



## SUCCESS STORY

# Caregiver Efficiency Skyrockets After Going Paperless

Mountain Hospice Uses CellTrak to Increase Productivity by 50%, Reduce Mileage Reimbursement Costs, and Improve Staff Retention

Founded in 1991, Mountain Hospice is a nonprofit organization started by a group of volunteers who saw the need for hospice care in Barbour County, West Virginia. Since then, Mountain Hospice has expanded to serve seven counties in rural West Virginia and is the area's last remaining hometown hospice. They offer a range of services to terminally ill patients and their families, including 24-hour on call nursing, professional nursing, and spiritual and bereavement counseling.

### THE CHALLENGES

Mountain Hospice has a dedicated team of nurses, social workers, chaplains, aides, and office staff who provide hospice services that enable patients and their families to live as fully as possible during the most challenging time of their lives.

The organization's business management software enabled nurses and chaplains to electronically document visits. However, aides were still documenting visits and mileage on paper forms. Given the rural area in which Mountain Hospice operates, turning in these forms meant some staff had to drive hours; as a result, forms were often late or missing, and office staff found themselves forced to waste their own valuable time chasing down these documents.

This missing documentation brought real risks to the agency. If visit notes weren't turned in promptly, patient charts might not be accurate for the next caregiver to visit that patient – and less-than-optimal care might be delivered as a result. Moreover, noncurrent information would be a serious red flag if the agency were surveyed by CMS.



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Tiffany Debolt  
Clinical Coordinator

Timesheets were also paper-based, and this produced similar problems for staff. Missing timesheets meant Mountain Hospice’s finance coordinator had to spend a significant portion of her time chasing down employees. Additionally, because different service categories are paid at different pay scales, processing payroll was a cumbersome, time-intensive process.

Verifying each visit and real-time location visibility of field staff posed another problem. “We didn’t have a good grasp of where our field staff members were during the day,” explained Clinical Coordinator Tiffany Debolt. “So we just had to trust that they were completing visits on schedule – or at all. We wouldn’t know about missed visits until a client or family member complained.” In particular, validating visits was crucial for clients who required time-sensitive care or who suffered from memory issues and therefore couldn’t be trusted to remember whether the visit did in fact take place.

Mountain Hospice needed a solution that would improve visibility of field staff, electronically verify visits, provide all caregivers with access to digital documentation, and be easy to implement and use.

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Don Trimble  
CEO

#### THE SOLUTION

After meeting a CellTrak representative at a conference, Mountain Hospice knew that CellTrak’s Care Delivery Management solution was the right choice. “I was interested in CellTrak for quite a while,” admitted CEO Don Trimble. “And when it was time to move forward, CellTrak made it easy to implement their solution.”

Although many factors stood out, the ability for aides to use CellTrak to document visits electronically was key. Another significant benefit was CellTrak’s seamless interoperability with the organization’s EMR system. Lastly, Mountain Hospice was confident that the GPS-based location tracking would increase scheduling efficiencies while reducing the risk of missed or late visits – or falsified visit verifications.

#### THE RESULTS

##### Increased Staff Productivity

Prior to using CellTrak, nurses maxed out with a load of 10 patients weekly. But nurses now have convenient access to everything they need on a tablet: They can see real-time patient information and schedules, take notes and complete assessments digitally, and submit paperwork, timesheets, and mileage reimbursements with the click of a button.

As a result, nurses can now easily manage as many as 15 patients per week – an astonishing 50% improvement in productivity.

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#### Mileage Reimbursement Savings

CellTrak's GPS-enabled routing helps the agency optimize daily schedules and plan more efficient travel routes. The solution also automatically calculates the correct mileage reimbursements.

With these two benefits, Mountain Hospice anticipated they would see significant ROI on both mileage and travel, and they weren't disappointed. The agency is saving an estimated one dollar per patient per day with CellTrak, which translates into substantial savings over the course of a year.

#### Improved Staff Satisfaction

Automated workflows and digital documentation have meant tremendous gains in staff efficiency. And the elimination of paper timesheets and mileage reimbursement requests is an enormous convenience for caregivers, who are now freed to spend more of their time visiting more patients.

Meanwhile, office staff no longer spend their valuable time chasing down forms and manually inputting data. Processing payroll used to take the finance coordinator days to complete, but can now be finished in less than 30 minutes, allowing her to work on strategic projects, and making her significantly happier in her role.

The CellTrak solution has even helped with recruitment. Job interviewees see the mobile technology as a perk – making Mountain Hospice an even more appealing employer able to attract a higher caliber of applicants.

#### Increased Visibility

Office staff are now able to see where each caregiver in the field is located at any moment during the workday. Should a client experience an emergency, office staff can quickly locate the nearest caregiver who can respond. This has had an amazing impact on both client outcomes and family satisfaction.

This visibility has also helped field staff to feel more secure. On occasion, caregivers may encounter potentially dangerous situations. Previously, caregivers were on their own to figure out how to deal with these situations, but now, they can quickly and securely communicate with the office, and office staff can understand exactly where the caregiver is and give advice to help the caregiver avert the situation.

Alerts also contribute to visibility. Office staff receive automated alerts when visits start late or are missed, and when a caregiver is outside a preset geofence during the time an appointment is scheduled. This not only helps to

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prevent over- and under-serving, it also helps to prevent caregivers from being able to falsify visit documentation.

This data enables Mountain Hospice to take a proactive approach to care by catching and preventing issues before they turn into major problems.

In short, CellTrak has given Mountain Hospice the seemingly impossible: More time in the day to provide outstanding care to the clients who need it most. And with the added benefits of improving staff satisfaction and generating savings in mileage costs, CellTrak has proven the right solution generates exceptional results.

**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 United States, Canada, and the United Kingdom 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](http://www.celltrak.com).