



SUCCESS STORY

Cost Reductions Achieved Through Operational Efficiencies

In Less than Five Months, Hospice Alliance Realized Operational Efficiencies and Completed an Audit with Ease Using CellTrak's Care Delivery Management Solution

Hospice Alliance is a community-based, non-profit provider of hospice and palliative care in Southeastern Wisconsin. The agency was founded 35 years ago by local citizens and is managed today by a team of hospice professionals who live in the communities served. Hospice Alliance is the recipient of back-to-back national Hospice Honors awards and was rated "outstanding" or "excellent" by 100% of referring physicians in a recent survey.

THE CHALLENGES

The executives at Hospice Alliance had a dedicated staff of nurses and CNAs, and were confident in the care provided but knew they needed to improve operational efficiencies and understand their financials to quickly make more informed decisions. Prior to implementing CellTrak's Care Delivery Management solution, Hospice Alliance relied on paper for mileage reimbursement, visit and care documentation, and timesheets. The paper-based workflows resulted in challenges with the financials and no real insight to their operating costs and margins. If Hospice Alliance continued using paper-based processes, it would impact their ability to staff appropriately, especially in the era of CMS rate cuts.

Besides the financials and a clear view of their operations, the Hospice Alliance executives wanted to improve compliance, enhance the communication between their nurses and CNAs, and ensure the excellent care quality the community expected.

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THE SOLUTION

Hospice Alliance looked at several mobile solutions but noticed limitations with data integration and access to information in one portal. They chose CellTrak’s Care Delivery Management solution because it integrated with their EHR, it included the user friendly mobile applications, and it also included the CellTrak Operations Team Portal. The complete care delivery management solution allowed them to reach their goals without having to purchase additional applications.

THE RESULTS

After implementing CellTrak’s Care Delivery Management solution, Hospice Alliance quickly realized benefits and noticed the return on their investment – CellTrak pays for itself!

Hospice Alliance saved 16% in mileage reimbursement because CellTrak automatically records mileage for their caregivers. Because they no longer have to drive their paperwork back to the office, Hospice Alliance realized increased job satisfaction levels, increased caregiver productivity, and reduced mileage reimbursement.

Access to data is now available to Hospice Alliance to conduct mileage analysis and gives the finance and operation teams the necessary information to make informed decisions. For example, using GPS-based visibility, the operations team can now view caregivers closest to the client if there is a new activity that needs to be scheduled. The efficiency of allocating the appropriate caregiver helps reduce mileage costs and increase productivity. Additionally, the ability to view caregiver locations, especially at night, gives the staff comfort knowing their colleagues are safe.

Before implementing CellTrak, mileage was often recorded using handwritten notes and the manual entry by finance was time-consuming, so mileage reimbursement to caregivers lagged. In addition to tracking mileage, the workflow to track the billable duration of home visits was paper-based. Now that the data flow is paperless, the team went from three days to enter the mileage and to reimburse, and four hours to analyze billable duration of visits to automatic reimbursement and analysis in real-time.

With CellTrak’s Electronic Visit Verification (EVV), Hospice Alliance improved compliance because every visit is now electronically verified using GPS technology.

“ CMS arrived at our office about five months after we implemented CellTrak. We went from all paper processes to using CellTrak’s mobile applications and operations portal. Because CellTrak integrated with our EHR, we quickly found everything the auditor requested and easily passed the audit. ”

Kelli Gronli
Quality Compliance

When reimbursements are per diem, the ability to prove a visit is important to the bottom line. This was a complete change from the days of tracking visits on paper and the new process was quickly adapted, even by the 30 year veterans.

Communication between Hospice Alliance’s nurses and CNAs is now in real-time and secure. Prior to CellTrak, phone calls were used to communicate schedule changes and care plans between the office and caregivers, and between nurses and CNAs. Now when there is an emergency, the communication is in real-time and appropriate activity is immediately executed. The caregivers and operations staff feel connected.

Hospice Alliance can now prove that care and services were administered according to the care plan. With point-of-care documentation by both the nurses and the CNAs, any changes are seen and managed in real-time. This coordination improves outcomes and patient and family satisfaction because staff reacts to changes in conditions or late visits as they are happening.

UNEXPECTED RESULTS

Only five months after implementation, Hospice Alliance was pleased with the results of their CMS audit. They were not surprised that they successfully passed their audit but were delighted the audit was conducted so smoothly. Every document the auditor requested was at their fingertips using the CellTrak Operations Team Portal.

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

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About CellTrak Technologies:

People receive exceptional care in their home or community when their providers use CellTrak’s solution to better manage the delivery of care and the people who deliver it. CellTrak brings innovation and expertise to home health, home hospice, home care, and community care agencies, to health systems and other pre- and post-acute providers, and to payers in the U.S., Canada, and the U.K. With CellTrak, agencies increase productivity, improve compliance, reduce costs, communicate more effectively, and deliver higher quality care.