



PROJECT UNITED: KANTIME OPTIMIZATION

One Team. One Record.



Project United November Update

Dear Amazing Care team,

I would like to take this opportunity to provide an update on Project United; our team has continued to work hard and make progress this month in support of our mission to improve your KanTime experience. See below for November updates and next steps for December.

November Update

- ✓ **Clinical Improvements:** The Amazing Clinical Team (ACT) worked to consolidate, review, and approve Care Practices, Subforms, and Goals.
 - This process included many discussion sessions all with the goal of making sure the final changes are best for you. We are keeping your experience in mind at every step of the way!
- ✓ **What You Need to Know:** To help you better understand how Project United will impact your role, we have attached 'Need to Know' messages along with this update. If you have any questions, please reach out!

Coming In December...

In December, we will continue to meet with the ACT and collectively improve and consolidate operations in KanTime such as Quicktext, daily notes, classifications, plans of care, and many more!

What to expect in 2023...

From now through 2023, you will continue to see KanTime improvements launch, and we are excited to rollout these changes to you as soon as they are available in KanTime - more information coming soon!

Project United is putting Amazing Care on the path to doing things better, faster, and more efficiently. I appreciate your continued flexibility and understanding, and I know we will be able to provide even more amazing care because of our hard work.

If you have any questions or concerns, please reply to the Project United TigerText, or email united@amazingcare.com.

Thank you,
Art Lowry



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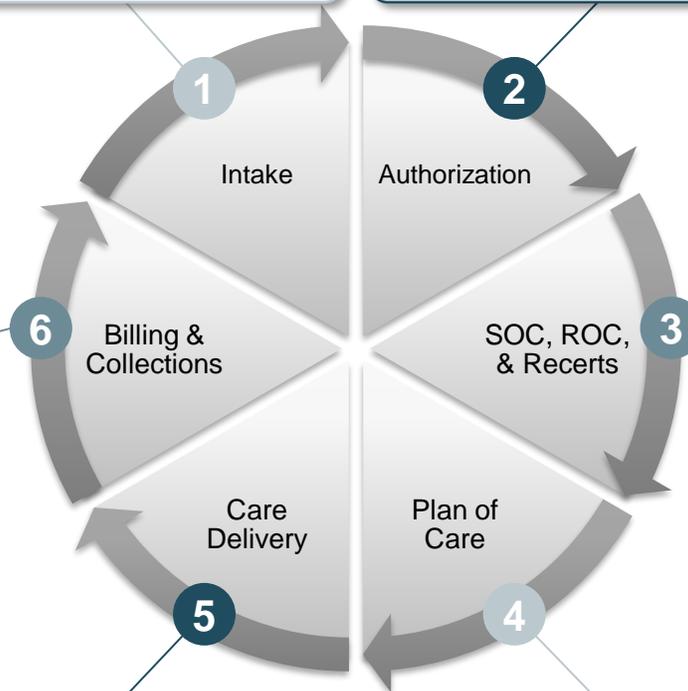
We have exciting changes coming our way!

See below for an overview of what's changing at Amazing Care and read on for details about what you can expect to see by role!

- Standardizing intake procedures to one operating model
- Moving to a monthly (vs. annual) reverification of insurance eligibility for all active patients
- New dashboard for tracking intake productivity
- The referral picklist will become mandatory

- A new report and dashboard will be reviewed weekly to track authorization trends and productivity

- New, centralized deficiency dashboard to review and address deficiencies in a timely manner
- Improvements to billing and collections with weekly meetings to review WIP
- Standard, consolidated service names library



- Documenting acuity scores will become mandatory. There will be four standard levels used across Amazing Care (*High, Medium, Low, No Concerns*)
- The emergency preparedness process will be mandatory

- Standardization of forms and Subforms
- Master physician library with only active physicians
- Alignment on names and pricing for DMEs
- New, manual QA processes for charts & daily notes
- Standard list of classifications across Amazing Care

- The Safety Measures and Care Practices libraries will be adjusted to align with industry best practices and be standardized across Amazing Care
- Goals will need to be mapped to interventions
- Quicktext will be standardized to increase efficiency

Additional changes include:

- *Standard settings across KanTime*
- *System permissions aligned to roles & responsibilities*

- *A new KanTime scheduling module to standardize the scheduling process*



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Need-to-Know Top Change Impacts

Clinicians

In one glance...

