

Improving care delivery in the field

SUCCESS STORY POST-ACUTE



At a glance

Community

- Post-Acute

Organization

- Tidewell Hospice

Location

- Sarasota, Florida

Challenges

- Mileage expenses
- Burdensome documentation
- Delayed documentation
- Lack of field staff visibility

Solutions

- Netsmart Homecare™
- CellTrak

Results

- Improved point-of-care workflows
- Better documentation accuracy
- Reduced mileage costs
- More patient visits per day
- Increased staff satisfaction

Tidewell Hospice boosts staff satisfaction and patient care with mobile solution

About Tidewell Hospice

Founded in 1980, Tidewell Hospice serves more than 1,000 patients daily in Sarasota, Manatee, Charlotte and DeSoto counties in Florida. It is one of the largest not-for-profit hospices in the United States. Home-based comfort care is the basic premise of Tidewell services, involving the support of physicians, registered nurses, social workers, certified nursing assistants, chaplains and volunteers, all following a prescribed plan of care.

Challenges

Documenting patient care accurately and thoroughly is a cornerstone in healthcare, regardless of the population served. Comprehensive documentation is critical for maintaining or improving a person's quality of life. What's more, immediate access to that documentation is equally important for the people providing an individual's care.

Many times, when an individual is receiving 24-hour care, there are challenges with care coordination because of the multiple caregivers involved. However, when caregivers have access to complete and up-to-date patient information, patients receive more quality care.

"Our hospice aides began their day travelling to the office, getting their schedules and then driving to patient sites, often in opposite directions from the office," says Lou Freitas, director of IT at Tidewell Hospice. "At the end of the day, aides drove back to the office to input their documentation based on written notes or from memory, before heading home."

“Point-of-care documentation makes it possible to complete more patient visits and allows more time to be spent on patient care.”

Liz Albiez
RN Clinical Director

Documentation burden

When there's lag time between a patient's visit and the transcribed notes of the visit, potential for error increases. Writing the information on paper and then transcribing it increases the risk of key stroking error and misread or missing information. In fact, evidence shows when caregivers wait just four hours to transcribe their notes, accuracy is only around 63 percent.

Compare that to what happens when caregivers are able to electronically complete their visits at the point of care. In these cases, accuracy jumps to a whopping 93 percent.

"We knew we needed a mobile care delivery solution to do three things: 1) ease the burden of documentation, 2) improve the accuracy of documentation, and 3) reduce mileage reimbursement costs," said Freitas. Tidewell Hospice also needed the solution to integrate with the Netsmart electronic health record (EHR), so the most up-to-date documentation is always available in the patient record.

““ I love that I can chart my visits while in the field instead of after my day.”

Ruth Franke
Certified Nursing Assistant

Solution

"We chose the care delivery management solution, CellTrak, because it provided everything we needed it to do, including integration with our Netsmart EHR," said Freitas. "Not only is CellTrak a favorite among our nurse aides, our IT team seldom has any issues with the application. Once it was installed we could basically forget about it, because it runs so smoothly."

““ We can't live without CellTrak is a common phrase we hear from our aides.”

Lou Freitas
Director of Information Technology

Results

Since CellTrak was implemented, Tidewell Hospice has reduced mileage reimbursement costs, improved documentation accuracy, boosted staff satisfaction and increased the number of patient visits per day.

Because documentation happens at the point of care, records are more thorough and accurate, helping aides provide the highest quality care to patients living with advanced illness.

"I love that I can chart my visits while in the field instead of after my day," says Certified Nursing Assistant Ruth Franke. "I also love that I can easily access my patient's information – and if I need directions on the fly, I can click the map, which gives me directions right to the patient's home."

Having work completed real-time at the point of care reduces stress, improves collaboration and supports a feeling of accomplishment for staff at the end of each day.

Reduced mileage costs

Another benefit to CellTrak has been reduced mileage costs. Because CellTrak eliminates aides from having to travel back to the office to input documentation, Tidewell saves money with lower mileage reimbursement costs.

Additionally, because CellTrak has GPS features that automatically record mileage, self-reporting errors are avoided. On average, CellTrak reduces travel and mileage costs by 20 percent.

More staff satisfaction and more patient visits

With point-of-care documentation and reduced travel times, aides gain more time in their day to spend directly with patients. CellTrak has helped Tidewell Hospice increase the average number of patient visits per day by 33 percent. “Point-of-care documentation increases the efficiency of aid visits, makes it possible to complete more visits and allows more time to be spent on patient care,” says Liz Albiez, RN clinical director.

Another benefit of CellTrak is improved staff safety and peace of mind. Tidewell Hospice is located in Florida where hurricanes and bad weather can occur. With CellTrak on the aides’ mobile devices, supervisory nurses know the locations of all aides during bad weather or emergency situations and can communicate important safety information.

So, what is the best thing about the solution according to Freitas? ‘We can’t live without CellTrak’ is a common phrase he hears from aides. “That means when aides have issues with their cell phones, we know we need to fix them fast.”

New efficiencies increased the number of patient visits per day by 33 percent.

CellTrak impact:

- Real-time patient information
- Reduced mileage costs
- Increased documentation accuracy
- Increased patient visits by 33 percent
- Reduced administrative burden

Learn more about how the EHR-integrated CellTrak care delivery management solution can improve operational efficiencies and staff satisfaction at <https://www.ntst.com/About-Us/partners/celltrak>.

About the CellTrak partnership

CellTrak integrates with Netsmart CareRecords™ to provide agencies with a care delivery management solution, so they can work more efficiently and deliver care more effectively. The result is exceptional care in the home or community, and effective management and retention of your team of caregivers.

More than 4,000 agencies use CellTrak to ensure compliance, increase profitability and improve staff satisfaction through electronic visit verification, secure real-time communication and point-of-care documentation, among others.