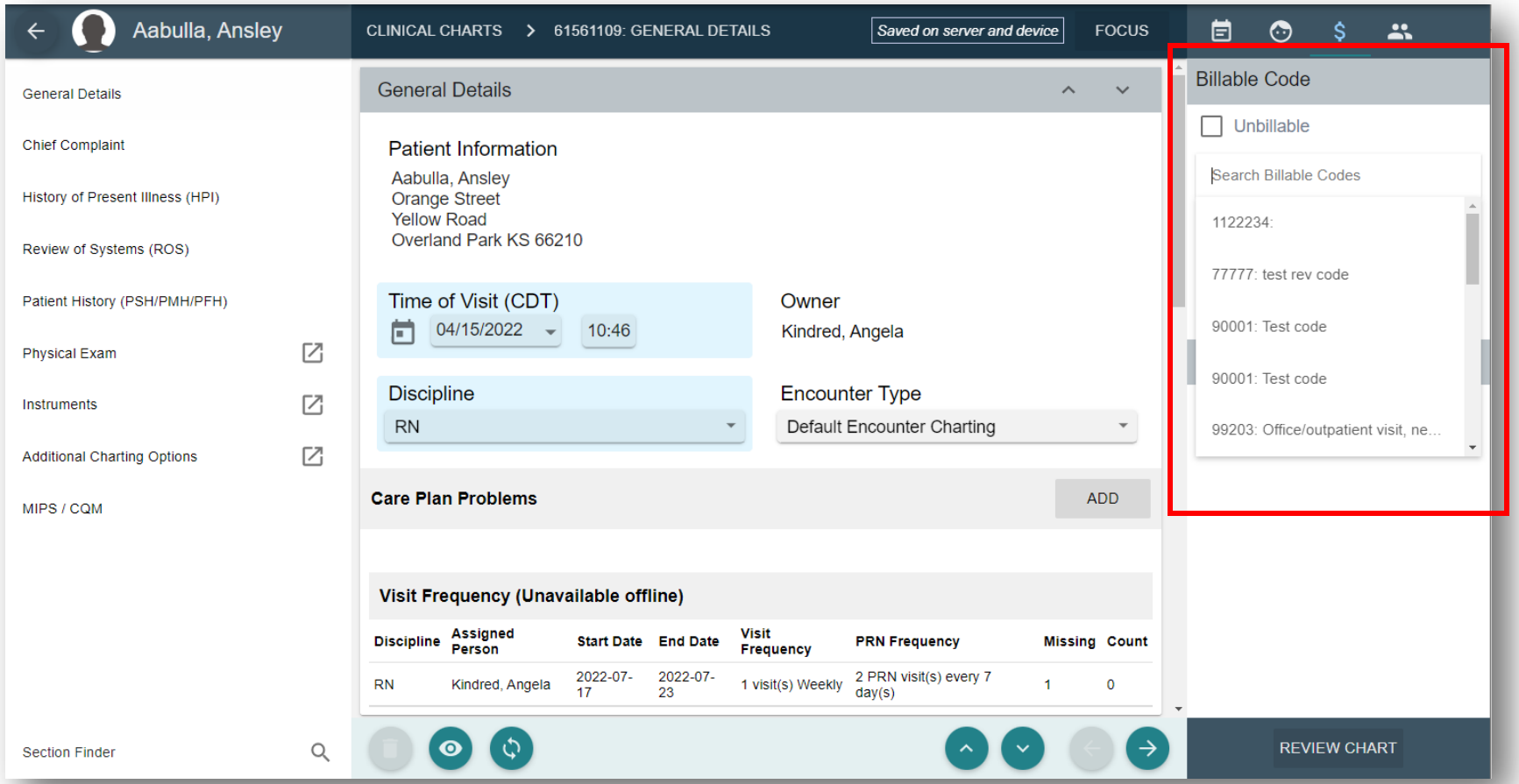
- Built into templates and workflows
- Collect one or more signatures
- Save drafts
- Convert to PDF when ready
- Saves to patient record

Revenue Cycle Management

Palliative – Provider Code Entry

In Beta
Coming late September!

