



SUCCESS STORY

Agency's Staff Satisfaction Soars Thanks to Point-of-Care Documentation and Named Top Workplace

Tendercare Passes Audit with 0% ADRs and Increases Staff Operational Efficiency After Implementing CellTrak

Tendercare Home Health Services is the largest skilled nursing home health agency in Indiana. Founded in 1994, the family-owned-and-operated company today employs approximately 400 staff and care team members, including registered nurses, licensed practical nurses, physical and occupational therapists, medical social workers, home health aides, and home companion caregivers. Given that many of its nurses have intensive-care experience, the company has developed a niche in serving high-tech pediatric and ventilator-dependent patients.

THE CHALLENGES

For many years, Tendercare struggled with HIPAA documentation control based upon paper nursing notes. Late and inaccurate visit records impacted payroll and billing cycle management and was limiting the company's growth potential. The company attempted to implement a telephony system for home health aides; however, caregivers could update and complete notes well after care was provided, which limited the usefulness of the system.

With no solution in place, the challenge of managing clinical documentation continued to worsen. Eventually, the company was hit with bombshell news no home care agency owner ever wants to hear: A few of their nurses had colluded to commit fraud with their documentation.

As Leslie Deitchman, Tendercare's President explained, this was a moment of reckoning for the agency. "There was now an overwhelming force behind our desire to find a vendor for electronic nursing documentation. We never wanted to be in this situation, ever again."

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President

The company doubled down on their search for a solution that would ensure HIPAA compliance, enable Electronic Visit Verification, improve the timeliness and accuracy of visit documentation, and improve the agency's clinical responsiveness.

THE SOLUTION

CellTrak's Care Delivery Management solution delivered exactly what Tendercare needed. Caregivers in the field are equipped with the CellTrak CareManager® mobile app, which enables Electronic Visit Verification, point-of-care documentation, and near real-time schedules and care plans, among other features. All patient charts and other routine documentation are submitted via the app, which means caregivers no longer need to drive to the office to drop off paperwork – this streamlines and speeds up the entire billing and payroll process.

Meanwhile, office staff use the Operations Team and Care Team Portals to monitor caregiver locations and activities in real time and proactively manage schedules, visit documentation, and care plans. Alerts keep staff notified of potential disruptions to care plans and visit schedules, and secure messaging (both one-to-one and group messages) enable office staff and caregivers in the field to quickly communicate with each other.

Of critical importance for Tendercare is the point-of-care documentation via the mobile app, particularly the ability to customize the on-device forms. There was some initial concern over designing and implementing separate templates for adult and pediatric nursing assessments and notes, but CellTrak collaborated closely with Tendercare staff to develop a robust, comprehensive tool that had everyone's buy-in and fully met their needs. Based on this success, Tendercare subsequently developed a physical therapy note and is in the process of developing an occupational therapy note as well.

During the implementation, Tendercare was also concerned some employees might resist if they were required to use their own devices. To overcome this concern, Tendercare negotiated very favorable terms with a major carrier for tablets and data plans for all skilled nursing employees – quite a feat, given the size of their care staff!

Tendercare was also thrilled to learn that the CellTrak solution interfaced easily with their existing McKesson Homecare system scheduler. As a result, the agency was up and running with CellTrak in a relatively short amount of time.

THE RESULTS

Implementing CellTrak has transformed the way Tendercare documents services and manages caregivers. “The CellTrak system has improved our

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According to Deitchman, the high level of staff involvement during the implementation stage has led to greater employee engagement and satisfaction with the solution. Staff love being able to work on smaller, familiar mobile devices, and they appreciate the faster communication and more thorough office support that the CellTrak solution enables. In fact, thanks to the new efficiencies made possible by the CellTrak solution, payroll staff productivity has improved so much that Tendercare found it unnecessary to replace a staff member who recently left.

This workplace satisfaction led to Tendercare being ranked Number One among large employers in the WorkplaceDynamics Top Workplaces of 2016 survey – which was up from Number Three the previous year and the fourth consecutive year Tendercare has made the list.

One of the biggest surprises, however, has been the impact on agency performance during their most recent Medicare audit – which Tendercare passed with 0% Additional Development Requests (ADRs). Compare this to a national average that hovers around 92% failure rate, these results are truly remarkable.

“An outlier audit *immediately* passed due to the amount and quality of our nursing documentation,” explained Deitchman. “We regularly hear that our notes are the best ever seen by most auditors.”

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.

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call us today:**
+1 (847) 240-0467

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