VALER takes North County Health Services (NCHS) from competitor to frontrunner in less than six months.

> "Becoming early adopters of VALER has truly been a game-changer for our organization. VALER increased referral processing by over 200% while simultaneously reducing errors and employee fatigue."
>
> Joseph Crain, MBA, MAML, CAAMA
> Director of Operations Support

Client

North County Health Services (NCHS) operates ten health centers that blend comprehensive medical, dental, women's health and community services for all of North San Diego County. In 2012 the organization received national recognition for Patient-Centered Care. In 2013 alone, NCHS served 48,054 medical patients and 14,087 dental patients, and was recognized as one of the Top Workplaces by UT San Diego. In 2014, in recognition of its excellence in patient care, NCHS became the first community health center to partner with Live Well San Diego.

Challenge

Well known as it was for medical excellence, growth and forward-thinking, as late as 2014, NCHS was still using a manual patient referral and authorization process. Not only was manual input extremely labor intensive, it was highly inefficient and costly in both time and personnel utilization.

Referral clerks were logging inordinate hours of phone time with payer organizations, specialists and patients to coordinate care. Payer forms were filled out by hand. Doctors' orders had to be printed from the EHR and outside referrals, and entire packets were often faxed more than once. "Time-saving" payer portals were just as work intensive. With so many different forms and the lack of coordination, the entire referral and authorization process was a bottleneck in the patient care process.

So while more staff was continually needed, the workflow wasn't accelerating or improving.

The Situation Room

The full implementation of the Affordable Care Act completely changed the healthcare landscape. NCHS had to adapt and transform quickly in order to maintain the bar of care their communities expected from them. Focusing less on volume and more on value, they needed to look for efficiencies that would help them do more with less.

Only centralization and complete automation of the complex processes of patient care coordination would enable them to continue providing the level of care that had always been the hallmark of this organization.

VALER isn't just making things better at NCHS, it's making a difference in healthcare.

The VALER Solution

VALER, a HIPAA-compliant, cloud-based platform, completely automated the NCHS referral and prior authorization process. VALER allowed NCHS to create a hybrid centralized function in which a majority of referral clerks reside in one location, and staff in other locations, who occasionally handled referrals and authorizations, could also access VALER as needed.

VALER enabled the centralization and sharing of all clinical information — what was being referred, what was being approved. Through the automation of referrals and authorizations the workflow and personnel productivity became immediately more efficient.

VALER's electronic interface became "the glue" between the systems NCHS had to navigate. By eliminating duplicate data entry, VALER expedited patient care by seamlessly integrating with their existing EHR. This allowed their EHR to be the complete "source of truth" for all patient records.

VALER eliminated the need for continuous printing and scanning of physical referral and authorization packets.

VALER handled submissions into payer portals within the system itself and all approvals were captured electronically. Approvals are received in minutes from payers instead of days and approved packets are sent within seconds to Specialists.

VALER's "360 data capturing" also provided referral analytics so NCHS could continuously monitor efficiency across a complete spectrum of data-driven processes. This included user productivity, total number of referrals or authorizations per month and payer performance.

The VALER Advantage

With VALER, NCHS is saving money, saving time, connecting systems and measuring performance. All this with a program that requires no added hardware or software installation in the process.

In just over three months, VALER's ability to enable broad-scale interface among different systems, centralize processes and simplify workflow has increased user output at NCHS by 200% while decreasing time expenditure by 87%.

From its inception, VALER has focused on workflow optimization and total automation to accomplish the system's overarching goal of improving patient care. By capturing and coalescing so much variegated data across a variety of Healthcare IT platforms, VALER is not only automating processes, maximizing staff productivity, saving money and generating revenue, it's providing physicians and staff with more uniformed, comprehensive and qualitative information that creates a fully dimensional picture of each case and positively impacts the quality of care.

"When data enriches the conversation, patient care delivery is improved."

Martin Staszak, CEO
Voluware, Inc.