

## Client highlight

# Oceans Healthcare leverages WellSky Specialty Care to improve compliance and increase patient safety

## About Oceans Healthcare

Oceans Healthcare is a nationally recognized provider of behavioral health services. Their mission is to help individuals attain the best possible quality of life and support patients on their journey to healing and longterm recovery. With over thirty facilities across the United States, Oceans Healthcare offers inpatient services and intensive outpatient programs to various communities. The organization demonstrates a soughtafter model for quality improvement and innovation, one of very few providers implementing quality benchmarking tools and a full-scale EHR. Oceans is a trusted provider among academic medical centers and acute care systems, partnering with national leaders to create access and build a more efficient care continuum.

#### Solutions and services in use:

- WellSky Specialty Care for Behavioral Health
- WellSky Revenue Cycle Management

#### **History with WellSky**

Oceans Healthcare has partnered with WellSky for almost 20 years. They are long-time users of the WellSky Revenue Cycle Management (RCM) module, which helps improve revenue cycle efficiency and accuracy and simplify the billing process.

In the fall of 2022, Oceans made the decision to move from paper-based charting to the WellSky electronic health record (EHR) platform, WellSky Specialty Care for Behavioral Health. WellSky Specialty Care is a robust, web-based solution that is easy to use, helps deliver improved quality and safety of care, and facilitates stronger collaboration among clinical and operational teams. By supporting connected, wholeperson care, WellSky Specialty Care promotes highquality outcomes.

Using one vendor for both clinical and revenue cycle needs has been an important, positive change for Oceans Healthcare, streamlining overall operations and improving communication across multiple facilities. It is now easier than ever to collaborate One of the biggest advantages of switching to WellSky is the ability to have transparency across all of our hospitals.

> Melynda Boothe Executive Vice President of Diversified Business Services Oceans Healthcare

on care, improve accuracy of documentation, and provide the right resources to patients at the right time. "One of the biggest advantages of switching to WellSky is the ability to have transparency across all of our hospitals," said Melynda Boothe, Executive Vice President of Diversified Business Services.

### **Compliance with CMS**

Moving from paper-based to electronic documentation has helped facilities improve compliance with the Centers for Medicare & Medicaid Services (CMS) rules. WellSky Specialty Care strengthened compliance at Oceans Healthcare with standardized templates, required fields, and trigger forms — which would not be possible with a paper-based documentation approach. The Oceans Healthcare Subject Matter Expert (SME) Council uses standardized, industry-developed, evidence-based tools — all of which are built into the EHR with "hard stops" to ensure that the required fields are filled out by the provider throughout the examination process and before they finish documenting.

Oceans Healthcare was able to take helpful WellSky features, such as required fields and templates, and use them in combination with already developed, best-practice workflows to improve compliance.

## Game-changing features: Digital records & access to patient history

When working with patient charts, legibility is key. After implementing WellSky Specialty Care, providers at Oceans Healthcare immediately benefitted from clear, electronic notes, allowing every healthcare professional in the patient's health journey to be able

#### to read and evaluate their health record. **They can now** prevent errors that previously could have happened simply because of illegibility.

Before implementing the EHR, pharmacists were only able to see medications that were ordered for a patient by Oceans Healthcare. With WellSky Specialty Care, they can now see the patient's historical records as well, providing a much better picture of the patient's health journey. The system also contains notes and important health history information that are valuable to pharmacists.

In addition to having access to patients' historical health information, a barcode scanning feature helped Oceans Healthcare improve patient identification, allowing staff to see relevant information while scanning the barcode and helping ensure that patients receive the right medication. "Patient identification is one of the number one safety mechanisms in a hospital," said Boothe.

## Patient safety and outcomes

Oceans Healthcare uses several metrics to report on patient safety; this data was difficult to locate efficiently before implementing WellSky. With the Incidents and Clinical modules in the WellSky EHR, the Oceans Healthcare team now has better visibility into their hospitals' incident reporting. WellSky Specialty Care helps them review and identify safety measures in real time – for example, restraints, seclusion, and falls. Previously, when documenting on paper, Oceans leadership at the hospital and the Support Center did not have all of the key elements of information in one place, increasing the time needed to research each issue to support the team and the patient.

#### WellSky<sup>®</sup> Behavioral Health Client highlight: Oceans Healthcare

With the WellSky Specialty Care EHR, Oceans is now able to require staff to document to completion through the Incident Module, offering up the right forms in the system when the incident report is filled out.

# "We're now able to perform more thorough investigations with our subject matter experts and come up with ways to prevent accidents from happening again."

- Melynda Boothe Executive Vice President of Diversified Business Services Oceans Healthcare

Digitizing their entire clinical operation has also made it easier to provide the right staffing resources to meet patients' needs. For example, when changing to a regional dietitian model, the **WellSky EHR allowed Oceans Healthcare to source high-quality dietitians for their rural locations**, because they were able to access documentation and records in their hospitals from anywhere.

## Time efficiency and information security

An efficient electronic system can help save time and cut down on manual processes while also making sure that all data is stored in a shared and secure location.

Before the WellSky Specialty Care EHR, mandatory reporting to CMS and other government entities required a manual review of every page of a patient's chart. Now, much of that information can be extracted from a variety of reports in a short amount of time.

The turnaround time from discharge to final billing has improved with WellSky because coders at Oceans Healthcare can now access patient records immediately. Therapists, doctors, and nurses can all view charts simultaneously, eliminating the need to take turns reviewing records. Having the chart accessible in a single electronic location also safeguards security, no longer running the risk of a physical paper chart getting misplaced or lost entirely.

## A strong partnership

The partnership that Oceans Healthcare has with WellSky has allowed them to make patient information more secure, and more accessible to their staff at the same time. They improved regulatory compliance by implementing mandatory fields in their documentation using WellSky Specialty Care. The EHR and revenue cycle integration saves time, increases efficiency, and creates a more holistic overview of facility operations across the nation. In the 20 years of using WellSky Revenue Cycle Management, Oceans Healthcare experienced a true partnership with WellSky and were able to rely on a qualified support team who was there to help them 24/7. Based on this solid foundation and the trust established throughout the years, it was only natural that Oceans Healthcare chose WellSky to continue its evolution into the future of behavioral health.

# About WellSky®

WellSky® Specialty Care for Behavioral Health

is a healthcare information technology platform that spans EHR, revenue cycle management, and business intelligence. The WellSky Specialty Care platform helps providers deliver better quality and safety of care while increasing efficiency and financial performance. Our easy-to-use solution promotes a culture of safety with specific features for behavioral health, including a built-in accountability record and alerts that power safe and effective care.

Learn how you can experience the same level of partnership and quality enjoyed by Oceans Healthcare. Contact WellSky today.

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