InfoGrow

Dynamics 365 for
Quality Assurance

Collect, correct & communicate on reported issues through to resolution

Thanks to InfoGrow and Dynamics 365, we're able to accomplish more every day. Reducing the administrative burden on our staff has been very well received. This process in particular used to take 4 weeks. Now it's DONE in 3 days!

- Hospice Director of Project Management

BEFORE - Relying on Spreadsheets

- Duplication of effort
- Lack of standardized process
- Long delays in closing issues
- High error / lost info potential
- Slow processing = slow payments

AFTER - With Dynamics 365 for Quality Assurance

✓ Improved handling time - up to 10X faster
✓ Reduction of errors, costs and documents
✓ Staff freed up to do real (non-admin) work
✓ More consistent responses
✓ Visibility by isue type and stage
✓ Faster reporting
✓ Gives managment deeper visibility of issues

Automatically Report Accidents and Incidents

Despite all the safeguards you put in place, accidents happen. Mistakes happen. Your hospice is ethically and legally obligated to record and report adverse incidents.

The Quality Alerts and Variances module automates the adverse incident reporting and escalation process. You decide what-happens-when to ensure your organization notifies the right people and agencies in a timely manner.

Dashboards allow management to spot trends, allowing managment to improve procedures and training, and identify problematic situations, to reduce the risk of recurrance.

Dynamics 365 for Hospice improves productivity by integrating with Office 365 and other Microsoft applications.

Report Types

Staff and family members are given an easy online form to fill out. Based on the nature of the incident, the system can automatically create:

- Accident Reports
- Injury Reports
- Privacy Reports
- Equipment Reports
- Process/Procedure Causing Harm Reports
- Communication Reports
- Medication Reports
- Abuse/Neglect Reports
- Exploitation Reports

These reports are customizable using Microsoft Word Templates, and saved as a PDF in the system. Compliance reports can be generated to report incident summaries by date range.

About InfoGrow's Dynamics 365 for Hospice

Dynamics 365 for Hospice allows you to easily manage your engagement with patients, providers, staff, families, donors and volunteers. Nearly all hospice operations (outside of your EMR system) can be conducted in this one secure easy-to-manage solution, built on the Microsoft Dynamics 365 platform.

MANAGING HOSPICE OPERATIONS
TECHNOLOGY TO SUPPORT YOUR MISSION

InfoGrow

(330) 929-1353
info@InfoGrowCorp.com
www.InfoGrowCorp.com/Hospice