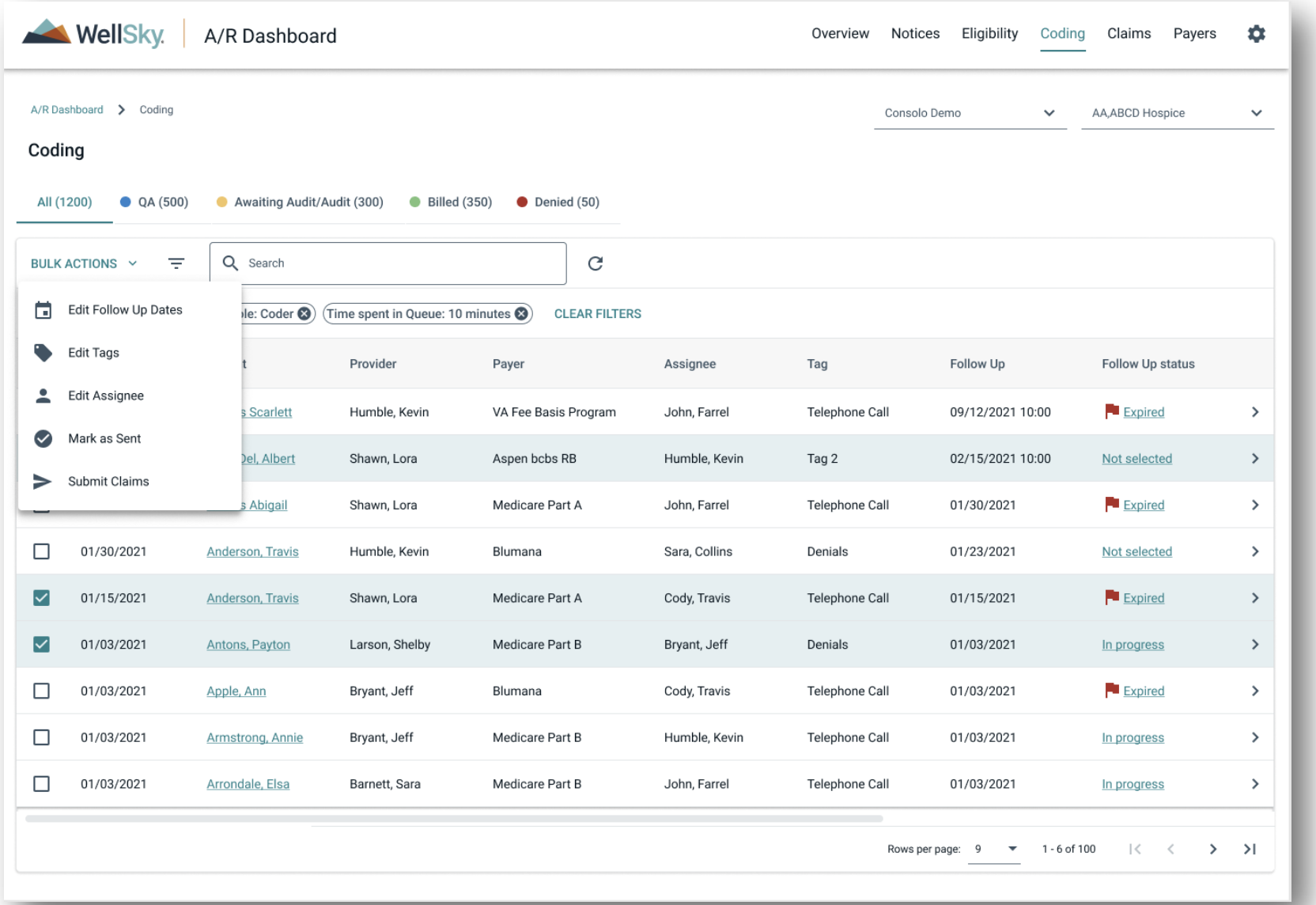
- Improves provider efficiency by allowing CPT and Dx code entry as part of the clinical charting process.
- Automatically filters for supported and contracted codes.
- User has ability to customize code descriptions to help guide provider search.
- Additional value driver for integrated clinical to billing solution



Coding Queue

Coming Spring 2023

- Aggregate scheduled visits to audit for corresponding charts, coding, and claims
- Review chart highlights and edit HCPCS/CPT/DX codes as necessary
- Update coding status, assignee, and follow up notes
- Track claim status and work denials and ADR requests



