Central Florida Quality Care

Mr. Griffon says that implementing the Treeno solution "is one of the best decisions I've ever made." He adds that it has increased profits and allowed CFQC to offer more benefits to its employees. Griffon is also more confident about the patient information coming into CFQC, whether it's from a hospital or doctor's office.

Vechel Griffon, Owner and Founder of CFQC.

The Challenge

CFQC was using a multistep manual process involving multiple individuals to provide services for patients and health providers.

The Situation

Staff members would create an electronic referral folder for each patient, which they stored on a shared network drive. Whenever CFQC received information on a patient, they would add it in the patient's folder. They were using a manual process that required them to print out the documents for each patient and await authorization for the proposed services from the insurance company. Once CFQC received authorization from the insurance company, the staff member would determine where to enroll that patient. CFQC also needed to provide staffing for that patient and collect money for the services the patient received.

The Solution

CFQC now uses the Treeno Advanced Capture Tool (TACT), which is powered by ABBYY. This solution monitors many sources of document origination, including email, fax and pictures from a mobile phone. The CFQC referral desk is the entry portal for all referrals and is monitored by one of three staff members. The referral desk sends out a work order to the appropriate insurance provider and moves the referral to the authorization desk while awaiting digital authorization rather than a paper document.

CFQC also saves patient information in Treeno once it receives authorization from the insurance company, including patient ID, referral dates and the services the patient needs. The referral then moves to the staffing desk, where the patient is assigned to a facility and appropriate staffing. CFQC then assigns a medical record number to the referral number, which is how it gets paid. This entire process is recorded in an audit trail, allowing administrators to review at any point in the process.

"Treeno's tools have given us a competitive edge. Implementing TACT allowed CFQC to redefine its workflows so our professionals can work smarter, not harder. It's also helped us better our working relationship with hospitals, medical professionals, insurance companies and attorneys. That enhanced reputation has led to an increase in patient referrals."

- Vechel Griffon

ABOUT TREENO SOFTWARE

Established in 2002, Treeno Software is a leader in the Enterprise Document Management (EDM) industry. Treeno Software's mission is to provide their customers with operational workflow efficiencies and measureable return on investment (ROI) through the fast installation and implementation of their fully secure, highly reliable, and easy-to-use, web-based Enterprise Document Management (EDM) Software Solution.

To learn how Treeno can help you — **call 800.528.5005** or visit us on the web at treenosoftware.com.

The Results

Prior to Treeno, processing 50 referrals a day was difficult and led to a hectic work environment. Today, CFQC has quadrupled the number of referrals per day to greater than 200 while minimizing stress and anxiety, thanks to Treeno's workflow and reporting capabilities. Mr. Griffon expects CFQC's profits to increase by 40 percent within the next year.

Attorneys and insurance companies contact CFQC daily to request documents in support of an adjudication or other legal procedure. Sending the correct documents on a patient is critical for CFQC, which was often challenging with the organization's manual process. Now, staff members can simply search for files by patient name and quickly provide requested documentation. CFQC has become the trusted partner for its health care providers, patients and attorneys.

CFQC needed 18 staff members to process the 50 referrals per day manually, but it now only needs nine individuals to process four times the work with Treeno. Efficiencies afforded by Treeno have allowed CFQC to redeploy the additional staff to other areas of their business to help enhance overall service and profitability.

The overall pace of the office is less frantic since staff members spend less time searching for critical information.

The Long Term Benefits

Implementing Treeno's solution has provided CFQC with multiple long-term benefits. The automated workflow functions exactly as intended, with a complete audit trail that allows staff members to determine the accuracy of each referral.

CFQC has decided to expand its operations by creating another staffing division. The new division will use the same Treeno process, allowing CFQC to easily scale its operations without increasing its staff.

CFQC is now able to quickly locate requested documents and provide information to the requesting party. This capability has helped CFQC to improve its relationships with attorneys, insurance companies, hospitals and doctors, which has lead to more referrals. CFQC's competitors are losing clients because they spend more time on paperwork.