![Healthmark Group logo]

Healthcare Administration Efficiency Assessment

Patient Data Solutions for Health Information Management (HIM) Department Challenges

Inefficient Patient Information Management Impacts Your People and Your Patients

Depending on the size of your organization, the number of patients you see, or the quantity of medical records requests received, the flow of protected health information (PHI) can be smooth or blocked with no sign of release. And the cost, both human and monetary, can be substantial when your existing patient data management software doesn't meet your needs.

About 40% of healthcare providers see between 11-20 patients per day, and just under 30% see anywhere from 21-30. PHI passes through multiple systems and many different hands, making the patient information journey a marker of organizational success and symptomatic of organizational failures.

Medical data backlogs can fragment the patient care journey, leading to decreased patient satisfaction. In fact, in 2018, about **32% of healthcare consumers** reported a gap in information management, which caused them inconveniences like having to redo a test or procedure. Additionally, a 2018 audit of VA medical facilities found a cross-facility backlog of 597,121 individual electronic files, equivalent to 5.15 vertical miles of stacked paperwork.

In reality, both patients and healthcare organizations have a hard time keeping up with evolving regulations, which impacts ROI requests. Without in-depth knowledge of HIPAA, organizations may charge patients for access and leave sick patients accumulating hundreds in unnecessary fees, complicating the healthcare information journey for all parties.
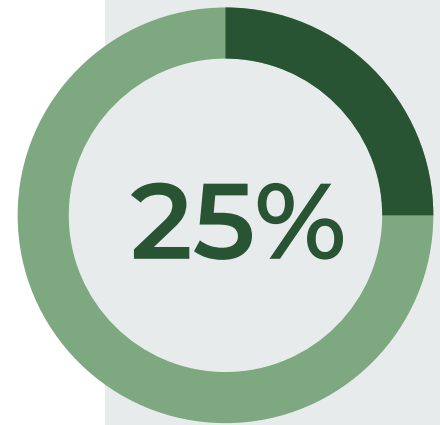
Healthcare administration accounts for **25%** of healthcare expenses in the U.S., several related to billing. About 10% or more of all accounts go to bad debt and many organizations report that they expect to recoup only about 10% of total debt with losses in the millions. While the monetary cost is notable, even more profound is that the number one reason patients leave a practice is because of pricing and billing issues, including fees for medical records releases. In addition, delays in processing only exacerbate patients' frustrations.

Healthcare organizations have a defined window—30 days, with the option for an additional 30-day extension—to respond to medical records requests, and with the CURES Act Final Rule, a legal obligation to ensure access to its patients. Otherwise, organizations risk penalties and repercussions from audits.

In 2020, the Office for Civil Rights (OCR) fielded **27,182 health information privacy complaints.** As of the end of 2021, OCR's Breach Notification Portal of patient data breaches impacting more than 500 or more individuals features more than 800 covered entities in the red for patient information management violations. The OCR's "wall of shame" is best avoided if you want to keep staff morale and patient satisfaction high.

The costs of mismanaging patient data and ROI requests can be devastating in terms of monetary cost, industry reputation, staff morale, and trust-building with patients. Whether your organization's administrative burden lays on one person's shoulders or 15, you deserve solutions that preserve the flow of data, safely and efficiently. Let's assess whether you're at risk and if you could benefit from a new solution to get you back on track.

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Why Assess Your Patient Data Management?

- **ROI bottlenecks**
  Patient-centered care is top priority. But without efficient PHI management, your patients will be left wondering where their records are.

- **Fragmented operations**
  Even if you've led your organization to efficiency, your process risks disruption if other departments aren't running as smoothly.

- **Poor staff morale**
  Even if you've implemented electronic medical records (EMR), your staff will thank you for going digital everywhere you can.

- **Compliance breakdowns**
  Without superior patient data management software, you risk steep regulatory penalties for non-compliance.

- **Regulatory whiplash**
  If you've had a hard time keeping up with new legislation, you're not alone. But a knowledgeable healthcare technology partner can keep you agile.

- **Never enough time**
  The best patient management software comes with seamless integration, done with minimal effort on your part. Healthcare technology should make your life easier.

As outlined above, inefficient patient data management can land you on regulatory lists for bad behavior, cause patient satisfaction to plummet, and slow your operations down to a halt—all when you need to set the pace to keep PHI safe and secure. Find out whether your healthcare administration is efficient or not by taking a quick assessment below.

Health Information Management (HIM) Professionals

Are the ROI requests backing up as you take this assessment? Do patients notice—and tell you—how long it takes to receive their medical records? Are you worried you won't pass your next audit? Are you dreading the next round of legislative updates?

See if your organization is thriving in the ever-changing healthcare landscape—or just surviving—when you take the assessment below. As you read through each statement, select yes if it applies to you and no if it doesn't. Keep track of your number of yeses and noes as you work through the assessment.

	YES	NO
My organization's release of information turnaround time is less than 48 hours.		
I'm up-to-speed with HIPAA, PHI, Information Blocking, 21st Century Cures Act, and more.		
My organization is short-staffed.		
My organization processes ROI requests in-house.		
My organization's ROI process is manual.		
My organization has a backlog of ROI requests.		
My organization receives negative reviews from patients about how long it takes for their records to be released.		
My organization feels overwhelmed by the ever-changing regulatory landscape and compliance obligations.		
My organization is prepared for large lists and quick deadlines for audit and chart review management (HEDIS, MRA, RADV, etc.).		
My organization ensures that 100% of records are QA/QC'd before release.		
My organization has the ability to pull online reporting on quality, volume, turnaround times, disclosure logs, and more.		

Stay Compliant

Did the assessment statements illuminate your administrative headaches? Delays in ROI processing due to outdated processes or staffing issues can put your organization at risk for noncompliance and unsatisfactory audit results. If you fall behind with your medical records management, patients take notice, potentially even abandoning your organization for competitors. Without patients coming in the front doors, it's hard to meet your goals.

Partnering with a digital health company well-versed in regulatory updates and primed to keep you compliant can lay the foundation for your organization's success story. And seamless integrations paired with all-in-one functionality can transform your day-to-day operations for staff and patients alike.

Interpreting your results

If you answered mostly yes to the statements above, you could benefit from a new digital health partner that keeps your operations efficient, your PHI transfers compliant, and your ROI requests moving forward. Did you choose mostly no? Then you're in the clear, but it's always worth taking a closer look for gaps in your patient information management so you don't get behind before you can catch up.

If you're ready for solutions, schedule a demo with HealthMark Group's PHI experts.

Schedule a demo

Resources

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