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Lynne Zecca
BI and Reporting Analyst
Tidewell Hospice

Tidewell
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HOSPICE



TIDEWELL IMPROVES CARE AND PROJECTS A \$540K SAVINGS WITH CYBERQUERY

CYBERQUERY DELIVERS BEYOND EXPECTATIONS FOR ONE OF FLORIDA'S LARGEST HOME HOSPICE & PALLIATIVE CARE ORGANIZATIONS

In the ever-changing U.S. healthcare environment, organizations are pressured to deliver a better quality of care while at the same time minimize costs. Faced with these challenges, Tidewell Hospice, headquartered in Sarasota, FL, evaluated several business intelligence (BI) tools to better understand their data. After considering several products, Tidewell Hospice selected Enterprise Cyberquery (eCQ) from Cyberscience Corporation as their organization-wide business intelligence and report writing solution.

One of the first projects completed with Enterprise Cyberquery improved the pain management measurement of all Tidewell patients. With the existing Electronic Medical Records package, patient pain level could only be reported on the first pain assessment of the day. With Enterprise Cyberquery, Tidewell now reports on pain management in real-time throughout the patient's care.

“Our annual report to the Department of Elder Affairs on patient pain at admission was dramatically improved in both accuracy and time savings,” Lynn Zecca, BI and Reporting Analyst at Tidewell Hospice said. “Our EMR only allowed us to collect the last pain score of the day on a report while eCQ allows us to look at each individual pain score for each and every day and really focus on how we are addressing each patient's pain. This process used to take multiple hours per month and is now automated using eCQ.”

TIDEWELL AT A GLANCE

Company Profile

TIDEWELL

www.tidewell.org

Serving more than 1,200 patients a day in Sarasota, Manatee, Charlotte and DeSoto counties, Tidewell is one of the largest programs of its kind in the U.S. Home-based palliative care is the basic premise of the program, involving the support of physicians, registered nurses, social service counselors, home health aides and volunteers, all following a prescribed plan of care. Tidewell's services are available to everyone, regardless of ability to pay.

Location

Headquartered in Sarasota, Florida

Major Market Segments

Hospice and Palliative Care

“Enterprise Cyberquery has already saved Tidewell over \$180,000 and we expect to save another \$360,000 once all reporting projects are up and functional. This labor savings equates to \$540,000!”

Lou Freitas
Solutions System Analyst / DBA
Tidewell Hospice



After a few months of using Cyberquery, Tidewell decided to utilize Enterprise Cyberquery to measure patient costs more accurately. Tidewell uses Suncoast Solutions™ EMR and Sage MAS 500 accounting applications and needed data from both systems in order to accomplish this analysis. Tidewell accomplished its patient costing project by developing a system of Enterprise Cyberquery reports which queries and exports financial and clinical data from both applications. It can now report against its patient costs at any time and schedule reports for distribution to key stakeholders. This additional insight into patient costs helps Tidewell maintain a high quality of care in light of Medicare reimbursement reductions.

Tidewell Hospice continues to explore ways to leverage Enterprise Cyberquery and complete future projects including:

- Clinical and administrative productivity optimization to meet service area demands
- Cost management for medications and supplies
- Charitable community activity validation and management
- Labor savings due to automation
- Key Performance Indicator management

When asked about the benefits Tidewell has received with Enterprise Cyberquery, Lou Freitas, Solutions System Analyst and DBA at Tidewell Hospice stated, “Enterprise Cyberquery has already saved Tidewell over \$180,000 and we expect to save another \$360,000 once all reporting projects are up and functional. This labor savings equates to \$540,000!”

TIDEWELL AT A GLANCE

Company Statistics

Incorporated in 1980

Not-for-Profit

20 Locations

830 FTEs

IT staff of 11

Covers four counties in Florida

Hospice EMR system – Suncoast Solutions™

About Cyberscience

Founded in 1977, Cyberscience Corporation is one of the world's leading business intelligence solution providers, with operations in North America, Europe and Australasia. Cyberquery is the result of more than thirty years experience delivering business intelligence excellence.