

Alliance Homecare improves care coordination and patient outcomes with Citus Health

Given the complexities of the home health care model, today's home health agencies (HHAs) are often challenged to coordinate care, document care, and communicate efficiently across the care team, which can take place in the patient home, on the go, or in the office. Bugged down in paper forms and phone calls, the post-acute care industry has historically been slow to adopt new technology due in large part to government regulations and requirements such as HIPAA. However, with the continued push toward value-based care delivery and payment models, ensuring information is readily available to the cross-functional team caring for a patient in the home is paramount to increasing patient satisfaction and controlling the costs that will garner increased referrals. As a well-respected, high-touch concierge home health company in New York State with a growing patient population, Alliance Homecare recognized an opportunity to further enhance the important cornerstones of its care model: personalized communication and a holistic approach.

"We were experiencing tremendous growth in the number of patients who were ready to leave the hospital, yet still required critical care," said Beth Pasik, RN Care Manager, Alliance Homecare. "To provide the highest quality of care for these patients, we wanted to ensure complete continuity across the care plan between our nurses and physicians."



Alliance Homecare is a concierge home health care company which offers an extensive range of high-quality private home care services to an elite client base in lower New York State. Co-founded in 2006, Alliance has a uniquely selective hiring process, known as The Grandma RuleSM. This process ensures Alliance only hires the highest caliber of registered nurses, home health aides and health care professionals. These specialized professionals provide best-in-class care for Alliance's clients and their loved ones while honoring a strict code of confidentiality. A Licensed Home Care Services Agency (LHCSA), Alliance's services include private duty nursing, home health aides, companions, professional care management, physical therapy, and nutritional counseling.



Care coordination challenges

With that in mind, innovative home health agencies are looking to advance the technology playbook, which is why Alliance Homecare turned to Citus Health to help them deploy a secure, HIPAA-compliant messaging and digital workflow solution available on any smart phone.

"We chose the Citus Health solution to help address our care coordination challenges, because we saw the immediate impact the messaging capability would have on our ability to communicate instantly and securely with our staff, nurses and physicians."

Citus streamlines team communications and documentation

Today, Alliance Homecare uses Citus in two key capacities, messaging and documentation, to ensure continuity of care plans for its critical care patients. Using Citus's HIPAA-compliant digital and mobile technologies, Alliance Homecare's nurses and physicians stay informed in real-time about patients and easily communicate to discuss any clinical needs, capture/store patient notes, check nursing schedules and more.

In addition, Alliance Homecare is using the solution's unstructured documentation and tagging capabilities. This enables the home care team to document all information on their shifts, add orders and tag these notes to share information from nurse to nurse and physicians assigned to the patient. The Citus Health solution also enables Alliance Homecare to tag progress notes to a single, clean patient chart, ensuring only relevant information is captured and giving the care team peace of mind that the Department of Health can go directly to the patient's chart and see only what they need to view.



"Citus is a fantastic app!" commented Pasik. "We are able to have complete continuity of communication across our physicians and nurses who are using it. We've been able to eliminate phone tag and provide a more seamless, first-class care experience for our patients. Our nurses are also thrilled that we've been able to eliminate our scheduling issues."

Improving patient outcomes and physician referrals

The use of Citus for its critical care patients has had a significant impact for Alliance Homecare. By being able to engage with physicians and wound care nurses in real-time, Alliance Homecare nurses are able to make important interventions, request order changes and start care in the field versus waiting to see a physician or wound care nurse, which has helped prevent delay of care and hospitalizations. The physicians utilizing Citus Health have also expressed appreciation for being able to stay informed and participate in patient care on a daily basis without having to be on the phone. Due to this, Alliance Homecare has experienced an increase in referrals from physicians that have used the Citus solution.

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“We have experienced tremendous success with the patients whom we are using Citus to coordinate their care. The messaging and documentation capabilities have given our staff in the field tremendous confidence in knowing that they have immediate access to the entire care team to deliver the very best care to our patients,” said Pasik.

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About Citus Health

Citus Health is a digital health transformation leader that automates critical post-acute care services to reduce per-patient costs and increase patient satisfaction. Led by a post-acute care nurse with domain expertise and internationally recognized med tech expert, Citus Health delivers the only comprehensive on-demand digital and mobile solution set that transforms archaic processes to set a new standard of patient care and engagement. For more information, visit citushealth.com.