



SUCCESS STORY

Employee Satisfaction Soars When Workflows and Documentation Are Automated

Graceworks at Home Uses CellTrak to Improve Efficiency and Productivity, Increases Employee Retention by 20%.

Graceworks at Home is sponsored by Graceworks Lutheran Services, an Ohio-based non-profit organization offering residential and personal services to older adults throughout Ohio, Indiana, and Kentucky. The agency was founded in 2011 and offers a range of nursing services and therapy care. Graceworks at Home also offers non-medical support services including companionship, medication reminders, family support, meal preparation, laundry, and help with other daily tasks.

THE CHALLENGES

Graceworks at Home had a dedicated team of office staff and home care aides who were committed to providing the best care to their clients, but managing paperwork had become a nearly insurmountable problem.

Physical paper-based files drove nearly every operational and care delivery process in the agency, from mileage reimbursement and timesheets to visit verification and care documentation – creating a cumbersome, inefficient work environment for everyone involved.

For instance, aides recorded their mileage on handwritten notes and small sheets of paper they would have to physically drop off at the office. “Some of our aides would be close to the office and they could easily drop off their paperwork,” explained Bonnie Smith, Administrator for Graceworks at Home. “But other people worked in farther locations, and they rarely came past the office. It was a hardship for them to come to the office because it took time



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Once the paperwork was dropped off, office staff had to manually enter the notes into the back-office systems. This was time-consuming, error-prone, and created unacceptable delays in payroll and billing.

Care plans were updated and printed on paper in the office, which meant aides had to come to the office to pick up new plans. But with no centralized messaging system to communicate to aides when their clients' plans had been updated, there was a risk that aides might be unaware of a change and inadvertently deliver care against an outdated plan.

Graceworks at Home needed a solution that would eliminate the need for paper-based workflows, improve communication among team members, and increase operational efficiency.

THE SOLUTION

With so many aides out in the field at any point in time, the organization needed a fully mobile approach. After evaluating several options, Graceworks decided on the CellTrak Care Delivery Management solution.

Several key factors about the CellTrak solution stood out.

One key factor was that the CellTrak solution already interfaces with Graceworks scheduling software, which meant that the solution would be relatively easy to implement. In addition, CellTrak is compatible with Bring-Your-Own-Device. This enables staff to use their own smart devices and limits the cost incurred by the agency. Lastly, the CellTrak solution is easy to use which is important to less technologically savvy staff members.

THE RESULTS

Implementing CellTrak has enabled Graceworks at Home to automate critical operational and care delivery workflows and transition to a paperless environment. This has created significant new efficiencies across the organization.

Freed from manual data entry, office staff now have time to focus on more strategic tasks, such as onboarding new clients and employees. Also, CellTrak's implementation support ensured other back-office systems are seamlessly integrated, for a smooth and hassle-free process.

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Graceworks increased employee retention by 20% and reduced mileage expenses by 35% using CellTrak as part of their solution.

Aides are thrilled they no longer need to drive their paperwork to the office. Care plan updates are now communicated to aides in real time, and client visit documentation is captured at point-of-care, ensuring clients always receive accurate, timely services. In the event of a client emergency, office staff can instantly and securely message aides out in the field, receiving immediate notifications when messages are read.

CellTrak has now automated what used to take the equivalent of an entire full-time employee to complete, and these productivity gains have made it easier for the organization to grow. Additionally, employee satisfaction has soared, and employee retention has increased by 20%. Expenses have also decreased, including a 35% savings in mileage reimbursement costs, demonstrating without a doubt the power of the right software to deliver outstanding outcomes.

**For more information,
call us today:**

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About CellTrak Technologies:

People receive exceptional care in their home or community when their care providers use CellTrak's software to better manage the delivery of care and the people who deliver it. Home care, hospice, and community care agencies in the US, Canada, and the UK deliver higher quality care, communicate more effectively, improve compliance, reduce costs, and increase productivity with CellTrak. Today, CellTrak's complete, integrated software-as-a-service solution supports one million visits per week, facilitating care delivery and real-time field force management, automating data collection, and providing information for business and care optimization. It includes apps for all types of caregivers that run on the leading mobile devices; interfaces to EHRs and back office systems; and services to support adoption and optimization. For more information visit www.celltrak.com.