

PROGRESS NOTES

APRIL 2008

WoundExpert[®]

Software for Wound Management

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

Volume 5, Issue 2



Net Health Senior Leader "CIO of the Year" Finalist

Sponsored by the Pittsburgh Technology Council, the CIO of the Year program acknowledges technology executives from the 1,350 member companies for innovation, management philosophy, industry, and community service. Chris Hayes, VP Information Technology, represented Net Health in the Growth category - fewer than 250 employees - in a shortlist of four other regional nominees, briefly profiled in the Jan/Feb 2008 edition of TEQ webzine: news.pgitech.org/teq/teqstory.cfm?id=1789



Net Health is again pleased to support our relationship with the **WOCN Society** as an exhibitor at the 40th annual Conference, June 21-25, at the Marriott World Center Marriott in Orlando, FL. Please stop by booth #417 and say "hello."



Net Health is proud to support Dr. William J. Ennis, DO, MBA, and conference chairman of **Specialization, Science, Technology, SST**, July 17-19. SST is the essence of St. James' Hospital Wound Care Fellowship, the only residency program in the U.S. adding wound credentials to board certification for surgery, internal medicine and family medicine candidates. Please see, www.woundcaresst.com.

**Profile: Derek Ruvalcaba, CRT, CHT, CWCA
Manager, Hypberbarics / Wound Care Center
United Regional Health Care Center, Wichita Falls, TX**

What led you to the wound care industry? It found me. I am a respiratory therapist who was given the opportunity to take our hyperbaric therapy unit and develop it to grow. I quickly discovered that the patients I was treating in hyperbaric therapy were the same patients our ET nurse was consulted on treating. The more I learned about wound care the more I realized the need to develop a wound center for our patients. Now our Wound Center together with our Hyperbarics is something we are very proud to have in our area.



What types of advanced therapies are you currently using and why? We are approached, like most places, about the latest and greatest in advanced wound care therapies. The tough part is figuring out which ones have the real evidence based practices to back it up. We have used VAC therapy since 1999, which has always had great results. Skin substitutes such as Apligraf also have a place in our advanced therapies lineup. One of our newest therapies is the VNUS procedure, which Leo C. Mercer, M.D., FACS, CWS, upgraded from SEPS to this less invasive procedure. We are always looking ahead as well as in the past for our advance therapies. You keep asking yourself "what's next?"

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Documentation Compliance in WoundExpert

Susan Lee Moses, MS, RN, CWCN, Director of Client Operations

There are many questions that exist regarding the forms that need to be completed in WoundExpert during each visit. Please refer to your hospital Medical Records Department or The Joint Commission designee, as there are often hospital-specific items required, based on your hospital's interpretation of standards. Considerations should also include local requirements by States' Board of Health and CMS Fiscal Intermediaries.

Joint Commission will expect to see demonstration of adherence to the hospital-approved policies that are in place during the review process. There is a section of The Joint Commission Manual detailing the standards of required written documentation. Written documents can be charted information, policies, procedures, forms, and the like.

You should address the following WoundExpert components during the admission process for all patients that will receive ongoing treatment and management:

- Arrival & Discharge screens
- Pain Assessment
- Education Assessment & Education Provided
- Nutrition Assessment & Plan for Intervention
- Fall Risk Assessment & Plan for Fall Prevention
- Lower Extremity and Neuropathy Assessment are not required, but recommended for all patients with lower extremity wounds
- Vital Signs per hospital policy
- Plan of Care, Nursing
- History and ROS
- Physical Exam
- Wound Assessment
- Treatment Protocol—Nurses' Note
- Physician Orders, includes decision-making and plan of care in WoundExpert for a complete Progress Note from WoundExpert
- Patient Discharge Instructions and Follow Up Appointment that can be built this as a Plan of Care document
- Advance Directives, per hospital policy

For further information on Standards Interpretation, you should contact your hospital's Joint Commission team or The Joint Commission, directly, www.jointcommission.org to assure you have the most up-to-date information. For more information on how WoundExpert provides comprehensive support of all Joint Commission documentation requirements, please call Client Services 800.411.6281, option 2.

