

PROGRESSNOTES

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WoundExpert[®]

Software for Wound Management

INFORMATION FOR WOUND MANAGEMENT. » A WOUND EXPERT[®] PUBLICATION

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Net Health Systems ranked #30 Fastest Growing Pittsburgh Company by Pittsburgh Business Times

At an awards ceremony on August 23rd, the *Pittsburgh Business Times* announced the final rankings for the Pittsburgh 100 companies. Net Health ranked #30 overall, and #12 in the highly competitive category of Technology.

The *Pittsburgh Business Times* released the rankings in a special supplement in its August 24, 2007 edition. Rankings are based on revenue growth of Pittsburgh-based companies from 2004 to 2006.



If you have ideas for a future ProgressNotes newsletter, or would like to be in our Profile interview, please send an email to our newsletter staff at feedback@woundexpert.com. As a thank you, we'll send you our prized WoundExpert coffee mug!



Profile: Nancy Beinlich RN, BSN, CWON

Wound Center Nurse Coordinator

Akron General Medical Center, Wound Center



What led you to the wound care industry? I was in the home health care field in Columbus, Ohio, and saw many of the wound care patients sent home by the larger hospitals, specifically OSU. Barb Montgomery worked as an ET nurse there, and did a great deal of wound care. I worked with her closely, because the treatments were 'new' and 'on the cutting edge', such as OpSite! She held all day seminars way back then and I became interested to know as much as I could to help my patients. About the same time, I went to ET school, at the Cleveland Clinic School of Enterostomal Therapy, (26 years ago this past May). I had to present a lecture to the students and staff, and my presentation was about wound care. This was a new subject to present at this time at the clinic, especially by a home care nurse!

What types of advanced therapies are you currently using and why? We start with standard therapies, good wound cleansing, debridement, arterial vascular studies, compression, pressure relief, off loading, etc. If the wound does not progress as we feel it should, then we move to more complex treatments. We include in our wound care treatments; maggot therapy, biological dressings, silver and other antimicrobial dressings, multilayer dressings/compression, VAC therapy, and flaps and skin grafts, if necessary.

In your current position, what are your goals or initiatives? As Clinical Coordinator my goals include, patient and staff education, providing research based wound treatments, research, and collection of data for outcome reporting and benchmarking with other wound centers across the country and helping our patients heal their wounds, support them with their many co-morbidities, assist them with financial and medical resources and teach the younger wound care nurses a consistent 'holistic' approach to wound care.

What are your favorite bookmarks on the web? www.wocn.org, www.wocncb.org, www.o-wm.com, and www.woundcarejournal.com

continued on page 2



FAQ: Contacting Client Services

by Deborah Dale, Client Advocate

The Client Services team is committed to providing you help with WoundExpert. We are here to answer questions, take enhancement requests, and provide training via phone and web conferencing. There are 4 different ways to obtain assistance in using our software.

Phone Calls – Please call 800-411-6281 and select Option 2. Client Advocates are available from 8:00AM to 8:00PM ET. Please leave a message if your call is not answered, and a client advocate will contact you as soon as possible.

Fax – Our fax number is 412-261-2210 and is monitored 8:00AM to 8:00PM ET.

Feedback – To send an email message while logged on to WoundExpert, click the white oval button labeled "Feedback", located at the top center of most WoundExpert pages. Type your question or suggestion into the white textbox. Your screen name and facility name will be automatically appended to the end of the message. Please include your email address if you would like a response via email, or include an alternate phone number if you wish to be contacted at other than the main facility phone number. Please use the Customer Support Authorization if your question includes specific patient information.

Customer Support Authorization – The Customer Support Authorization is a text link located at the bottom of the right hand column on the Main Menu page of WoundExpert. Use this form when your question concerns report data or specific patient information (i.e., the patient's name). Use the small checkboxes on the upper left portion of the page to denote whether your question concerns report or patient-specific information. Using this form to transmit patient information is HIPAA-compliant and allows us to access your database to investigate your concerns.

Net Health News

Net Health is pleased to welcome the following new employees.



Linda Blocklin,
Quality Assurance
Tester. Linda is a
member of the
development team
responsible for
testing
WoundExpert.

Prior to joining Net Health, Linda was a Senior Software Engineer working for Rockwell Automation. She was part of a development team responsible designing and developing Rockwell's reporting product sold with their manufacturing software suite of products. Linda graduated from Penn State University with a Bachelor's degree in Computer Science.



**Alejandra "Alex"
Malandra,**
Executive Assistant.
Alex provides
administrative
support to the NHS
Executive
Management Team.

She is also responsible for performing Human Resources duties and controlling compliance. Alex has over 10 years of Administrative and Human Resources experience. She has spent the majority of her career, working for many large financial institutions in New York City.

continued from page 1

What is your favorite part of WoundExpert? Having all the Joint Commission requirements on the modules. Also the reminders for documenting debridements, time out, what instrument used, etc. Our physicians love to look at the wound analysis pictures to see the progress we have made. WoundExpert is an important tool for quality improvement and maintaining consistent standards for the treatment of chronic wounds.

Developing clinical benchmarks are critical in obtaining best practices. WoundExpert provides us the ability to collect clinical outcomes and compare this data with other wound centers. Clinical outcomes and benchmarking are part of the process of justifying what we do, how well we are doing it, and where and how we need to improve our practice. Then, we can really know for sure we are making a difference in our patient's lives.



Continued from September 2007:

Which Debridement Choice is Correct?

by **Mary Ann Smeltzer, MS, RN, CWCN**
Director of Clinical & Regulatory Services

Billing for Sharp/Surgical debridement requires identification of the type of tissue removed. The type of tissue removed determines the Level of debridement you bill for. (The key word here is removed; not the type of tissue you reached when you finished debriding.) For some insurers you actually have to submit a pathology report to prove what type of tissue was removed to bill for higher level debridements.

Conservative/Selective debridements may or may not need to specify type of tissue removed or Levels. Some insurers consider Conservative/Selective debridement a form of wound cleansing and do not allow use of the usual Level codes when billing. Non-selective debridement codes are used for billing in these cases.

Ultrasonic debridement is not considered Sharp/Surgical or Conservative/Selective debridement. It is not billed according to type of tissue removed from the wound bed and is most often coded as a wound cleansing method. It may or may not be a covered service with any particular payor. If you use Ultrasonic debridement, check with your payor sources to determine how to correctly document and bill the service.

With this admittedly simplistic and basic explanation, the most important thing to take away is that who can debride, how to document the debridement and how to code it for billing purposes varies widely across the country and even across care settings. You need to find out what is allowed and expected in your facility and your state and for your payor sources. That will insure the appropriate choices are made, your records are impeccable, and you are properly reimbursed for your services. WoundExpert offers you the choices to comply with the rules that govern your practice.



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