



How Scheduling Improvements Increased One Agency's ADC

Homecare Homebase connected with Valerie Bollinger, Manager, Clinical Operations at Visiting Nurse Association of Southeast Missouri to discuss how HCHB products helped them increase their census and improve the scheduling experience for their clinicians, patients and administrators.

Why did you decide to adopt HCHB Smart Scheduling?

Before implementing Smart Scheduling, we had scaled back as an agency, we ran into issues with staffing, which has been a problem across the nation. We had to turn down more referrals and when you start doing that, they quit calling and your census starts to fall off. Our census got down to a point that we decided we really needed something to help us turn things around and accept more referrals.

How has Smart Scheduling impacted your office staff?

It essentially took the place of a full-time person. We had an LPN who was handling scheduling full-time, and we were able to re-deploy her back into the field to treat patients. That immediately allowed us to start seeing more patients and accept more referrals. Now she only spends two hours a day on scheduling. The rest of the time she's making visits! It still takes some time to manage schedules, but it's not a full-time responsibility anymore.

We've said multiple times, 'thank goodness we've got Smart Scheduling' because we can run reports and not be stressed. We're able to run reports and actually plan ahead with the intake team for the appropriate level of care.

How has Smart Scheduling impacted your clinicians?

They're less stressed and don't have a lot of last-minute weekend preparations. Our administrators used to have to work on Sunday nights to plan schedules for

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CASE STUDY SNAPSHOT

IMPROVEMENTS AND INSIGHTS

- ↑ Monthly ADC **increased 15%**
- ⚙️ **Smoother** operation
- 🧠 Scheduling **stress reduced**
- 👤 **Fewer** missed visits

- 👤 Down to **1 part-time** scheduler
- 👥 **Increased** clinician accountability
- 💬 **Improved** patient/caregiver communication

PRODUCTS HIGHLIGHTED

-  **HCHB Smart Scheduling**
-  **Patient Visit Reminder**

Monday, which was also stressful for our clinicians because they didn't get their schedules until the last minute. Smart Scheduling has given us huge time savings and allowed us to plan for Monday by Friday afternoon.

Our clinicians feel more in control of their schedules than they used to. You can look ahead on the schedule and see who's down for next week. The system has already taken care of juggling who to see and when. They don't have to worry about waiting on a scheduler to get their job done so they can start working. There's been less frustration with schedules, which has been a huge, huge thing.

How has Smart Scheduling impacted your growth?

Since we have been able to shift resources back into the field, we've been able to take more referrals. Now we're back up to holding steady at over 200 patients, which is about a 15% increase from where we were.

Smart Scheduling also helped us feel comfortable accepting more referrals because we have a better understanding of our staff's availability.

It helps you to know how many more patients you can take and at what level of care. Is this a critical patient who is going to require a daily visit? Is there any way we can fulfill that need after we take them? Now it's easier to quickly look at the schedule and say "yes" or "no" without spending a lot of time on it.

How did HCHB support your Smart Scheduling journey?

Michelle, our client success analyst, has been so supportive walking me



**VISITING NURSE
ASSOCIATION
OF SOUTHEAST
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through the reporting and how to trace back and fix issues so they don't happen again. Technology always comes with a learning curve and change can seem hard, but I get very few calls with issues now that everyone understands how the system works. HCHB also gives us analytics updates that help us understand the ROI and keeps us on track with continuing to improve.

Why did you decide to pull the trigger on HCHB's Patient Visit Reminder?

We were wondering for a while if it would help our clinicians fit in one more visit and get a full eight-hour day in. Since we were implementing Smart Scheduling anyway, it was the perfect time to say "okay" and treat them as

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part of the same update. It made perfect sense. I mean, our dentist office does it, our doctor's office does it, why not a home health agency? This is just like every other healthcare provider. We want to stay really informed and communicate.

What have you seen after adding Patient Visit Reminder texts?

We have seen fewer missed visits and are covering more visits earlier in the week instead of pushing visits to Friday or the weekend. Lowering missed visits is very valuable to us. We serve a very rural area and clinicians have to drive up to one hour between visits, so a missed visit can lead to two hours of wasted clinician time. We can't just run and knock on the door and hope a patient is ready for us. We really need a confirmation ahead of time.

The texts have helped us get those confirmations and if we have to call them, they're more likely to answer the phone because they're expecting to hear from us.

The Patient Visit Reminder texts have also helped our clinicians stay accountable and stick to their planned schedules. The texts have fostered greater engagement with both our clinicians and patients. Patients and caregivers also really appreciate the enhanced communication.

How have Patient Visit Reminder texts helped your patients' families?

There have been a lot of family caregivers that have appreciated it. They get the visit reminder and know we're trying to get in touch, so they say: 'okay, I'll call and make sure mom has seen it'. The confirmation that the patient is waiting, so go ahead and come over helps everyone stay in the loop.

Learn how HCHB Smart Scheduling and automated text messaging can help improve scheduling experiences for your agency. Visit us online or call today!