OmniLife HEALTH

Accelerating the path to the digital transformation of organ intake management

All areas of healthcare, including transplant hospitals, are under enormous pressure to improve patient outcomes while simultaneously reducing the overall cost of care—even as the number of transplants continues to grow exponentially, and broad industry challenges persist.

Organ allocation changes drastically increased the number of organ offers that transplant centers receive. Furthermore, many OPOs have stopped providing organ offer screening and import offer services for their 'local' centers shifting this workload to the transplant center.

This trend in combination with current staffing shortages, financial pressures, and growing patient demand, transplant centers find themselves caught in the not so perfect storm.

Digital transformation is a business imperative

In today's healthcare environment, adopting technology solutions to meet the demands of the job in an evolving business climate is not just nice to have but mission critical to the sustainability of your operations.

In addition to managing an increase in organ transplantations, here are four business challenges healthcare leaders and transplant administrators must address:

1. Physician and staff shortages, scheduling, and burnout
2. Economic pressure to increase reimbursements and reduce uncompensated expenditures
3. Changing regulatory environment, including the 2022 National Research Council NASEM Report, which highlights documentation and standardization surrounding organ offers and patient referral evaluation, among other recommended performance metrics[1]
4. Documenting staff performance for insights into productivity and results that demonstrate ROI

Digital transformation of the organ intake process can take many forms but is ultimately about proactively leveraging technology to address some of these challenges, including:

- Automating administrative tasks to keep valuable clinical staff operating at top-of-scope
- Documenting and capturing critical data
- Converting data into insights on clinical and business outcomes

Is bad good enough?

While we've come to accept the convenience of online banking and streaming services that know our likes and dislikes better than we do, it's troubling that care teams make life or death decisions related to organ transplantations with limited time and information.

Here's an overview of how complex the typical organ intake process is:

- 500+ phone calls, emails, and text messages per case[2]
- 30+ individuals involved across an average of seven departments and three external organizations[2]

Further, the use of paper-based checklists, expensive third-party call centers, and non-HIPAA compliant text messages and phone calls using personal devices are the status quo across the industry. These practices reduce quality, make standardization of processes challenging to create or enforce, and open your organization up to potential security and compliance risks.

There is also limited opportunity to identify areas for process improvement without documentation collected in a centralized platform.

With many stakeholders involved, a high volume of critical touchpoints across organizations, and antiquated technology, it's not hard to imagine the roadblocks and operational challenges at play—especially in this high-stakes healthcare environment.

Clinical workflow automation is key to achieving optimal performance

In an ideal world, an in-house care team at a transplant hospital is responsible for managing a high-performance organ acquisition and intake process instead of outsourcing to costly independent call centers.

Clinical workflow automation software enables organ procurement coordinators to digitize their current paper checklists and achieve the following operational objectives:

- Streamline and standardize organ transplant operations
- Improve clinician and staff productivity
- Enhance the provider and patient experience
- Optimize reimbursements and identify unbilled areas
- Drive business and clinical outcomes
- Utilize secure communications

Time study benefits

Transplant hospitals should leverage time data collected by clinical workflow automation platforms to improve time study compliance and accuracy and increase revenue opportunities for their programs.

Before automation

- 40% underrepresented amount of actual time spent on organ offer review and procurement versus estimated self-reported time.
- 70% average compliance rating with all eligible users within the transplant department
- 5% compliance (or less) with eligible external departments (i.e., HLA, OR staff)

After automation

- Automate time study collection increasing productivity of front-line staff and accuracy
- Detailed time logs by user with auditable reports
- Improve compliance, especially with eligible non-transplant departments (i.e., OR staff, HLA, etc.)
- Average 20% increase in time study funding in year[1]

Transplant hospitals simply cannot afford to continue operating at the status quo.

The digital transformation of the organ intake process is essential to meet growing patient demand in today's complex and evolving healthcare ecosystem—and a clinical workflow automation platform is the linchpin that will drive financial and operational success.

You can't optimize what you don't document.

Sources:
1. https://nap.nationalacademies.org/catalog/26364/realizing-the-promise-of-equity-in-the-organ-transplantation-system
2. https://journals.sagepub.com/doi/10.1177/1526924820913503

About OmniLife Health

OmniLife Health is setting a new standard in clinical workflow automation by connecting care teams throughout the organ transplant journey and other complex care environments.

OmniLife HEALTH

FlowHawk is a clinical workflow automation platform that accelerates optimal health outcomes with reliable digital tools to simplify and standardize complex care pathways and encourages purposeful collaboration across the enterprise.

We help transplant centers and health systems increase productivity, reduce the impact of staffing shortages, and optimize performance and billing.

www.omnilife.health