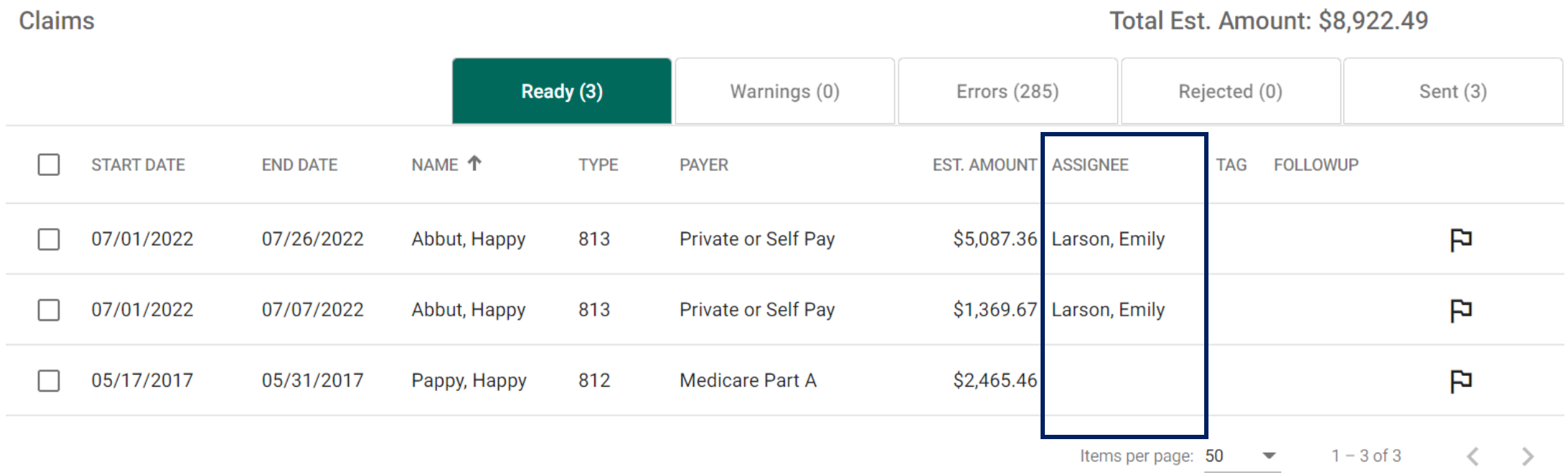
Billing Enhancements

- Set your billable codes by office to ensure accurate rates across different locations/regions
  - Target release in October
- Batch create secondary claims from claim summary screen
  - Targeted for November
- Setting to prevent denial codes from adjusting a claim balance
  - Targeted for December
- Improvements to patient responsibility detail populated from eligibility requests
  - Targeted for winter 2022-2023
- Improvements to commercial ERA posting
  - Targeted for winter 2022-2023

AR Dashboard enhancements

Coming early 2023

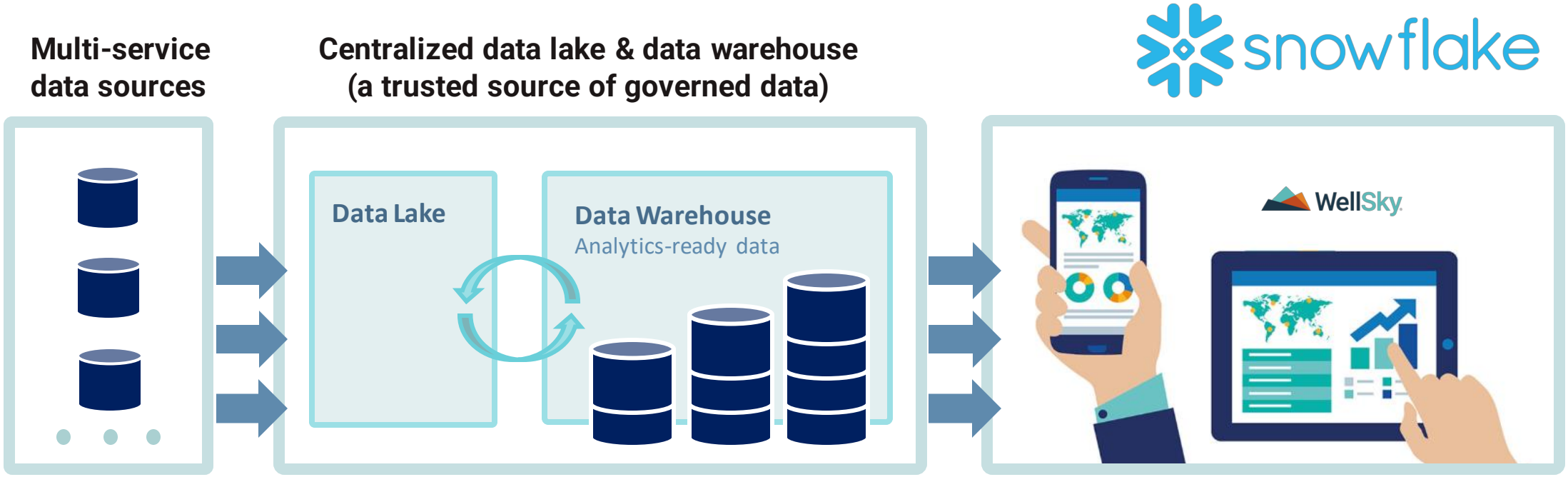
- Eligibility responses populate back on the patient chart
- User auto-assignment of pre-bill and AR worklists by payer and office
- NEW denials management tab based on chosen CARC and RARC codes



