



Janus Health

Health pioneer uses a RIA framework with the Adobe® Digital Enterprise Platform to enable business process automation so that physicians can efficiently provide quality homecare to patients

Janus Health

www.janushealth.com

Industry

Healthcare

Challenges

- Enable physicians to enhance services and quality of care to patients anywhere
- Address compliance issues for physicians working outside of traditional healthcare settings

Solution

- Web-based Electronic Medical Record (EMR) workspace

The mobile Janus Health solution leverages the Adobe Digital Enterprise Platform and Adobe Acrobat® Pro to automate and streamline business processes using dynamic, intelligent forms to support delivering quality, cost-effective services to patients at home.

Results

- Reduced 26 pages of paper forms to a single, integrated electronic form in PDF
- Streamlined compliance with privacy and Medicare regulations
- Increased number of housecalls possible in one day
- Reduced Medicare program administration costs
- Automated processes for ordering prescription, imaging, equipment, and other critical services

Systems at a glance

- Adobe Digital Enterprise Platform. Key capabilities include:
 - Forms
 - Process Management
 - Reader Extensions
- Adobe Acrobat Pro
- Adobe Reader

Unique medical challenges

The medical professionals who started Janus Health understood firsthand the technology challenges facing housecall clinicians today. In short, healthcare software solutions and networks have traditionally been designed for office-based practices—not the mobile environment in which housecall doctors operate.

Rooted in the firm belief that there is no better place to receive medical treatment than in the healing environment of the home, Janus Health set out to transform the delivery of in-home care for doctors and patients. The result is a rich Internet application (RIA) workspace, integrated with the Adobe Digital Enterprise Platform (ADEP), that enables doctors to provide full-service, compliant medical attention to patients in home or at any point of service, with a dignified bedside manner.

The JanusOS solution streamlines and supports all primary housecall practice functions, including practice management, mobile diagnostics, and paperless, wireless patient care management. JanusOS helps medical groups and solo housecall practitioners care for patients who lack convenient access to the traditional doctor's office setting. For example, seniors and disabled individuals who reside at home or in assisted-living facilities can benefit from the emerging technology-enabled housecall practice movement.

"Adobe solutions are having an enormous impact on the U.S. healthcare system, particularly in helping to streamline completing and processing paperwork for Medicare, which is struggling under the administrative costs of caring for an aging population," says C. Gresham Bayne, M.D. and co-founder of Janus Health. "Using the Adobe Digital Enterprise Platform our solution is making it easier to create, process, and manage the business processes that support patient care at home."

The scope of the challenge is broad, with a typical housecall physician making seven home visits a day and referring approximately \$1.5 million of medical services a year to hospitals, home health agencies, and other outpatient treatment centers.

Advocating patient dignity

When evaluating the traditional technological constraints facing housecall physicians, Dr. Bayne explains that practice management was difficult to control for many reasons. The autonomous nature of a housecall was difficult to track, let alone regulate. Insufficient tools for medical charting, communications, and coordinating downstream medical resources presented a unique set of challenges.

According to Dr. Bayne, management protocols for office-based practices just don't apply to housecall physicians. "75% of American healthcare costs reside in salaries, with the average full-time clinician requiring five full-time employees for administration. With housecalls, you can't drive around with five people in your car handling records from durable medical equipment companies, home health agencies, pharmacies, and service providers."

Based in San Diego, California, Janus Health leveraged the Forms, Process Management, and Reader Extensions capabilities in the Adobe Digital Enterprise Platform, as well as Adobe Acrobat Pro to develop a mobile business process automation solution that physicians can rely on in the field. The solution had to be paperless due to the high costs of managing healthcare records and of keeping up with a regulatory environment. "Escalating healthcare costs can be reduced dramatically by offering acute care in patients' homes," says Dr. Bayne. "The Adobe Digital Enterprise Platform provides vital capabilities for solving the complex information and business processing requirements for in-home healthcare."

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Previously, a typical encounter with a new patient resulted in approximately 26 pages of documentation—from family history to medication lists. Handling this information on paper was expensive, time-consuming, and difficult, particularly because homecare physicians can see many patients a day. The process was further complicated by the fact that validating patient data as it was entered onto paper forms and then securing completed forms was impossible, making it challenging for physicians to adhere to rapidly changing Medicare and privacy regulations.

The ability to securely and rapidly design, manage, and execute on the delivery of online forms and other materials for physicians is paramount to the success of the RIA workspace and provides tremendous point-of-service efficiencies. For example, to admit a critically ill patient to the hospital, the housecall physician can bypass the unnecessary time and expense of an emergency room encounter by pre-admitting a patient. The doctor can send protected, accurate intake forms in PDF directly to an admission coordinator, who can place the patient into intensive care without delay.

If changes to forms are required to accommodate new regulations or advances in treatments, Janus Health can quickly modify and deliver up-to-date documents online. In the past, making even a simple change on a form could take weeks, but with Forms capabilities in the Adobe Digital Enterprise Platform a dynamic and intelligent PDF form can be updated quickly and distributed securely over the network to physicians everywhere in an hour.

High-quality, cost-effective care

A young company with a big vision, Janus Health has been adopted by housecall practices across the nation, and is processing hundreds of patient encounters daily. "Medicare pays for four million housecalls a year, so we are just beginning to tap the market," notes Dr. Bayne.

Reasons for adoption are widespread, according to JanusOS end user, Yale Sage, chief executive officer of American Physician Housecalls. "The integrated Janus Electronic Medical Records (EMR) solution is a comprehensive, easy-to-use, flexible product that is the result of medical and technical innovation." According to Sage, the time it takes for providers to update records is three times faster compared to other products.

Moving forward, Dr. Bayne believes the future of practicing housecall medicine cost-effectively will rely increasingly on the integration of mobile services delivered through secure, highly intuitive workspaces built on RIAs. With an emphasis on quality care and preserving human dignity, Janus Health will continue to provide clinicians access to advanced mobile technologies, while enabling housecall doctors to continue improving the quality of care and maximizing the success of their practices.

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