

Modernizing Admissions with eForms

How National HealthCare Corporation streamlined its paper-based admissions with eForms and cut paperwork time by over 50 percent.

National HealthCare Corporation (NHC) operates 75 skilled nursing centers across the United States, covering over 9,500 beds. NHC admissions relied upon paper- and fax-based processes that were inefficient, time-consuming, and left room for inconsistencies, errors and missing signatures.



From paper to digital admissions

NHC sought a digital solution to overhaul its admissions workflows. Given its size, admissions was a complex undertaking, involving facility- and hospital bedside-based admissions as well as a network of liaisons. This convoluted system used paper forms completed by hand, which were then scanned and faxed to the appropriate NHC location.

With over 50 pages involved in a single agreement, admissions were recognized as a key stage in a resident's journey. To fully deliver their commitment to quality care, NHC needed to completely refresh their admissions. After extensive consultation, NHC chose eForms to digitize their process. We worked closely with NHC to learn about their admissions packages, workflows, and future needs.

How eForms streamlined NHC admissions

- Forms accessed at point of care through digital devices and edited dynamically
- Completed admissions agreements instantly sent to appropriate NHC facility
- Secure remote signing enabled signature capture when a resident's family member was offsite, eliminating a major step from this complex workflow
- Electronic signatures capture across all sites supported superior legal compliance

Deployed in **75** locations in **6** weeks

50% time savings per admission

Total admissions time cut by **60%**

Unlock returns through clinical standardization

NHC achieved major efficiency gains in its complex admissions workflow that scaled across its large network of care facilities. Following the success of their eForms implementation, NHC is looking to digitize more documents and further streamline their admissions workflow. Ultimately, NHC will continue to benefit from a modernized admissions process while also uncovering data and insights to support larger quality improvement programs.

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