Data and Analytics

Direct Data Access to your data through Snowflake

Now Available

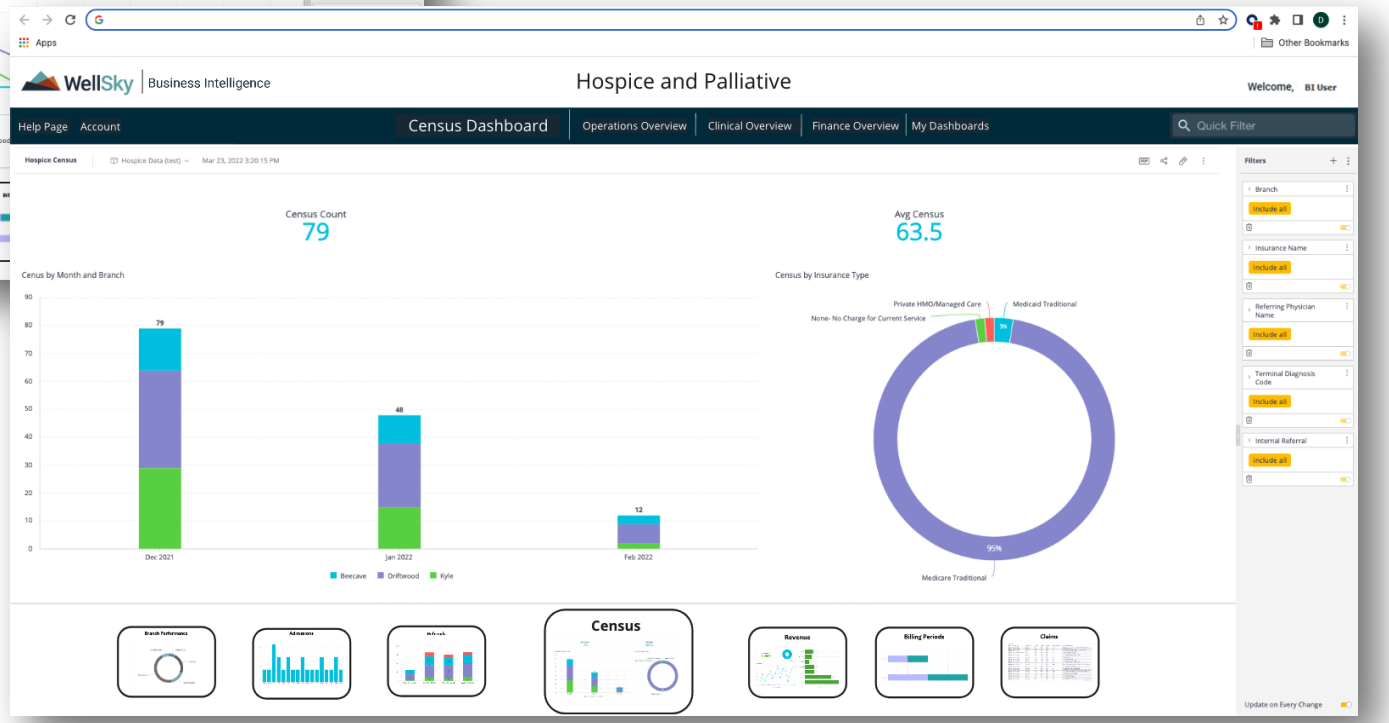


Key Capabilities

- Near Real-time insights
- Agile data delivery (efficient process and flexible enterprise-grade tools)
- Faster processing and delivery of data

Upcoming new Business Intelligence Reporting

Coming 2023



- Visualizations using Sisense
- Modernized navigation and functionality
- Unlimited no-cost user licensing

- Report customization
- Drill down
- Benchmarking

CareForum 2022

The WellSky® Conference

Thank you.

Contact us:

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VP Solution Management

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Request a consultation today!

WellSky