Success Story

Janus Health

Pioneering company uses system built on Adobe® LiveCycle® ES to enable housecall physicians to provide care to patients anywhere

Janus Health
www.janushealth.com

Industry
Healthcare

Challenges
• Enable physicians to enhance services and quality of care

Solution
• Web-based Electronic Medical Record (EMR) portal
The mobile Janus Health solution leverages the power of Adobe LiveCycle ES and Adobe Acrobat® to deliver high-quality, cost-effective services to patients at home.

Results
• Reduced 26 pages of paper forms to a single, integrated electronic form in Adobe 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 services

Systems At A Glance
• Adobe LiveCycle Forms ES
• Adobe LiveCycle Process Management ES
• Adobe LiveCycle Reader Extensions ES
• Adobe LiveCycle Rights Management ES
• 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 in-home care for doctors and patients. The result is a rich Internet application (RIA) portal, predicated on Adobe LiveCycle ES solutions, that enables doctors to provide full-service medical attention to patients in-home 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 on helping to streamline paperwork for the Medicare program, which is struggling under the administrative weight of caring for an aging population,” says C. Gresham Bayne, M.D. and co-founder of Janus Health. “Using LiveCycle ES products, our solution is making it easier to create, process, and manage the paperwork required to care for patients at home. The scope of the challenge is broad, with a typical housecall physician making seven home visits a day and referring approximately $4 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, the Janus Health developers integrated Adobe LiveCycle Forms ES, LiveCycle Process Management ES, LiveCycle Reader Extensions ES, and LiveCycle Rights Management ES, as well as Adobe Acrobat Pro to develop a mobile 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. "Adobe LiveCycle ES provides vital tools for solving the complex communications requirements for in-home healthcare."

A typical encounter with a new patient results in approximately 26 pages of documentation—from family history to medication lists. Every line item has to adhere to rapidly changing Medicare and privacy regulations. Previously, it could take weeks to change a single field in a form, but with LiveCycle Forms ES, physicians can modify an Adobe Portable Document Format (PDF) form and have it securely distributed over the network in an hour.

The ability to securely and rapidly generate, distribute, and read Adobe PDF documents is paramount to the success of the Janus Health solution 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 sends Adobe PDF documents directly to the admission coordinator, who can place the patient into intensive care without delay.

In the area of mobile diagnostics, JanusOS supports a range of portable medical devices including X-ray (digital and analog), cardiac monitoring, pulse oximeters, lab analyzers, ultrasound, and EKG machines.

**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 every day. "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, user-friendly, 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 through secure, electronic portals that work online and offline. 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.