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## EVOLUTION OF CASE MANAGEMENT/DISCHARGE PLANNING



**Wentworth-Douglass Hospital (WDH)**, Dover, New Hampshire (NH) is one of the largest acute care hospitals in the Seacoast region of NH and Southern Maine, specializing in Trauma and Emergency Services, Surgery, Cancer Care, Birthing, Orthopedic Services, Cardiovascular Services, plus extensive diagnostic services. WDH is one of the NH Accountable Care Partners, which is an ACO.

In order to better manage the patient experience, WDH has decided to take the existing Case Management (CM) function and split it into Discharge Planning (DP) and Utilization Management (UM). This is in conjunction with optimizing performance on a new shared risk contract. WDH requested Applied Management Systems, Inc. (AMS) to assist in reorganizing the CM function and reviewing the use of labor resources in each of the areas. One of the questions for AMS is how many FTEs are needed for each function.

The function of CM includes DP that assures a safe transition from the acute care setting to a post discharge setting. The function of UM includes Utilization Review (UR) functions, which ensures the appropriate Level of Care is provided to the patient, as well as admission and concurrent authorizations from third party payers are obtained. The UM/UR function also provides staff resources for Denials and Appeals, and conducts real time follow-up on concurrent denials and monitors trends in denials.

The AMS methodology highlights the work activities and services provided by the department while listing issues that impact the staff levels and services for the department. Position descriptions and performance standards were documented by the AMS consultant and were used to develop a scope of services that will be provided in the new staff model. AMS needed to identify a unit of service for the scope of services provided and to perform the labor benchmark analysis for each of the areas. AMS also came up with staffing patterns and other input for new functions.

“This study allowed WDH to move into the new environment with confidence”, said Diane Alburn, MHA, Director of Revenue Cycle Operations, “We reached out to AMS because they had helped hospitals/health systems in other states with risk contracts, we had worked with them before and were confident if it was an area affecting hospital operations, they could help.” For more information please contact Michael Foley, Principal, at [mfoley@aboutams.com](mailto:mfoley@aboutams.com).



## Quantify™ — An Enterprise-wide Productivity Monitoring Tool

**Quantify™** is a productivity monitoring tool for tracking and measuring department and organization performance. **Quantify** combines AMS' decades of labor productivity improvement experience and proprietary data with additional department-specific and management engineered workload standards. The standards can be developed by AMS or supplied by the user.

*Manage more effectively...  
Monitor decision-making results*



With reports and dashboards that are easily accessible via internet by all levels of the organization — from front-line managers to the executive leadership team — **Quantify** helps promote transparency and accountability.

### Overcome these productivity challenges...

- Productivity monitoring is inconsistent or non-existent
- Current solution/process is time consuming and manual
- Need to automate and implement management accountability and standardize across the organization
- Need for cost-effective, state-of-the-art solution

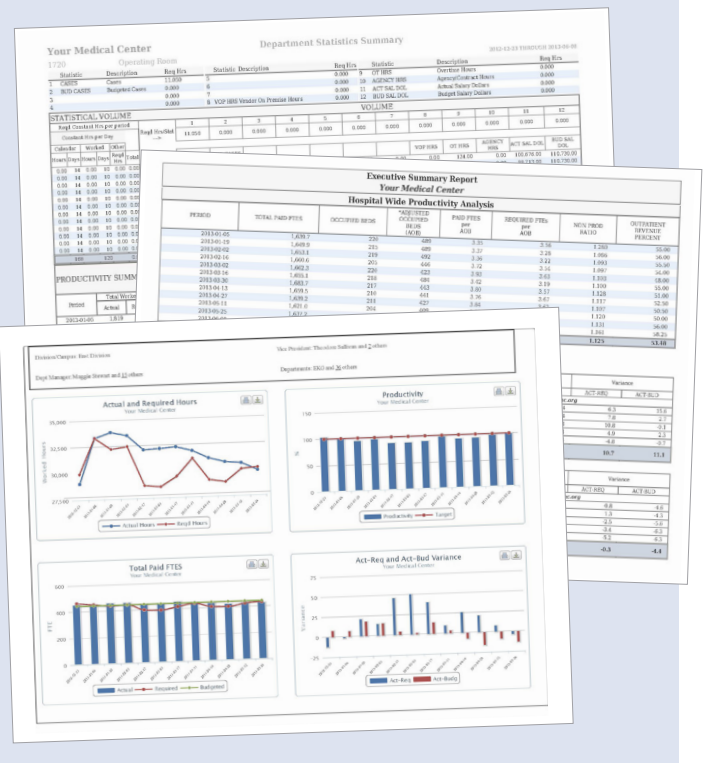
### ...with these productivity benefits

- Match labor resources to workload demand
- Provide effective patient care
- Encourage accountability for the use of labor resources throughout organization
- Promote transparency
- Promote the stewardship of the cost of providing care
- Provide a catalyst for process improvement

# Quantify™

## Features and benefits

- “Hosted” reporting system, delivered over the internet, accessible through a web-browser — no software installation required
- Co-designed by AMS using industry standard web and database programming technologies
- Interactive dashboard reports
- Consolidates disparate data
- Supports reporting throughout management structures and service lines
- Reports generated in both HTML and PDF formats
- Integrates with AMS Benchmarking
- Easy to update — as your organization changes



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