



A \$750,000 Return on Investment

at Munroe Regional Medical Center



A White Paper Presented by:

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Situation

Munroe Regional Medical Center (MRMC) is one of the busiest hospitals in Florida. Through its 421-bed hospital in Ocala and several regional clinics, MRMC offers a diverse array of services, including physical, occupational and speech therapy. Its 12 physical therapists, 7 physical therapy assistants, 4 occupational therapists, 2 occupational therapy assistants, and 2 speech pathologists serve patients of all ages and diagnoses.

As in many rehabilitation practices, MRMC therapists were spending a great deal of time hand-writing notes and recommendations on each individual patient. This manual documentation led to operational inefficiencies and errors. Patient notes had to be transcribed and manually entered into the billing and electronic medical record (EMR) systems, and reports for physicians had to be faxed to medical offices each day.

“We were spending too much time on paperwork. We needed to be spending that time treating patients ...”

To recapture valuable staff time and resources, MRMC staff, led by Director of Rehab Services Lisa Joranlien, PT, began looking for ways to streamline their clinical documentation process.

Finding a Solution

Joranlien and her colleagues evaluated several technology options to meet their needs and chose ReDoc Software from The Rehabilitation Documentation Company, Inc.

ReDoc was “the perfect fit” for MRMC’s needs. Therapists found the system easy to use, and the software interfaced well with MRMC’s hospital-wide EMR, registration and billing systems. Further, the highly customizable features provided a range of convenient reporting options and adaptable formats.

Results

MRMC began training staff to use the ReDoc system in November 2006. In a short amount of time, therapists were spending much less time on paperwork and more time with patients. Also, administrative staff members no longer needed to transcribe data for billing and patient records. As a result, the department realized a consistent increase in productivity combined with a decrease in operational costs.

ReDoc allowed the practice to capture more billable units of service. In just four months – by March 2007 – MRMC’s rehabilitation services department had gone totally electronic. The hospital’s savings to date have been sizeable, and The Rehabilitation Documentation Company continues to work with MRMC to achieve even greater efficiencies.

After just nine months using ReDoc, MRMC estimates its return on investment to be \$750,000.

This return on investment has included:

Units of Service up by 15,000



More service to patients. By eliminating hand-written notes, MRMC saw an increase of 15,456 units of service. At the same time, physical therapist man-hours decreased by 864 hours, which translated to a salary savings of \$21,600.

Admin Time down



Reduced labor costs. ReDoc also slashed administrative time by streaming data directly into the billing and EMR systems. Labor savings from improved billing processes alone totaled \$3,500 in the first 5 months. Eliminating transcription costs resulted in a savings of 1.38 full-time employees.

Data entry errors down



Reduced errors. ReDoc's automation reduced data errors and eliminated the annoying transcription errors that commonly arise from hand-written notes.

Physician Referrals and Satisfaction Up



Increased physician referrals. Patient reports for physicians are now easy to create and send electronically through the ReDoc system. This improved reporting capability has led to higher physician satisfaction and an increase in referrals to MRMC's rehabilitation practice.

To learn more about how you can experience similar results, contact a ReDoc sales representative at sales@rehabdocumentation.com or 888.401.4400 x1000 for a free consultation.

About The Rehab Documentation Company

The Rehab Documentation Company provides software and services designed expressly for the needs of rehabilitation therapy practices. ReDoc software addresses both the clinical and business needs of physical, occupational, and speech therapists in all settings where therapy is practiced.

The company was founded in 1995 by Gerry Stone, a practicing physical therapist with over 25 years of diverse clinical experience. From its earliest stages, ReDoc design focused on the clinical needs and workflow challenges of rehabilitation therapists.

Over 800 healthcare facilities in all 50 states now use ReDoc to simplify operations, increase productivity and control cost. ReDoc is endorsed by the American Physical Therapy Association and by the American Occupational Therapy Association.

The company works closely with Microsoft and the HL7 organizations to stay consistent with industry standards for application development and support. ReDoc integrates seamlessly with virtually all other healthcare related applications.

This case study describes the results achieved by Munroe Regional Medical Center, after implementing ReDoc's customized electronic documentation software, and shows real world measurable evidence of the cost savings and improved efficiencies that can be gained with ReDoc.

To learn more about how ReDoc can help your clinic or hospital, please call 1-888-401-4400 x1000 or visit the web site at www.rehabdocumentation.com