You can find the change impacts to your daily operations as **Clinicians** brought about by the optimization of our KanTime system, and how they will improve the quality of our patient care and clinician experience. It is important to read each change impact in detail as we launch these updates.

Please note that this is a high-level overview and is not meant to replace comprehensive end user training.

Background of change impacts

As part of Project United, the Amazing Clinical Team (ACT), a clinical advisory group, has been meeting regularly to oversee the KanTime updates and its impact on clinical operations. Decisions are being reviewed and finalized during these meetings with advocates from the clinical team across Amazing Care.

The ACT aims to improve and standardize how we operate in KanTime using best practices. These updates will contribute to the high quality of patient care we will continue to deliver. This group has played a key role in identifying, approving, and validating the change impacts that are occurring as part of Project United.

Changes related to Start of Care (SOC), Resumption of Care (ROC), and Recerts...

1. Start of Care (SOC)

Est. to launch in Q1 '23

While acuity scores are not currently mandatory, they will be in the future. All locations will have four levels to select from (high, medium, low, and no concerns) to document the acuity.

2. Resumption of Care (ROC)

Est. to launch in Q1 '23

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3. Recerts

Est. to launch in Q1 '23

While acuity scores are not currently mandatory, they will be in the future. All locations will have four levels to select from (high, medium, low, and no concerns) to document the acuity.

4. Emergency Preparedness

Est. to launch in Q1 '23

Currently, the emergency preparedness process as part of SOC is not mandatory or standardized. In the future state, this will be a mandatory field with four triage levels.



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Changes related to Plan of Care...

1. Safety Measures

✓ *Launched in October*

In October, we launched a new safety measures library, which was consolidated from 300 to about 70-80 measures aligned to industry best practices. This library will have limited permissions, so we avoid duplication or disorganization of the library.

2. Goals

Est. to launch in Q1 '23

We plan to launch a new goals library that will be standardized across Amazing Care.

3. Care Practices

Est. to launch in Q1 '23

We plan to launch a new care practices library that will be standardized across Amazing Care. This library of care practices will be organized by discipline.

4. Plan of Care (POC)

Est. to launch in Q1 '23

Starting in Q1 '23, all clinicians will be using Quicktext to improve efficiency. The Quicktext function will utilize standardized wording for applicable patient needs.



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Changes related to Care Delivery...

1. Forms

Est. to launch in Q1 '23

We plan to launch new, standard forms across all Amazing Care locations. Going forward, we should not have any forms that are customized by location. However, on an as needed basis, forms may be developed for specific payers.

2. Subforms

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We plan to launch a clean, standard library of subforms, all of which will be compliant. This new list of subforms will not include any out-of-date versions, duplicates, or those which are not compliant.

3. Daily Notes

Est. to launch in Q1 '23

Starting in Q1 '23, all clinicians will be using Quicktext for Daily Notes in a standard way with some backend settings with timing, reminders, etc. to improve efficiency.

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Changes related to Care Delivery...

5. Physicians Library

Est. to launch in Q1 '23

We plan to launch a combined physicians library that is cleaned up to remove any inactive physicians on the roster. Additionally, this library will inactive any physicians with no activity over one year.

6. DME

Est. to launch in Q1 '23

We plan to launch a new picklist for DMEs with alignment on names and pricing as well as controls in place for spending. To maintain this list accurately, our policies may be updated as well.

7. Classifications

Est. to launch in Q1 '23

We plan to launch one standard list of classifications for all Amazing Care clinicians to use, rather than have location-specific lists.



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Changes related to Care Delivery...

