

16th Annual TECHNOLOGY Product Guide



ACHC: The Accreditation Commission For Health Care

919-785-1214 • www.achc.org

Product Information

Hospice Deeming Authority Is Here! The Accreditation Commission for Health Care, Inc. (ACHC) is proud to announce that CMS has granted them deeming authority, giving you another choice for home health and hospice deemed status accreditation. ACHC earned a four-year term for hospice deeming authority from CMS. Recognition by CMS means that ACHC has met or exceeded all Medicare and Medicaid certification standards. Providers now have the choice to become Medicare certified hospice providers by choosing ACHC for accreditation.

ACHC takes a multidisciplinary approach to Hospice accreditation that includes social and nursing components tailored specifically for the hospice provider. Standards were developed by industry leaders, are patient focused, provider-friendly and easy to understand. Hospice surveys are conducted by RNs and MSWs who are experts in the field and are usually conducted 4-6 months after applying. **Download ACHC's standards for FREE at ACHC.org and compare them for yourself today!**

ACHC is a not-for-profit organization that has stood as a symbol of quality and excellence since 1986. Their quality management system is ISO 9001:2008 certified. Accreditation by ACHC reflects an organization's dedication and commitment to meeting standards that facilitate a higher level of performance and patient care. ACHC is the provider's choice for accreditation because of personal account managers, relevant and realistic standards, competitive pricing and a friendly, consultative approach to accreditation. **ACHC has Medicare Deeming Authority for Hospice, Home Health and DMEPOS, as well as recognition by most major third party payors.**

For more information, please contact 919-785-1214, customerservice@achc.org or visit achc.org.



What Are The Top Three Technology Strategies For 2010?

Tom Cesar, President

The top effective technology strategies in 2010 will likely involve companies learning to shift from transactions to relationships. Corporate cultures need to change from thinking about sales to building customer relationships. This takes time but cultivates long term results and sustainability.

CRM/IT-Customer Relationship Management has been gradually seeping into the health care world. Some larger companies using CRM increasingly are employing IT's technical capability to manage programs, but IT assistance is only a tool to assist focusing on customers. Long-term market success is determined by how well a company listens to customers, seeks ways to measure their needs and strives to exceed their expectations. This combination of IT, with true customer focus, can be a powerful strategy tool.

Social Media – The use of Facebook, Twitter, LinkedIn and YouTube is redefining the way the business world interacts and gives companies tools for outreach, informing, educating and entertaining. The rate of growth with new users is about 35% per year. The use of these tools needs consideration but the horse is out of the stall and the weak in heart may be left behind.

Company Website – More and more, customers, potential customers and those simply looking for information are turning to the internet. Companies are realizing the need to simplify and enhance their websites to use as a valuable tool. The use of new technology integrated into websites, such as content manageable systems, video, etc., will grow in 2010. This is why the ACHC's website is in the midst of a facelift in 2010.



Homecare Homebase

1-866-535-4242 • www.hchb.com

Product Information

Homecare Homebase (HCHB) understands how agencies operate because every aspect of our system was developed by industry veterans. Our product designers are agency clinical supervisors, administrators and billers. This experience enables HCHB to provide a solution that delivers the right functionality while being user-friendly, flexible and customizable to specific agency needs.

HCHB offers a comprehensive, integrated software solution that enables real-time, wireless information exchange and communication between office staff, field staff and physicians; automates workflow processes; enables accurate billing through numerous integrated checks and balances; and, provides powerful management reporting via a back-office data warehouse and executive dashboard that ties together all of your operational information.

HCHB provides the added flexibility of a web-based solution, giving agencies the freedom to access information from any web connection at any time. All system hardware and software is maintained by trained experts, in redundant data centers providing the security of a stable environment and reliable uptime without the added cost of hiring IT staff and managing system hardware.

HCHB enables agency staff to improve overall patient care with accurate, complete and timely information, while also adding to the bottom line. Agencies can see cost reductions in back office staffing, forms production and storage, and non-billable clinician time while adding revenue through better field staff utilization, increased productivity for caregivers and overall improved case management and reporting.

HCHB provides homecare and hospice agencies one complete solution with endless possibilities for operational success and the invaluable ability to enable your team to provide the very best in patient care.

