



Professional Services

Preparation is the key to getting the most out of an investment in WoundExpert. Few facilities or practices are prepared to re-engineer their processes and workflows to fully take advantage of technological innovation. Often, staff/provider turnover, or outdated (possibly broken) processes are merely automated, leaving your facility unable to fully utilize the benefits of WoundExpert. Knowing this, Net Health 360 Professional Services created a portfolio of service programs to teach facilities to break old habits and practices to improve knowledge and workflow, embrace change, and prepare for a more efficient way of running a high performing business.

Wound care providers have the burdensome task of keeping pace with an ever changing clinical and regulatory environment and maximizing the many technologies available today, all balanced with providing (and proving) the best care possible.

Five distinct offerings target specific functional pain points, each providing results and recommendations to optimize clients' use of WoundExpert and meet Clinical, Operational, Regulatory, and Economic/financial (CORE) goals.

WoundExpert HealthCheck

This service provides an analysis of your current WoundExpert features, configurations, and workflows to determine opportunities for documentation and operational efficiencies within your platform. Results include a high-level scorecard and report highlighting opportunities for improvement in the use of your WoundExpert platform. This is a remote service for existing clients.

WoundExpert Workflow Optimization

This is a comprehensive program focused on driving efficient processes through the best use of WoundExpert. A Net Health 360 Liaison will provide a detailed review of client's current processes, documentation, and data flows, and then identify any gaps between those and known best practices—providing specific recommendations for improvement in clinical and operational workflows. Clients gain a clear understanding of how the outpatient wound care facility or practice functions within the walls of the department, as well as a WoundExpert Workflow Scorecard to support optimized documentation, coding, and billing. This program can be executed as either a remote or on-site service. It's appropriate for both existing clients and new clients preparing for WoundExpert implementation.

Report Utilization and Dashboard Design

This service reviews clients' quality metrics and reporting needs to assist with the design of a Reporting Dashboard and optimize the reporting resources available within WoundExpert to support the Clinical, Operational, Regulatory, and Economic (CORE) goals of the department. *This is a remote service that is provided post WoundExpert HealthCheck or in conjunction with or post WoundExpert Workflow Optimization.*

WoundExpert Coding & Billing Workflow

This service reviews clients' current coding and billing practices to evaluate them against best practices in WoundExpert utilization. The work will expose process gaps that may lead to coding errors or incorrect charges for services performed. Clients will understand NCDs and LCDs that govern documentation to support medical necessity and learn to review the proper documentation elements for clinicians and physicians to support patient encounters. *This is a remote service.*

Merit-based Incentive Payment System (MIPS) Services

This service directly supports eligible clinicians (ECs) who are preparing to report for Merit-based Incentive Payment System (MIPS) as directed by the Medicare Access and CHIP Reauthorization Act of 2015. A Net Health 360 Professional Services consultant will review current Promoting Interoperability information (formerly Advancing Care Information/Meaningful Use), Quality workflows (formerly PQRS), Improvement Activity (IA) categories, guide understanding of the attestation process, and assist in the preparation of reporting materials. During this analysis, the consultant will identify gaps in best practices to improve MIPS workflows within WoundExpert. *This is a remote service that is billed per Eligible Clinician.*

WoundExpert Auditing & Compliance

This service provides recommendations for compliance for Joint Commission, RAC audits, and based on a review of past documentation. Clients will understand how clinic documentation supports medical necessity and coding initiatives, examine Performance and Quality Improvement initiatives, and learn to improve physician documentation of procedures and diagnoses. Net Health 360 Liaison reviews the Clinic Level of Care tool and policies to support the work performed for WoundExpert documentation practices. This service is a hybrid remote (weekly conference calls) and on-site (bi-annual) opportunity for current WoundExpert clients.

For details, discussions, or bookings:

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About Cathy Thomas Hess

As Vice President and Chief Clinical Officer for Wound Care, Cathy oversees Net Health 360 Professional Services for WoundExpert. She serves on the Editorial Advisory Board for *Advances in Skin and Wound Care*, authoring the monthly "Practice Points" column, as well as the board of *Today's Wound Clinic*. She is also the author of *Product Guide to Skin and Wound Care* 8th edition (formerly known as the *Clinical Guide to Skin and Wound Care*).

