



Answers On Demand
Integrated Healthcare Solutions

Revitalizing the Rehab Process

FutureCare Health and Management Corporation

Rehabilitation services are an integral part of health and wellness delivery for all providers of aging services. Quality care is the top concern for providers, but complex compliance, billing and documentation requirements can create a barrier to successful delivery of care by overwhelming therapists and clinicians with paperwork and duplicate processes.

By integrating rehabilitation and care documentation with MDS, Electronic Health Records and Billing, the barriers are transformed into opportunities to promote and sustain streamlined processes that keep the focus firmly upon providing superior care.





The Client

FutureCare Health and Management Corporation is a long-term care provider covering the Baltimore-Washington Metropolitan area. Founded and based in Maryland since 1986, FutureCare has grown from 3 facilities to 11 with a total of 1,800 licensed beds.

Recognized as an industry pacesetter, FutureCare has developed a full range of services tailored to the needs of the elderly, including Rehabilitation Programs, Nurse Practitioner Services, and a Hemo-Dialysis program, as well as Ventilator, Pain Management and IV Therapy. Programs are resident-centered and comprehensive, allowing residents to remain comfortable in their home at FutureCare even if their needs change.

The Challenge

FutureCare recognized that an integrated system would best support their commitment to comprehensive care, and in 2005 began their search to replace their existing, stand-alone software, which was limited to tracking diagnosis and treatment codes for reimbursement and provided only basic management reporting.

Recognizing the need to streamline processes and provide tools for compliance oversight, the goal for FutureCare was to implement a system that captured a comprehensive record of treatment, including notes and incorporating electronic signature tracking while interfacing directly with the MDS and Billing functions. “We wanted something that would integrate well with AR; we felt integration would help us to be more efficient,” says Lynn Lott, Corporate Director of Patient Accounting.

System flexibility was a key requirement, as processes and management reporting would be standardized throughout all 11 facilities. The ideal system would also allow them to adopt mobile technologies, such as bedside charting. Finding the right vendor to partner with was also high on their list of priorities. FutureCare wanted a vendor who would work together with them to address their needs and help them anticipate and overcome obstacles.

The Solution

FutureCare evaluated AOD Software’s Answers Elite®, against some of the major competitors who specialize only in Rehabilitation Services Software. They found that Answers Elite offered a far more integrated approach while providing all of the benefits of a Rehab-specific software system.

Brad Segree, Senior Rehab Director, worked directly with the AOD staff to ensure that the product handled the specific needs of Rehab Services. “AOD’s forms help the Rehab staff streamline their documentation and inter-departmental communication, and reports allow leadership to be more effective in managing staff and maintaining compliance.”

For the financial area, integration was key. FutureCare was already using AOD’s financial system and the integration of complex billing transactions relieved the financial staff of manual transfers. “Finance can now see the true numbers on a real-time basis, and there are far fewer mistakes,” says Segree. Rehab notes also transfer directly into the MDS, eliminating a redundant task formerly handled by the clinical staff.

AOD proved to be the right choice for a strategic partner. “We found the development and implementation staff very easy to work with,” comments Segree. After the initial configuration, FutureCare was able to move their first facility onto AOD’s Rehab module after a single parallel month, and additional sites were brought onto the system every three months. All 11 facilities were up and running on AOD within 4 months.

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“With AOD, the Therapy staff can work securely from home. They can prepare the MDS, schedule residents’ therapy minutes, and prepare the therapist schedule.”

- Physical Therapist and Rehab Director

“While our focus was initially on improving compliance, we found that the integration of therapist notes helped our nursing staff. Nurses can now access notes and use these to get a more complete view of the residents.”

- Senior Rehab Director

“AOD allows us to staff better, run our business better, and, ultimately, provide better service to our residents. Our financials are prepared much earlier and billing is more accurate. From a strategic perspective, health care requirements change, and information you capture today may not be what you need to capture tomorrow.”

- Corporate Director of Patient Accounting



Benefits Achieved

- Shortened time to payment
- Improved Cash Flow
- Individualized resident care
- Streamlined documentation
- Eliminated redundant MDS tasks
- All 11 facilities were operational in 4 months

Improved Care

According to Segree, integration provides a more complete view of the resident, which leads to improved resident care. Allison Messenger, Physical Therapist and Rehab Director, agrees. “Social workers and discharge planners are more informed about the status of residents, and they are able to provide more individualized care for the residents. For example, they are able to match residents with activities that support the plan of care, and more easily identify residents who qualify for homecare.”

Streamlined Workflow

A suite of Managers’ reports – designed to meet FutureCare’s needs at each facility – allows those who are directly responsible to be more effective in managing staff. Rehab directors have access to a dashboard of reports that they use to manage tasks on a daily and weekly basis. The reports cover different categories and provide up-to-date information they never had before.

The people on the front lines have also seen benefits. The notes are quicker and easier to write, and because the information is available to clinicians, there are fewer redundancies and inefficiencies in transferring and communicating the information. Messenger points out that the system has freed up valuable time for the Rehab techs. “Instead of filing notes, the techs can spend more time working with the residents.”

Better Compliance

“We are much more confident regarding compliance issues,” says Segree. “Because we have 11 facilities, the accountability can be pushed to the managers’ level, allowing the people who are closest to the process to have direct oversight.” Senior leadership is now involved at a higher, much more appropriate, level.

Improved Cash Flow

FutureCare experiences fewer claims denials because therapists’ notes are now more concise. The documentation has had a direct, positive effect upon receivables, shortening the time to payment and eliminating the related overhead, such as research and re-submission.



Revitalize Your Own Rehab Process!

Learn how at our webinar! Register at www.AODsoftware.com/rehab

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