Net Health News



Net Health is pleased to welcome Lauren Hughson, Client Advocate. Lauren is responsible for first

tier customer support, resolving basic software issues, and triaging support requests as necessary. Prior to joining Net Health Systems, Lauren worked as a payment specialist for a national medical insurance company.

ProgressNotes 2.0

Starting sometime early next month, we will post a System Message directing users interested in receiving ProgressNotes via email to update their email addresses. From here, users will be able "opt in" for electronic delivery. Second, in response to client requests for more in-depth subject matter, we'll be publishing a formal editorial calendar. Our goal will be a deeper discussion on specific issues of interest to our community at large. We will proactively reach out in the spirit of "social networking" for your "best practice" insights and commentary.

Our next edition will focus on **clinical documentation**, and as always, if you have thoughts for future issues, please contact us via "Feedback" or email

marketing@nhsinc.com.

Profile—continued from page 1

In your current position, what are your goals or initiatives? Our continuous goal is to provide our patients with the highest quality of care available. This year we attained The Joint Commission's Disease Specific Certification in Wound Management. We want to maintain our DSC and also work on the 5 million lives campaign with Institute for Healthcare Improvement. We are looking to decrease our incidence rate of pressure ulcers to be below the national average and we are looking for ways to educate our community to decrease our prevalence rate. We do these things to ensure that we are providing our patients with the highest quality care available anywhere.

What are some challenges that clinics and hospitals will face in the next 12-24 months with regard to wound care? Reimbursement is always a challenge that facilities will face. Everyone sees the growing rate of obesity, diabetes & community-acquired MRSA. The cost to care for wounds related to these are on the rise as well; CMS will be looking for ways to ensure that the money they are reimbursing to facilities for treatment is money well spent. Having outcomes is one way to validate that you are doing quality care to your patients; this is a MUST for any sort of certification or accreditation to your facility. To have the ability to share/compare your outcomes will help you see where you need improvement and get you to ask yourself "how can we improve our weak areas". I feel this is how facilities will be looked at in the future for their reimbursement rates.

What is your favorite part of WoundExpert? I would have to say that my favorite part of WoundExpert is not so much the software as it is the people they have working for them. They listen to what we need the software to do, listen to what changes would make the system better. They have managed to put together a system that pulls scheduling, EMR, outcomes and billing into one system that continues to update and change as the needs arise. Thanks, WoundExpert.

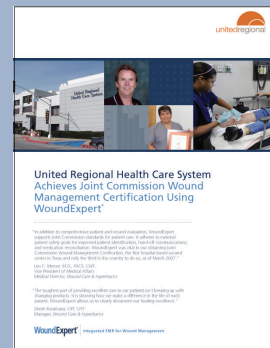
Voice of our Clients: United Regional

As featured in this month's client Profile, Derek Ruvalcaba, CRT, CHT, CWCA is Manager, Hypberbarics / Wound Care Center, United Regional Health Care Center (www.urhcs.org), Wichita Falls, TX, Derek is also quoted in our Website's most frequently accessed and downloaded client testimonial.

Given the impressive clinical results and success United Regional attributes to their implementation of WoundExpert, we have also featured **Dr. Leo Mercer, M.D., FACS, CWS**, Vice President of Medical Affairs and Medical Director, Wound Care & Hyperbarics and Critical Care, in our most recent ad running in the Spring 2008 edition of Today's Wound Clinic.

As Dr. Mercer notes, "in addition to comprehensive patient and wound evaluation, WoundExpert supports Joint Commission standards for patient care. It adheres to national patient safety goals for improved patient identification, hand-off communications and medication reconciliation." He concludes, "WoundExpert was vital in our (United Regional) obtaining Joint Commission Wound Management Certification, the first hospital based wound center in Texas and only the third in the country to do so, as of March 2007."

Check out the entire United Regional testimonial on our website, www.woundexpert.com.



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