1. Auto QA

Est. to launch in Q1 '23

We are updating our policies on the auto-QA process. Amazing Care will be disabling the auto-QA setting for new employees and create a sampling system for Clinical Supervisors to review and validate charts. Supervisors will be required to evaluate and review this sample of charts monthly, as well as any new employees' charts. We are making this change because our current policy of 100% auto-QA is not aligned to industry best practices.

2. Daily Note QA

Est. to launch in Q1 '23

We are updating our policy on QA for daily notes. There will now be a checklist and DONs to identify what QA resources should check in the daily notes. In the future, 100% of PDN and Therapy notes will be reviewed.



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Regional Director of Operations (RDO)

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Quality Assurance Staff

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Changes related to Care Delivery...

1. Subforms

Est. to launch in Q1 '23

We plan to launch a clean, standard library of subforms, all of which will be compliant. This new list of subforms will not include any out-of-date versions, duplicates, or those which are not compliant.

2. Classifications

Est. to launch in Q1 '23

Currently, classifications are not standard across Amazing Care and in the future, there will be one standard list of classifications for Amazing Care to use



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Billing & Collections

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Background of change impacts

As part of Project United, the Billing & Collections team has been meeting regularly to improve and standardize how we operate as an organization. These updates will contribute to the high quality of patient care we will continue to deliver.

The Amazing Clinical Team (ACT), a clinical advisory group, has also been meeting regularly to oversee the KanTime updates and its impact on clinical operations. Decisions are being reviewed and finalized during these meetings with advocates from the clinical team across Amazing Care.

Changes related to Billing & Collections...

1. Billing & Collections Improvements

✓ *Launched in November*

In November, we launched a centralized dashboard reporting on the productivity and outstanding work for collections staff. This dashboard will be reviewed in weekly meetings to monitor progress and identify areas of improvement for the team.

2. Service Names

Est. to launch in December

In December we plan to launch a new, standardized Service Names library that utilizes a consistent set of titles across Amazing Care. This library will be consolidated and cleaned of all duplicates.

3. Deficiency Reporting

Est. to launch in January

Starting in January, there will be a Deficiency Task Force meeting weekly to review a new Deficiency report. This will allow the task force to address any deficiencies in a timely manner.

Changes related to Care Delivery...

4. DME

Est. to launch in Q1 '23

We plan to launch a new picklist for DMEs with alignment on names and pricing as well as controls in place for spending. To maintain this list accurately, our policies may be updated as well.

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Intake Staff

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Changes related to Intake...

- 1. Intake Procedures** *Est. to launch in November*
Starting in November, Amazing Care moved to one set of standard operating procedures for intake processes. Job aids and reference materials will be provided for any process changes to increase efficiency. Intake staff will be expected to follow these procedures, and this will tie into performance reviews.
- 2. Monthly Eligibility Checks** *Est. to launch in December*
Starting in December, Amazing Care will move to a monthly cadence for reverification of eligibility for active patients. This will only be a change for Colorado staff.
- 3. Intake Productivity Tracking** *Est. to launch in Q1 '23*
Starting in December, Amazing Care will begin tracking intake productivity and review a dashboard weekly to understand productivity of intake staff and individual workloads.
- 4. Referrals** *Est. to launch in Q1 '23*
We plan to move referral libraries to the correct locations, and these picklists will become a mandatory field during the intake process.

Changes related to Care Delivery...

- 3. Physicians Library** *Est. to launch in Q1 '23*
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Background of change impacts

As part of Project United, the Authorizations team has been meeting regularly to improve and standardize how we operate as an organization. These updates will contribute to the high quality of patient care we will continue to deliver.

The Amazing Clinical Team (ACT), a clinical advisory group, has also been meeting regularly to oversee the KanTime updates and its impact on clinical operations. Decisions are being reviewed and finalized during these meetings with advocates from the clinical team across Amazing Care.

Changes related to Authorizations...

1. Authorization Process Standardization

Est. to launch in December

Starting in December, there will be a regular (weekly or monthly) authorization meeting to review the productivity dashboard, monitoring authorizations and the productivity of Authorization Clerks.