



South Georgia Medical Center improved its workflow with data.

The Measurable Impact of Mediware

Since the implementation of the MediLinks Inpatient software solution, South Georgia Medical Center has:

- Adhered to regulatory standards, from admission to discharge
- Focused on patient problems and overcome barriers to discharge
- Improved documentation and increased Medicare reimbursement by an average of \$1,020 per patient

“MediLinks provides us with the data we need to take the proactive approach that’s necessary in today’s inpatient rehab environment and positively impact the quality of patient care.”

Paivi Parssinen
Administrative Director of
Rehabilitation Services

Letting go of the paper

SGMC's Inpatient Rehabilitation Unit used paper throughout its day-to-day workflow. Paper presented a number of familiar challenges: double documentation, charts not always available when clinicians needed access to patient information, and IRF-PAI score variations between clinicians, just to name a few. As a result, the team struggled to maintain high levels of quality documentation and efficiency throughout each patient's stay.

Additionally, the increasing demands for electronic medical records and the rapid changes taking place in the inpatient rehabilitation industry made it obvious to SGMC that it was time to transition its inpatient rehabilitation unit to an automated workflow. According to SGMC's Administrative Director of Rehabilitation Services Paivi Parssinen, "We looked at a few solutions and realized that Mediware was the only provider who truly understands the distinct needs of inpatient rehabilitation."

Embracing automation and data with open arms

In 2009, SGMC's Inpatient Rehabilitation Unit implemented the MediLinks Inpatient solution. The staff quickly began to see improvements throughout the day-to-day workflow as well as an increase the quality of patient care and adherence to strict regulatory requirements.

Patient assessment—crystal clear

From admission to discharge, SGMC's clinicians found the documentation process to be easier and more precise in MediLinks. MediLinks guides clinicians through a series of specific questions throughout the assessment process and helps them determine a comprehensive IRF-PAI score that accurately assesses the appropriate level of patient care and meets regulatory requirements. "MediLinks captures thorough and accurate data that helps us gauge the appropriate level of care for every patient and ensures we're receiving accurate reimbursement," added Parssinen. As a result, SGMC has noticed an average reimbursement increase of \$1,020 per Medicare patient.

Patient information—there when you need it

MediLinks has made it possible for the entire interdisciplinary team to have around-the-clock access to patient information. This has dramatically increased productivity and made it easier to keep track of the patient's daily progress. "MediLinks reports provide us with daily patient trends that we use to measure progress and quickly modify treatment plans according to patients' changing needs," stated Parssinen. Additionally, MediLinks has made it easier to communicate patient information to everyone involved in each patient's care. Martha Ponder, SGMC's clinical resource nurse added, "The reports help us effectively communicate patient information among each other as well as with families and payers." Overall, clinicians have found they're now spending less time on administrative responsibilities and more time on what they do best—providing quality patient care.

Patient problems—no longer barriers to discharge

The efficiency MediLinks delivered resulted in more than SGMC expected. Because of the automated data available, the team was able to take a proactive approach to solving patient problems. With MediLinks, they were able to spot and treat barriers to discharge in the early stages. Also, the time gained meant more time was devoted to patient care. "Not only did MediLinks help us improve our day-to-day workflow and make us a more productive team, it also helped us improve the quality of care we provide to our patients every day," added Ponder. In fact, the average length of stay decreased by almost a day per patient because the care team was able to work together more efficiently and focus more on each patient's progress.

The overall changes SGMC implemented with MediLinks have helped prepare the inpatient rehabilitation unit for the future of healthcare. "Mediware has been there for us and helped us overcome the challenges that exist in today's inpatient rehab environment. We are so lucky to have Mediware on our side!" stated Paivi.

Founded in 1955, South Georgia Medical Center (SGMC) is a regional referral hospital dedicated to improving the health, wellness and quality of life in the communities it serves. Located in the metropolis of Valdosta, Georgia, SGMC serves a multi-county area in South Georgia and North Florida. SGMC's Inpatient Rehabilitation Unit provides comprehensive medical rehabilitation through a team treatment approach to patient care. The organization's main goal is to prepare patients for safe discharge from the inpatient rehab setting with the highest level of functional independence.

Get started today!

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

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