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Honeywell HomMed

Honeywell HomMed

1-888-353-5440 • www.hommed.com

Product Information

Honeywell HomMed[®], a global leader in the telehealth industry, is dedicated to providing the most comprehensive telehealth solutions. Honeywell HomMed seeks to improve quality of care and to improve outcomes through standardization of healthcare delivery and control of variance with evidence-based disease management. It has in excess of 60,000 patient units installed worldwide. Since its inception the company has been involved in the care of over 600,000 patients.

Products and Services: The Genesis[®] DM Remote Patient Care Monitor and LifeStream[™] Remote Patient Care System are part of the Honeywell HomMed Telehealth Ecosystem. In addition to base biometric measurements, multiple peripheral devices can also be attached, including glucose meters, peak flow/FEV1, and PT/INR. There is also a kiosk format with multi-user card reader for use in assisted living or senior center environments.

LifeStream automatically color codes and triages all user health data allowing a quick review of patient status. New, powerful analytics allow you to analyze specific patient group profiles across multiple variables, identify opportunities for enhancing operational efficiencies, and enhance patient outcomes. LifeStream is accessible with any web browser through LifeStream View and optional interfaces allow data sharing with popular electronic medical record/point-of-care systems.

If you would like to know how the Honeywell HomMed Telehealth Ecosystem can help you face the new challenges in healthcare, call 1-888-353-5440 or visit the Honeywell HomMed site www.hommed.com.

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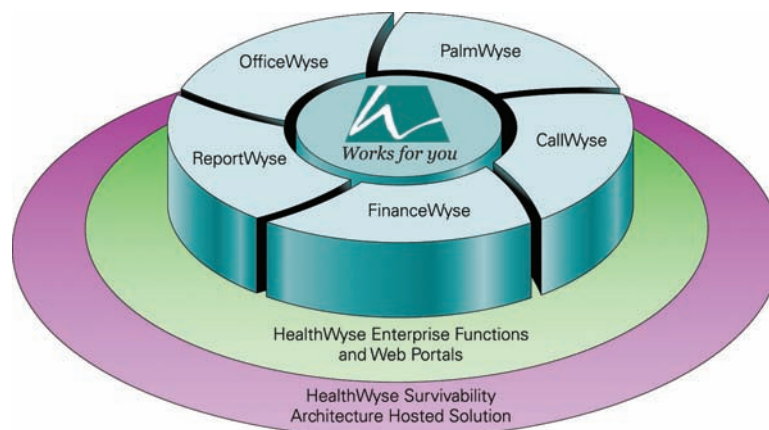


Healthwise

877-777-9973 ext. 305 • www.healthwise.com

Product Information

A Fully Integrated Clinical and Financial System for Home Health, Hospice and Private Duty



HealthWise Products

- *OfficeWise* – office application suite, workflow and management reporting
- *PalmWise* – an “information appliance” for all clinical disciplines on multiple device options
- *FinanceWise* – comprehensive claims analysis, billing, collections and financial reporting
- *CallWise* – integrated telephony interface for aides, attendants, volunteers and other para-professionals
- HealthWise **enterprise functions** include secure messaging, administrative and organizational structure, employee compliance tracking, CRM, access and control, timekeeping and data export and OASIS Clinical Assitant™
- Optional ReportWise, CodeWise, WebWise, MedWise, NaviWise and MD Portal

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The Joint Commission

630-792-5031 • www.jointcommission.org/rrad

Product Information

The Joint Commission is acknowledged as the leader in developing the highest standards for quality and safety in the delivery of health care and evaluating organization performance based on these standards.

The Joint Commission is unique among accreditors in our capability and experience to evaluate health care organizations across the continuum of care. Today, more than 16,000 health care providers of all kinds use Joint Commission standards to guide how they administer care and as a catalyst to continuously improve performance.

In addition to the Joint Commission accreditation standards, our National Patient Safety Goals highlight recognized areas of risk across the continuum and establish performance dimensions that promote the safe, effective coordination of care and services.

Our certified surveyors and subject matter experts within our corporate headquarters are available to help organizations understand how to utilize the standards as management tools; ultimately advancing safety and quality in their own organization and for patients throughout the continuum. Specific standards in leadership and performance improvement also provide health care leaders with the principles for effective management and oversight of their operational processes.

By evaluating health care organizations and inspiring them to provide safe and effective care The Joint Commission, in collaboration with key industry stakeholders, fulfills its mission to continuously improve health care for the public.



What Are The Top Three Technology Strategies For 2010?

