

FlowHawk™ is the Right Tool at the Right Time for IOTA Model Compliance



As the CMS IOTA Model introduces new challenges, FlowHawk™ from OmniLife Health empowers transplant centers to navigate them confidently.

This advanced platform streamlines workflows, automates documentation, and improves communication, boosting success rates and efficiency while meeting IOTA's requirements. Discover how FlowHawk™ can transform your operations and optimize CMS reimbursement.

Navigating IOTA's Demands: How FlowHawk™ Drives Compliance and Success

The proposed CMS IOTA Model would impose several new mandatory requirements on transplant centers without providing resources to address them. Assuming it is implemented as proposed, IOTA requires participating TCs to increase their successful transplants by 8% in 2025, then do it again in each of the subsequent five years to get the maximum reimbursement. It does not direct more donated kidneys to the transplant centers that are required to participate, nor give them any other resources to help meet the increased volume requirements. Performance will be scored annually, and CMS reimbursement will be tied to performance levels.

That combination of factors means transplant centers must look to inward improvement to meet IOTA Model requirements and protect their reimbursement from CMS. FlowHawk™ from OmniLife Health is the tool transplant centers need to unlock those improvements. FlowHawk is a clinical workflow automation platform developed specifically for the transplant process. It simplifies and standardizes complex care pathways, automates data collection processes and enables secure, HIPAA-compliant communication across care teams, patients, logistics providers and other stakeholders in the transplant ecosystem.



For transplant centers to receive the maximum payment from CMS, the IOTA Model requires them to make improvements in four areas:

- ▶ Achievement (Transplant Volume)
- ▶ Efficiency (Offer Acceptance)
- ▶ Quality (Outcomes)
- ▶ Patient Communication

How FlowHawk™ Helps

Achievement – The IOTA Model measures achievement by the number of successful transplants and requires year-over-year increases. However, it does not give the transplant centers any procurement advantages. TCs are left on their own to increase both the number of kidneys they receive and the staffing associated with higher volume.

You can create more organ donation options for your organization by using FlowHawk's Living Donor Module to enhance your documentation, communication and engagement with your donors. It has workflows that let TCs tailor and automate their intake questions. It applies customizable filters to maximize your coordinator's time, and automates regular and real-time HIPAA-compliant communication with donors. The automation means you don't need to add more staff to handle more donor referrals and patients.

Efficiency – CMS has taken a simple approach to grading transplant centers on their efficiency improvement: It scores them on how much they improve their organ offer acceptance rates. That is not so simple for TCs, but FlowHawk helps by streamlining and accelerating the offer decision process.

FlowHawk's built-in data validations and standardized format give surgeons confidence in the data they use to make decisions. FlowHawk also has customizable workflows to document data exchange and other inputs to the accept/decline decisions. It captures detailed case notes and custom internal decline codes in real-time, making it superior to other common industry reporting tools. That granularity gives transplant teams the context they need to make better decisions, and to make them faster.

However, satisfying IOTA's simple efficiency metric won't produce the comprehensive efficiency improvements transplant centers will need to keep up with increased volume and patient communication requirements. A single transplant procedure can generate more than 500 phone calls, emails, texts and faxes among all the stakeholders involved. FlowHawk provides automated notifications, reduces redundancy and saves time in these communications—one study found it decreased redundant communication for frontline staff by 50%, contributing to a 35% increase in organs placed/transplanted .

The automated workflows also automatically document time spent on reimbursable activities, which reduces revenue leakage. One transplant center thoroughly reviewed its audit logs and learned that it captured and reported an average of 2.9 more reimbursable hours per transplant after automating its processes with FlowHawk ; another reported a 100% increase in pre-transplant billable activity from using the app.

Quality – Having better data, more visibility and time savings in the offer-to-transplant cycle will lead to better outcomes because reducing the time needed to complete a transplant reduces the risk to the patient. One study found that switching to a mobile application to manage and track real-time communications resulted in a 50% reduction in time from initial organ offer to transplant. Additionally, workflows can be created to streamline perioperative workflows as well as immediate post-transplant discharge workflows to improve patient experience, increase efficiency, reduce cost, and mitigate patient risk.

Patient Communications – The IOTA proposal requires transplant centers to provide monthly notification to all patients on their waitlist to inform them of every kidney offer declined on their behalf and the reasons why. That could add hundreds of new uncompensated labor hours to already burdened coordinators. But not for FlowHawk users. The platform already has secure, automated patient communication functionality built-in. Its data collection and configurable workflow functionalities make it easy to create customized patient reports and educational materials that can be accessed through the EHR, limiting incoming questions.

Transplant hospitals simply cannot afford to continue operating at the status quo.

“The longer a surgeon has to spend in evaluating an organ for acceptance, the more time is lost on the viability of that organ. All of this can lead to worse outcomes for patients and may suggest that these highly manual and time-consuming processes are contributing to the current organ waste issues in the transplant system.”

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Sources:

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2. OmniLife Health. (n.d.). Monetize data to maximize reimbursement revenue. OmniLife Health. Retrieved August 23, 2024, from <https://omnilife.health/about/resources/monetize-data/>
3. Pahl E, Emery RW, Noce M, Conrad S, Patterson N, Timm B. Mobile Application for Communication Increases the Efficiency of Organ Procurement and Transplantation. *Progress in Transplantation*. 2020;30(2):172-176. doi:10.1177/1526924820913503.

About OmniLife Health

OmniLife Health is setting a new standard in clinical workflow automation by connecting care teams throughout the organ transplant journey and other complex care environments.



FlowHawk is a clinical workflow automation platform that accelerates optimal health outcomes with reliable digital tools to simplify and standardize complex care pathways and encourages purposeful collaboration across the enterprise.

We help transplant centers and health systems increase productivity, reduce the impact of staffing shortages, and optimize performance and billing.

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