



East Texas Medical Center Rehabilitation Achieved Cost-Effective Results

The Measurable Impact of Mediware

Since the implementation of MediLinks Inpatient, East Texas Medical Center's (ETMC) Rehabilitation Center has:

- Improved accuracy and content in clinical documentation and IRF-PAI assessments
- Improved appropriateness of patient functional assessments and rehab impairment group assignments
- Efficiently monitored compliance to CMS' three-hour rule

"Mediware provides more than just a software solution. The ongoing support and expertise we get makes Mediware a partner on which we've come to rely."

Laurie Lehnhof-Watts
Assistant Administrator of
Patient Services

Tedious processes in a highly regulated environment

ETMC's Rehabilitation Center's clinicians frequently assessed the functional ability of their patients and documented the results on paper. The process was time consuming and risked human error, especially in an environment where highly regulated standards are inherent in the daily workflow.

From a patient assessment standpoint, significant time and manual calculations went into determining IRF-PAI scores. As ETMC Rehabilitation Center's Patient Assessment Manager Debbie Bryan pointed out, "The process was like a math quiz filled with room for error; there was so much adding and figuring that went into determining patients' scores." The management team knew they had to find an alternative to the inefficient manual processes.

"We knew there had to be a solution out there that was designed to meet the specific requirements of inpatient rehab care. When we found Mediware, we knew this was the solution that would allow us to transform our clinical documentation processes and efficiently monitor compliance to regulatory standards," confirmed Laurie Lehnhof-Watts, ETMC Rehabilitation Center's assistant administrator of patient services.

Achieving results with MediLinks

In 2009, ETMC's Rehabilitation Center implemented the MediLinks Inpatient software solution. Almost immediately, the staff noticed significant improvements in the daily workflow.

Documentation became more accurate, and it became easier for clinicians to capture meaningful information in patients' functional assessments. "The difference I've seen in just the IRF-PAI score documentation alone has

made MediLinks worthwhile," stated Bryan.

Because the templates are designed specifically around the unique inpatient rehabilitation workflow, clinicians no longer have to worry about flipping through reference materials to determine a patient's IRF-PAI score. Now, clinicians simply click through a series of questions that assess the patient's functional ability, and MediLinks automatically calculates the IRF-PAI scores. "Our documentation has gotten so much better, and we're capturing so much more. When we implemented MediLinks, we noticed an improvement in the appropriateness of the rehab impairment group assignments," confirmed Lehnhof-Watts.

Managing regulations with efficiency

MediLinks also helps ETMC's Rehabilitation Center monitor compliance with regulatory requirements more efficiently. Specifically, with regards to CMS's three-hour rule, MediLinks' prebuilt templates and reports have been a tremendous asset. "I no longer have to worry about how we're doing compared to the regulations. With MediLinks, it's so much easier to monitor where we are," stated Lehnhof-Watts. "Tracking the three-hour rule has become so automatic and easy to look at in real time. It's just amazing how we were able to completely transform our process with MediLinks," said Lehnhof-Watts.

Overall, MediLinks has proven to be an effective solution that has helped ETMC's Rehabilitation Center improve the quality of clinical documentation, facilitate appropriate RIC assignment and monitor compliance efficiently. "The results we've had with MediLinks have helped us make improvements we would have never been able to make without the support and guidance we've received from Mediware," confirmed Bryan.

Located on East Texas Medical Center's Tyler Olympic Plaza, the Rehabilitation Center is designed to offer comprehensive inpatient and outpatient rehabilitation services and programs. The ETMC Rehabilitation Center serves as the model for the system-wide network of rehabilitation programs and facilities located throughout East Texas and at ETMC affiliate hospitals. The Center is accredited by The Joint Commission and CARF to help ensure the highest level of care for patients.

Get started today!

Contact your Mediware representative to learn more or schedule a demonstration.

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