Margherita Labson, Executive Director

The key technology strategy for 2010 is to obtain a reliable operating platform capable of accurately communicating real time information seamlessly across organizations; it's less about bells and whistles and more about critical, reliable, essentials. Secondly, mini-technology must be embedded as a routine operational methodology for patient self-management and professional monitoring and oversight. The use of this technology includes self-management biotechnology and remote monitoring systems, communication and social networking devices. Lastly, the use of technology must lose the last vestiges of being viewed as ancillary to the delivery of home care and instead be seen as the way that home care optimizes the use of trained clinical professionals. The use of technology does not de-humanize the home care experience; it enables professionally prepared experts to effectively provide care and coordinate services across the health care continuum for patients while they remain in their preferred health care environment, the home.

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MCKESSON

Empowering Healthcare

McKesson

800-800-5403 • www.mckesson.com

Product Information

Horizon Homecare – Ranked No. 1 in the year-end 2009 Top 20 Best in KLAS Awards: Software & Professional Services report in the Homecare category, Horizon Homecare offers homecare organizations a consolidated clinical and financial database to integrate the functions for intake, office clinical, personnel scheduling, point of care, billing, and payment processing and reporting.

Horizon Hospice – Ranked No. 1 in the year-end 2009 Top 20 Best in KLAS Awards: Software & Professional Services report in the Hospice categories, Horizon Hospice™ supports the needs of hospice providers, from certifying terminal illnesses to performing the last bereavement activity. It provides hospice Notice of Election, guidelines and assessments. Horizon Hospice allows hospice providers to track personnel, including volunteers and per diem clinicians from associated facilities. The system generates per diem charges based on patient events and allows hospice providers to track and

report care-related costs.

Horizon Homecare Insight – Offers tools to analyze clinical data details and financial indicators.

Horizon Homecare Wound Advisor – Enhances wound population management and standardizes care delivery at the point of care.

Horizon Homecare Mileage Advisor – Automates and improves the accuracy of mileage calculation and reporting.

Horizon Homecare Telephony – Enables field staff to document visit information via telephone to Horizon Homecare in a standardized format.

Horizon Homecare Web Chart – Provides patient information to physicians through a secure Internet portal.

McKesson Telehealth Advisor™ – Transmits disease management programs between the office and the patient's home through remote patient monitoring. Results are integrated with Horizon Homecare and Horizon Hospice.



What Are The Top Three Technology Strategies For 2010?

Chris Dollar, VP and General Manager

The coming year will see agencies moving toward new hardware options, data harmonization and greater system interoperability.

Advances in hardware technology, specifically smartphone and netbook technology, will increase rapidly this year. These devices are lighter, easier-to-use and relatively inexpensive. Putting these devices in the hands of field staff also provides real-time connectivity and data exchange with the back office to improve operation efficiencies and patient outcomes.

The coming year will see the beginnings of harmonization of data collected across the health care delivery system. The OASIS-C initiative is the most current example of this trend. By standardizing data collection, healthcare providers will be challenged to define common goals for care and outcomes across the care settings, resulting in improved care and outcomes. This will directly impact health care delivery by bringing increased coordination and potentially delivering on the dream of reducing overall health care costs.

The homecare and hospice industry will increase its focus on developing interoperability standards for a functional electronic healthcare record (EHR). Establishing a reliable EHR will depend on collecting and transferring quality data throughout all care settings and on ensuring that the functionality is available when it is needed in each care setting. Once established, the EHR is expected to reduce medical errors and data redundancy while it provides earlier identification of health issues and diagnoses, more effective illness treatment, and better communication across the continuum of care.

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Press Ganey

877-840-7328 • www.pressganey.com

Product Information

Fast, easy and focused improvement.

Press Ganey Online is a powerful internet-based suite of performance, analysis, and improvement tools. It anticipates your organization's needs, pinpointing the most relevant, immediate and real-time data – every time you log in.

Accessible 24 hours a day, Press Ganey Online means you'll spend less time finding the right information because the right information will find you. Fast, visually enhanced reporting reduces navigation time, improving the productivity of every user in your organization and accelerating the effectiveness of your improvement efforts.

Our *infoEDGE*® feature allows users to create powerful custom reports to analyze performance by demographics, units, specialties, survey sections, individual questions and more. Custom reporting also offers enhanced real-time benchmarking options for peer group comparisons – with additional breakouts by demographics and patient subsets.

Hot Comments, a powerful component of Press Ganey Online's comment processing service, flags key issues for timely and appropriate action. You can easily create your own service-specific key word lists to focus on service recovery, quality improvement or staff reward and recognition.

