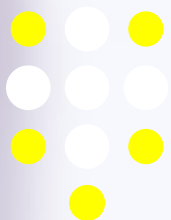


# Midwest Hospice Realizes 52% Savings with Adoption of App



Care·XM™  
Experience Management

# MIDWESTERN HOSPICE REALIZES 52% SAVINGS



## A Staffing Crisis:

A Midwest hospice provider serving 11 counties over a tristate area found a solution to a staffing crisis that would lead to unexpected benefits.

After losing two afterhours nurses, the leadership's top priority was finding an afterhours answering service that would provide true comprehensive backup while they worked on filling the open positions. Ideally, that solution would be easy to implement and would connect their patients to immediate clinical support.

**What they found was CareXM's mobile app, and what started out as part of the nurse escalation communication process soon became an indispensable tool.**

### - CAREXM ENABLED THEM TO -

- Review and refine** internal processes
- Improve the quality** of patient care
- Mitigate staff** compassion fatigue
- Scale services** with growth fluidly as needed
- Maximize staff efficiency** without compromising quality of care or costs
- Maintain a close family feel** within their community



## The CareXM Difference:

### *Clinical Phone Support*

When it came to handling afterhours calls, the hospice organization previously relied on the support of a hospital network switchboard to connect their callers to an on-call nurse. Though standard practice, channeling calls through an operator created a delay in care and overall caller experience that could be especially stressful for caregivers and their loved ones during times of crisis.

They realized a better solution would be to work with an afterhours service that was qualified to provide RN clinical assistance over the phone. CareXM's team of registered nurses did just that, providing skilled, compassionate care from the moment the call was first answered.

In a short time, support from CareXM went from an interim afterhours solution to a fully integral part of the organization's patient support solution. Now whenever hospice field nurses are unavailable to take a call, they have the peace of mind that their patients are still getting immediate quality care. With a trusted clinical resource partner, they can focus on providing sensitive situations in the field with the undivided attention they required and deserved.

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## Refining Internal Processes

As part of the implementation process, CareXM works with clients to ensure they can holistically coordinate and communicate overall patient care. This process not only helped define how the two teams would work together, but also enabled the hospice organization to spot areas within their own processes that could be addressed and better refined.

“CareXM worked with us to ensure seamless continuity of care by customizing their template to coordinate with ours,” stated Rene G., the hospice’s Central Response Team Manager. “Partnering with them necessitated a closer look at our internal protocols and procedures, which ultimately allowed us to put stricter parameters on our processes and improve them overall.”

Rene noted that the hospice’s devoted staff were initially hesitant to put their patients in the hands of another service, even as a backup.



But the fact that CareXM recorded each call, allowing the hospice to personally review the quality of care their patients were receiving, put their minds at ease.

After adopting the full version of the CareXM mobile app, the added ability to record calls internally also spurred a revamping of their own quality assurance processes.

« CareXM worked with us to ensure seamless continuity of care by customizing their template to coordinate with ours »»

## Cost Management

- Identify target areas**  
for improvement by tracking call codes and volume
- Reduce Patient Readmissions**  
and 911s by providing access to clinically certified triage assistance
- Eliminate redundancies**  
of traditional answering services with seamless routing, recording, and reporting
- Reduce the need for additional staff**  
by maximizing the abilities of the staff you have
- Reduce**  
the high costs of staff turnover and staff burn-out
- Track available nurses**  
and see their locations in real-time

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## Unexpected Benefits of CareXM's Mobile App:

CareXM's standard afterhours answering service came with access to the CareXM mobile app. As an unexpected benefit, hospice nurses were able to utilize the application on their own mobile devices to coordinate their availability while out in the field. This allowed them to escalate calls to available nurses, protect their time with patients and caregivers, and mark themselves as unavailable when entering rural areas where cell service was spotty.

What started out as an advantage or complement to processes soon became an indispensable tool. Even in its limited version, the app allowed the hospice staff to:



### -THE BENEFITS OF THE MOBILE APP -

- Mitigate burnout and compassion fatigue
- Maximize the efficiency of their existing staff, decreasing costs
- Streamline communication between staff members
- And most importantly, improve the overall quality of care for their patients and caregivers afterhours

### ***Routing, Recording and Reporting Leads to Savings***

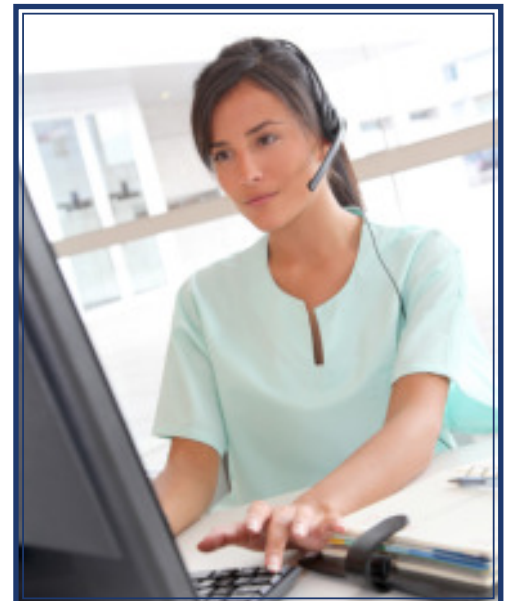
Until adopting the full version of CareXM's mobile app, the hospice organization lacked a formal or consistent method for recording and reporting call data for QA, training, and business development purposes. The full-featured mobile app includes a suite of recording and reporting tools that allowed the hospice leaders to take advantage of a wealth of analytical data to continue refining and improving their processes to further enhance patient care. Next came other unexpected benefits:

"We found that the more we used the app to coordinate availability between nurses, the less we needed CareXM's services as a backup. Now it's there for peace of mind in crisis situations," said Rene.

By utilizing CareXM's mobile app, the hospice was able to cut spending on supplementary phone support, realizing a savings of 52%.

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*“The compassion and professionalism of CareXM's nurses really put our minds at ease...we can't imagine going back.”*



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## *The Heart of Compassionate Care*

As a company that had been in business for more than 30 years, this hospice organization naturally experienced a learning curve with adopting a new system and technology, but CareXM strived to make the transition as smooth as possible.

Rene noted that throughout the service implementation process, CareXM's support was quick to respond and fix any issue that arose. Their main concern, however, wasn't implementation, but execution. Could CareXM really deliver their unique brand of care?

"It was a serious concern," said Rene. "We needed a partner that could represent the heart of our company and keep our close-to-home feel intact. That is really important in our tight-knit community. The compassion and professionalism of the CareXM nurses really put our minds at ease. With the addition to all the other benefits that came with their service, we can't imagine going back."



## About CareXM

CareXM's patient engagement platform, including clinical and non-clinical 24/7 medical answering services, are used by home health and hospice providers, physician practices, hospitals, and many other care providers across the United States. All services are HIPAA-compliant, available 24/7, and can be integrated with providers' existing electronic medical record and scheduling platforms.

CareXM's mission is to transform healthcare through tech-enabled services that provide a proactive approach in addressing patient and client needs, leading to a faster, more personalized and attentive care experience.

Are you ready to transform your home care organization? Contact us:

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



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