



CASE STUDY:

Providence Home Care of Florida Improves Clinical Notes with Kinnser Link®



Providence Home Care of Florida

OVERVIEW

Profile

Providence Home Care of Florida is a home health agency based in New Port Richey, Florida. The agency has an average daily census of 100 patients and has been using Kinnser since August 2013.

Challenges

- Delayed clinician note submission
- Lack of documentation at Point of Care
- Documentation without internet connectivity

Solution

- Offline charting with Kinnser Link®

“We’re all about working smarter—not harder—and Kinnser Link® is consistent with that.”

David McElwee, Partner at Providence Home Care of Florida, was a financial advisor before he stepped into the world of home health care. He discovered that his elderly clients faced challenges planning their retirements and navigating the health care system. Inspired to help elderly patients receive the care they deserve, David decided to join his father in opening Providence Home Care of Florida in late 2013.

From the beginning, Providence Home Care of Florida chose to use Kinnser’s web-based home health software on laptops the agency purchased for their clinicians. Starting as an agency with only seven patients, Providence Home Care of Florida has expanded to serve over 100 patients in two counties—in just two years. The agency has increased revenue every year with Kinnser as their software partner, and projects continual growth as word of their high-quality care spreads throughout the local community.

As the agency began to grow, David noticed a problem—clinical notes were not being submitted in a timely fashion. Even the most experienced clinicians took a week or longer to submit their visit notes, which was delaying the QA and billing processes as well as their revenue. “It makes it hard for an agency to grow if clinicians don’t submit their notes on time,” David said.

David found two primary issues causing the delay in note submission time. First, he discovered that some experienced clinicians were reluctant to document electronically at the point of care, fearing that laptops were a hindrance to providing quality care to their patients. David was surprised when he found that even the youngest clinician was reluctant to bring a laptop into the patients’ homes, because it was too challenging to find a place to set the laptop down.

The second issue was that internet connectivity was not always available in the patients’ homes. When WiFi was not available at the point of care, his clinicians had to write their notes on paper and enter them later when connected to the internet. The additional homework was slowing down the note submission time and becoming a frustration for the clinicians.

With clinicians doing double the work, it was obvious why they were struggling to submit their notes within the 48 hour-window expected at Providence. Faced with the redundant data entry and the risk of losing

paper notes, David called Kinnser to find a solution. With Kinnser Link®, an offline solution which enables clinicians to document at the point of care from their tablets, David realized the efficiency it would bring to the agency. Because Kinnser Link® is optimized for both iOS and Android, the clinicians at Providence would be able to use their own tablets to perform documentation at the point of care, which would be a huge cost savings for the agency.

**More information
about Kinnser Link®**
www.kinnser.com/link

“With
Kinnser
Link®, our
patients are
getting
better care.”

Fast forward to today, the transition from laptops to tablets has been helpful for the clinicians, who value the freedom to move about their patients' homes with a handheld tablet, regardless of internet availability. “We were one of the first to sign up for Kinnser Link®,” David said. “We are a forward-thinking agency and we don't just assume that the way things have been done in the past is the way to do things going forward. We're all about working smarter—not harder—and I think Kinnser Link® is consistent with that.”

“One of our greatest success stories with Kinnser Link® is **Arlene Davis, LPN**. Before Kinnser Link®, she took a week or longer to submit her notes, but now, she submits them within 48 hours, every time!” David said. “With Kinnser Link®, our patients are getting better care, we can bill on time, and we have enhanced communication with physicians.”

“Using Kinnser Link® is great because it auto-saves as I document in the home, so I never worry about losing my work. Plus, the notes don't stay on the tablet, so if I lose it, none of my patients' information will be lost or stolen.” Arlene said.



Arlene Davis, LPN, 65, (with David McElwee) has been working in home health for 32 years and loves her work.

Reflecting on his decision to purchase Kinnser Link®, David feels that “Kinnser Link® pays for itself due to the billing efficiency it brings agencies. For Providence Home Care of Florida, it has been a game changer!”

As for selecting Kinnser as a software partner, David feels that Kinnser has been an essential part of Providence's success and understands the agency's needs. “One of my favorite things about Kinnser is that the support stays open until 7pm Central Time during the week, which is huge for us, because home health is a right-now business, and Kinnser gets that.” David said.

It's clear that Kinnser Link® has provided a tremendous cost savings for Providence Home Care of Florida, but perhaps more importantly, it has made the clinicians' daily lives easier. From David's point of view, “satisfied clinicians means better patient care and a more efficiently run agency!”

From Arlene's perspective, “I just love this program! I've used a few other EHR's and I by far love Kinnser the most!”

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.**