



Mount Sinai Rehabilitation Hospital's Outpatient Program Passed Two Audits with Flying Colors.

The Measurable Impact of Mediware

Since the implementation of MediLinks Outpatient, Mount Sinai Rehabilitation Hospital's Outpatient Program has:

- Efficiently managed compliance with ever-changing JCAHO and Medicare requirements
- Provided JCAHO and Medicare auditors with documentation that exceeds legibility standards
- Minimized the risks associated with clinical documentation

"In my 30 years of experience in rehab, I've never experienced a Joint Commission audit as efficient as this audit has been. Thank you, MediLinks!"

Cindy Griffith
Manager of Outpatient Services

The risk of paper in today's healthcare environment

Changes in the healthcare industry triggered the need for Mount Sinai Rehabilitation Hospital's Outpatient Program (Mount Sinai Rehab) to transform from paper to automation. Additionally, paper processes presented a number of issues and inefficiencies that made it almost impossible to manage compliance with continuously changing regulatory requirements. According to Cindy Griffith, Mount Sinai Rehab's manager of outpatient services, "With the way healthcare is changing, there's no way to continue to operate on paper and maintain compliance with industry regulations."

After researching the tools available on the market, Mount Sinai Rehab selected Mediware's outpatient software solution. "With MediLinks, it was clear that the solution was designed by people who know and understand rehab. The flow of the overall process and the design of the templates made it obvious that Mediware was the only provider who could effectively meet our needs," stated Griffith.

Securing compliance

In August 2011, Mount Sinai Rehab implemented the MediLinks Outpatient software solution in three of their outpatient clinics. Shortly after go-live, Mount Sinai Rehab's management team was contacted by The Joint Commission for an audit.

The auditor began at one of the off-site outpatient locations before auditing the main location

connected to the main hospital. The auditor began by reviewing five charts at the off-site location. After finding no errors and being satisfied with everything she saw, the auditor proceeded to the main location.

When she found out that MediLinks was also being used in the main site, the audit ended because she saw the consistency that MediLinks provides and found no reason for further review. "In my 30 years of experience in rehab, I've been through a number of Joint Commission audits. I've never experienced one that was amazingly effective the way this audit was. Our medical records passed with zero issues thanks to MediLinks!" assured Griffith.

Immediately following the Joint Commission audit, Mount Sinai Rehab underwent an audit probe by Medicare. The audit focused on signature clarity and legibility standards. "As a manager, I was faced with an audit probe and I was confident because our charts are now 100% legible with MediLinks," stated Griffith. Medicare reviewed 40 charts from the three-month period prior to the audit. Medicare passed all 40 charts with no issues.

MediLinks has helped Mount Sinai Rehab consistently ensure compliance in today's ever-changing environment. After two successful audits, Mount Sinai Rehab can rest assured that its clinical documentation is flawless. "With MediLinks, I now have peace of mind knowing that our documentation fully meets regulatory standards," confirmed Griffith.

Mount Sinai Rehabilitation Hospital, a Saint Francis Care Provider, is dedicated to providing state-of-the-art medical rehabilitation. Accredited by The Joint Commission, the hospital offers a comprehensive range of programs designed to help people rebuild their lives after illness and injury. Mount Sinai Rehabilitation Hospital also offers ongoing care to patients in the Hartford region in an outpatient rehabilitation setting.

Get started today!

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

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