



CASE STUDY:

Best Home Health & Hospice Streamlines Business & Clinical Processes with Kinnser®



OVERVIEW

Profile

Best Home Health & Hospice is a home health, hospice and private duty agency based in New Evanston, Wyoming. The agency has an average daily census of 500 patients.

Challenges

- Keeping track of paper documents
- HIPAA-compliant communication and collaboration amongst staff
- Slow and inefficient billing
- Manual scheduling processes

Solution

- Web-based Kinnser Software

“Payments are coming in at least 50% faster now.”

Co-owners, **Bernice Griggs** and **Jennifer Horton**, of **Best Home Health & Hospice** in Evanston, WY, are fond of the beautiful mountains that surround their patients' homes, but the mountain of paperwork filling up the office was a different story.

In 2004, after ten years of experience as a Case Manager, Bernice Griggs opened Best Home Health & Hospice in Evanston, Wyoming. In 2007, the owners opened an additional office branch in Rock Springs, Wyoming, to expand their coverage and serve more patients throughout the region. With two branch locations, Best Home Health & Hospice continues to meet the growing need for home health, hospice, and private duty home care services in several counties in southwest Wyoming and parts of Utah.

In the first few years of its existence, Best Home Health & Hospice served a total of fifty patients in home health, hospice, and private duty home care. Paper documents at the point of care and in the back office were sufficient to run the agency. But as the need for in-home care grew with the aging population of residents in rural Wyoming, the piles of paperwork began costing the agency precious time and resources.

Using paper notes to run the agency meant complicated, manual scheduling processes, slow and inefficient billing, and a high risk for losing patient information. When survey time came around, the staff was on edge and nervous, running back and forth between file cabinets to find the right pieces of paper. Wanting to increase their cash flow, improve the efficiency of their operations, and scale their business, Bernice and Jennifer knew that the days of paper documentation needed to come to an end.

As the search for Electronic Medical Record (EMR) software began, Cary Pulley, Director of Billing, wanted a system which would simplify and streamline billing processes. On the other side of the business, Cyndi Kenison, Director of Nursing, knew that the software had to be easy to use so nurses would be willing to transition away from paper notes. Most importantly, because Best Home Health & Hospice serves home health, hospice, and private duty patients, the team knew they needed to select a vendor that could meeting their growing demand across all their lines of business.

After researching a handful of software vendors, Bernice and Jennifer scheduled a demonstration of Kinnser Agency Manager, the leading software solution for home health. The software itself seemed to be an ideal solution to help with the paper backlog at the agency, and Jennifer had heard positive reviews about Kinnser, but the owners still wondered whether their clinicians would be receptive to the software.

**More information
about Kinnser®**
www.kinnser.com

**“We have so
much more
control over
how we run
our agency
today than we
did before
using Kinnser.”**

ABOUT KINNSER

Kinnser creates the software solutions that power post-acute care. From its headquarters in Austin, Texas, Kinnser leads the industry by consistently delivering the smartest, most widely-used solutions for home health, private duty home care, therapy and hospice. With an enduring focus on customer success, Kinnser helps post-acute care businesses reduce expenses, increase revenue, streamline processes and improve care. **For more information, visit kinnser.com or call toll free 877.399.6538.**

“We knew that onboarding and training, customer support and software maintenance were going to be very important, because none of our clinicians were experienced using an EMR,” said Bernice. Kinnser offers complimentary implementation and online training, but can also provide on-site training if requested. Other software companies would have required Bernice and Jennifer to fly out, learn how to use the system, and then fly back to the agency to teach the clinicians on their own.

Additionally, the owners were relieved to hear that Kinnser’s Austin-based support team is available from 7am to 7pm Central Time, Monday-Friday. Because Kinnser is a Software-as-a-Service (SaaS) solution, updates to the software are always free and seamless, and don’t require hardware upgrades. Free training webinars are provided weekly, so Bernice and Jennifer would be able to easily onboard new staff. Hundreds of on-demand training videos would make it easy for everyone on the team to keep their knowledge current.

Considering the training resources, flexible support times, and the powerful, intuitive software that’s always up to date, Bernice and Jennifer didn’t hesitate to choose Kinnser as Best Home Health & Hospice’s software partner. Once they implemented Kinnser Software, the owners checked in with their team to make sure that the software met the needs of the clinicians as well as the back office staff.

Cyndi, the Director of Nursing, was pleased with how quickly the clinicians were able to learn how to use Kinnser Software. “The DON’s used to just chase clinicians around for their paperwork,” Cyndi said. “Now, we can easily keep track of all the patient information, and clinicians submit their notes twice as fast.” Another aspect that has made Cyndi’s job easier is the increased transparency with the rest of the staff. “I think Kmail (Kinnser’s HIPAA-compliant messaging tool) is perfect, actually. It’s such an easy way to communicate with the staff and make sure everyone stays on top of their tasks.”

Cary, Director of Billing, also realized the vast improvements that Kinnser brought to her daily processes. “Any agency that has over 100 patients and is typing in their own CAHPS report—Kinnser is worth it, just for that! I used to have to add up all the visits, type them in, then look up phone numbers... it took me a week when we had less than 100 clients. Now, Kinnser prepares the CAHPS report for me, saving me more than 30 hours per month, and making my life easier.” For Cary, the most noticeable difference with Kinnser has been the time saved—especially important now that the agency serves a patient census of 500. “We used to have a management meeting once a week. We hated those meetings because they’d be half a day long, every week! We meet once a month now. We get along better too, because of it.”

In addition to the time saved for both the clinicians and the back office staff, Bernice and Jennifer have seen quicker cash flow. “Payments are coming in at least 50% faster now, and we’ll be even more efficient once we start using Kinnser Hospice® in the coming weeks,” said Bernice. “We have so much more control over how we run our agency today than we did before using Kinnser.”