Press Ganey is easy and free to clients. There's no software to install, and you get free, immediate access to self-paced online video training with useful tips and shortcuts – so you're up and running in no time. Press Ganey Online bears the full burden of training, enabling you to focus more of your resources on improvement.

Contact a Press Ganey representative today to learn more or for a free consultation 877-840-7328 or homehealth@pressganey.com.

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SILVERCHAIR
Learning Systems

A revolution in training

Silverchair Learning Systems

866-805-7575 • www.silverchairlearning.com

Product Information

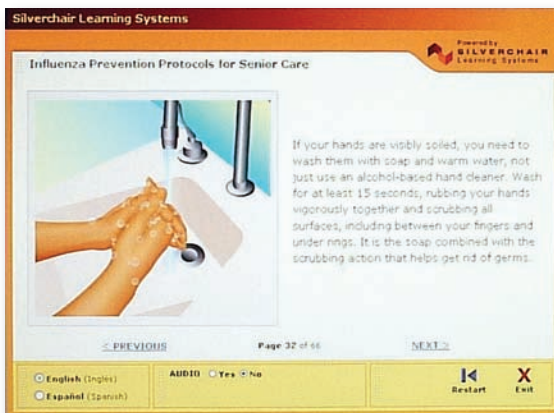
Thousands of facilities and hundreds of thousands of Senior Care workers use Silverchair Learning Systems' training program to fix their broken training processes. Why?

We provide a **highly effective, efficient and comprehensive employee training program** that delivers, tracks, and reports on educational programs for your entire organization.

Designed exclusively for senior care, Silverchair's training solution merges regulatory courses with a Learning Management System (LMS) for automated management, tracking, and reporting. Our courses are **easy-to-use for**

everyone – from first-time computer users to busy managers with little time to schedule multiple in-services and maintain education records. Our courses meet regulations requirements at the federal and state level and are automatically updated as regulations change – so your employees are always compliant with the latest requirements.

Silverchair's Service Delivery Team delivers **superior customer service before, during and after the implementation of your learning system**. Your service package includes assessment of your existing system, complete implementation support, application support and post-setup support. We believe that every customer is important and deserves respect. We strive to keep you satisfied with your new learning system.



What Are The Top Three Technology Strategies For 2010?

Mike Mutka, President and COO

Using technology to track upcoming regulations and prepare for change. In light of health care reform and ever-changing regulations, home health agencies should consider a technology program that can easily track employee knowledge of important care processes that drive successful outcomes and prove that knowledge in order to be compliant with regulations. A comprehensive Learning Management System (LMS) can assist in delivering the right courses, tracking compliance, and proving that the agency's employees are complaint with the latest regulations.

Using technology to manage risk. As more seniors choose to receive in-home care services, agencies have to be vigilant in assessing and avoiding risk. Using an LMS can help agencies deliver consistent training, monitor employee compliance, and allow the agency to identify areas of risk and address them proactively.

Making technology multitask for your organization. Whether it's an LMS or a complete client relationship management program, multitasking programs help agencies gain more value for their dollar. Our home health clients have found value in the LMS in terms of agency-wide communication, using the system to deliver important information, policies, and alerts when needed. Also, a web-based system is fast and easy to deploy with minimal upfront costs or ongoing support costs.

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Suncoast Solutions

727-599-2500 • www.sncoast.com

Suncoast Solutions supports healthcare services across the care continuum. We give you the ability to customize access, manipulate and report on data, making Suncoast Solutions the software of choice for Home Care.

Suncoast Solutions supports Home Health, Hospice, Bereavement, Palliative Care, Adult Day Care, PACE, and other elder care programs.

One of the challenges faced by home care organizations is the ability to measure the effectiveness of their community engagement programs. Suncoast Solutions' CRM tool provides the ability to effectively complete tasks while capturing community engagement activities.

We provide a comprehensive patient record that gives you a complete history of care provided to the patient from any care program. Suncoast Solutions complete overview of the patient record begins at admission all the way to care provided to love ones following the patient's death. With our Client Care Console, you get one-screen access to patient information that enables your staff to manage patient care from a single point. Your staff can fax from within Suncoast Solutions software, or scan and attach documentation to the client's record.

Suncoast Solutions includes reports that offer multiple filters and report options, producing statistical and data analysis rivaling any healthcare software's ability. Suncoast Solutions reports transform raw data into useful information through graphing, data mining and dashboarding, enabling your organization to make strategic, tactical decisions and fully leverage your software investment.