



St. Luke's Rehabilitation Ensured Appropriate Medicare Reimbursement

The Measurable Impact of Mediware

Since the implementation of the MediLinks Inpatient software solution, St. Luke's Rehabilitation Institute has:

- Eliminated inefficient processes in documentation and IRF-PAI scoring
- Strengthened the quality of IRF-PAI scores
- Received Medicare reimbursement that reflects the patient's true burden of care

"The changes we've seen from MediLinks have been amazing. Mediware is a true partner and an expert in the inpatient rehabilitation industry."

Ginger Cohen
Chief Nurse Executive

“Mediware’s in-depth understanding of rehabilitation care has been a valuable asset to the inpatient team at SLRI.”

Ginger Cohen
Chief Nurse Executive

Challenged to meet full potential

St. Luke’s Rehabilitation Institute’s (SLRI) inpatient department used both paper and electronic documentation processes. Nursing documented on paper while therapists documented in an electronic system. The electronic system was not built around inpatient rehabilitation workflows, which made it difficult for the team to meet its full potential while documenting patients’ IRF-PAI scores.

In addition, using two systems simultaneously created unnecessary double documentation and inconsistencies in IRF-PAI scores. Clinicians had to choose descriptors and base the scores on what they thought the score should be, making it difficult to gauge the true burden of care. As a result, Medicare reimbursements were negatively impacted and revenue opportunities were not being fully realized.

Reaching new heights

In 2010, SLRI replaced its existing paper and electronic documentation processes with the MediLinks Inpatient software solution to help improve its overall process for documenting IRF-PAI scores.

With MediLinks, documentation took on a whole new dimension. Therapists and nurses were scoring using the same measurable criteria, contributing to a more consistent scoring process. “The ease of functionality in MediLinks made it possible for therapists and nurses to contribute as a team to the documentation process and provide a much more accurate picture of our patients’ true burden of care,” stated Ginger Cohen, chief nurse executive. In addition, because the scoring methodology of MediLinks is designed to determine patients’ IRF-PAI scores based on clinicians’ answers to specific questions, there is now an objective approach to the functional scoring versus selecting a score.

The changes SLRI made to its documentation and IRF-PAI scoring processes helped improve efficiency by removing double documentation between nurses and therapists and eliminated subjectivity in IRF-PAI scores. “MediLinks Inpatient helps us meet our full potential because the solution is designed specifically for inpatient rehabilitation providers,” stated Cohen. As a result, clinicians are capturing more comprehensive IRF-PAI scores, and SLRI can rest assured that Medicare reimbursements now appropriately reflect patients’ true burden of care.

With the help of MediLinks, SLRI overcame the challenges it was facing with documentation and capturing IRF-PAI scores. The improvements made continue to help them as they move forward during these times of increasing care costs and shrinking margins in the healthcare industry.

Founded in 1994, St. Luke’s Rehabilitation Institute is Washington State’s largest provider of rehabilitation services for stroke, spinal cord injury, head injury, and injury to bones, joints or muscles. SLRI is a 102-bed facility that is accredited by The Joint Commission and Commission on Accreditation of Rehabilitation Facilities (CARF). SLRI combines compassionate care with expertise to provide inpatient and outpatient physical rehabilitation services to patients of all ages.

Get started today!

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

1.888.Mediware