



## SUCCESS STORY

# Caregivers Thrilled When Given Ability to Document at Point of Care

After Implementation, Hospice At Home Quickly Realized Operational Efficiencies and Improved Staff Satisfaction with CellTrak's Mobile Health Care Delivery Management Solution

Hospice at Home is an affiliate of Lakeland Health, a Michigan-based health system that is nationally recognized for delivering exemplary patient experiences and clinical outcomes. Since 1981, Hospice at Home has provided care for homebound clients, by offering comfort, dignity, and compassion to people adjusting to living with a serious illness. Hospice at Home has a staff of 54 health care professionals and 23 paraprofessionals.

### The Challenges

Executives at Hospice at Home knew they needed to improve their operations and reduce the frustration their paraprofessionals were experiencing due to manual documentation at the end of the day.

Although their clinicians were using laptops, their paraprofessionals were manually inputting the care documentation into shared computers at the office or at home. Along with possible errors from manual documentation came the inefficiencies of self-reported mileage, documentation of visit verification, communication of care plan changes, and staff safety.

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[www.celltrak.com](http://www.celltrak.com)

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### **The Solution**

When they conducted research, the Hospice at Home team quickly discovered that CellTrak's mobile health care delivery management solution was the only solution capable of fully integrating with the EHR they used.

### **The Results**

Hospice at Home's field staff and office staff quickly saw the benefits after implementing CellTrak's mobile health care delivery management solution.

The CellTrak GPS features automatically recorded mileage for their paraprofessionals and they no longer had to drive to and from the office to input care documentation. The mileage accuracy and decreased mileage was significant. In the first quarter alone after implementing CellTrak, Hospice at Home saved 26% in mileage reimbursement.

To increase compliance of visit verification amongst caregivers, CellTrak's Customer Success Team shared best practice with Hospice at Home's management team and included policies for caregivers. They also recommended management oversight using the CellTrak Operational Team Portal to view usage and compliance. Now with the ease and immediacy of checking in on a mobile device with CellTrak applications, visit verification compliance more than doubled in six months. Additionally, because care documentation was happening on the spot, the accuracy and completion of records improved.

Hospice at Home was recently audited by Community Health Accreditation Partners (CHAP) and was re-awarded with accreditation. In fact, the auditor commented on how impressed she was with the mobile access to the plan of care during the drive along with a caregiver, and again when meeting with the hospice executives during the closing accreditation meeting.

Since CellTrak enabled field staff to have the latest care plans available at all times, Hospice at Home was able to reduce over-serving by nearly 44% in the first three months of implementation.

Safety was another benefit. Hospice at Home serves a large rural population, and the field staff was often concerned about safety, particularly when large storms rolled in. Now with CellTrak on their mobile devices, the operations team knows the locations of all caregivers during bad weather or emergency situations.

### **Improved Staff Satisfaction**

"I love CellTrak!" said one Hospice at Home paraprofessional. As an eight-year employee, she holds two roles that give her a unique perspective on the day-to-day challenges of caregivers. Two days a week she is a home care aide and the other three days she is the coordinator for the volunteers.

*“ And now, when I finish my last appointment, I’m done, and I can go home to my family. I love my job! ”*

Paraprofessional

*“I used to spend two to three hours after my shift officially ended just on documenting work,” she explained. “If my home computer wasn’t working or connecting, I would have to go back into the office and wait until there was a free computer to use.”*

*Professional caregivers had laptops to record clinical documentation, but as paraprofessionals, we didn’t. We used paper and notebooks... It was really hard to keep everything clear and organized.”*

Under the old, inefficient paper-based system, it would take her and other paraprofessionals about 20 minutes per patient to document the care provided. In a typical workday with eight clients, that added up to more than 2.5 hours of documentation.

CellTrak slashed that documentation time to about 40 minutes per day – a 76% time savings for each caregiver. And because documentation happens at the point of care while care is being delivered or immediately after, records are more thorough and accurate, which leads to better care outcomes.

*“I have better peace of mind knowing my documentation is accurate,” the experienced paraprofessional said. “And now, when I finish my last appointment, I’m done, and I can go home to my family. I love my job!”*

#### **About CellTrak**

People receive exceptional health care in their home or community when their care providers use CellTrak’s Mobile Health Solution. 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; portals for efficient, coordinated care delivery by a distributed workforce; 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).

Find out more about how a complete mobile health care solution can improve operational efficiencies and staff satisfaction.

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