

Maximize technology for staff recruitment and satisfaction

HOME HEALTH, HOSPICE & PALLIATIVE CARE

CitusHealth[®]
by *ResMed*



Maximize technology for staff recruitment, retention, and satisfaction

The right technology can enhance your staffing strategy and empower clinical teams to do more with less.



In this eBook, we explore how to:

- Empower your team to work at the top of their licenses
- Explore ways to enhance your staffing strategy through technology
- Utilize efficient workflows and digital forms as recruitment tools

Staffing challenges facing home-based care

Home-based care is experiencing many shifts. Hospitals and facility-based care are shifting to the home, patient expectations are shifting to those of consumers, and fee-for-service is shifting to value-based care.

Amid these changes,

organizations are navigating staffing shortages brought on by the COVID-19 pandemic, an aging population, wage inflation pressures, and accelerated retirements in the nursing workforce.

Also posing a challenge

is the ability to recruit and retain top talent. In the wake of the pandemic, it's an applicant's market. Clinicians are asked to do more non-clinical tasks while experiencing less work-life balance and nurse travel positions with higher wages are pulling seasoned staff away. Meanwhile, the younger workforce requires additional training and expects tools and technology to help them do their jobs. The result of these challenges is a race to recruit and retain seasoned staff, which requires organizations to optimize operations to shift and reduce cost.



Communicating seamlessly has many benefits

The lack of comprehensive solutions in home-based care can have negative effects on everyone involved.

Overburdened nurses experience burnout without efficient workflows. Patients can have an increased likelihood of rehospitalization without seamless ways to communicate with providers. And when expectations for digital tools aren't met, patients and family caregivers can express it through poor satisfaction scores.

The good news is that the right technology can have a positive return on investment. Real-time connections between home-based care providers, patients, and family caregivers can produce observable improvements in care coordination including:

- Higher patient satisfaction
- Improved staff efficiency
- Higher staff satisfaction
- Increased patient activation
- Lower likelihood of errors, adverse events or hospitalizations

This improved performance and efficiency mean more patients can be taken on while less turnover can be experienced, potentially saving organizations hundreds of thousands of dollars per year.



There are positive impacts to improving the way we communicate with each other and the way that we communicate with patients. It can translate into better CAHPS scores, better clinical outcomes, more referrals, and less staff turnover.

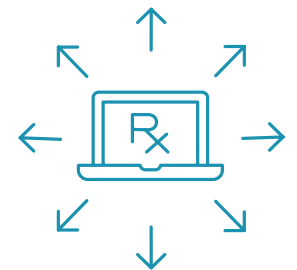


Melissa Kozak, RN, BSN, President & Co-Founder, CitusHealth

Using technology to recruit

It's clear that the right technology can reduce administrative burden. Organizations shouldn't shy away from using those digital solutions as recruitment tools. In this clinical job market, show applicants how your optimized workflows can give them the work-life balance they crave.

- Showcase technology screenshots during the interview process to give applicants a view of what to expect in their daily tasks.
- Use digital tools to obtain standard forms during the onboarding process.
- Deliver training and answer questions electronically.
- Get new hires passionate about your digital tools by implementing them at the very beginning.



We've been able to show staff how the tools we have in place are going to make them better clinicians.



Janell Solomon, Director of Compliance, Sangre de Cristo Community Care

Retaining talent by doing more with less

To have an educated, compassionate care team to provide the best possible care experience, organizations must attract the best talent.

Once they've recruited that talent, it's important to avoid the workflow challenges that put clinician retention at risk including:

- Inefficient channels of communication with the care team
- Obtaining signatures on paper or in software that does not integrate with your EHR
- Snail mail used for care plan updates and lack of proof it was sent and/or received
- Time spent managing and sharing training and education to patients and staff
- Difficulty getting chats and emails into the medical record
- Unsecure methods of communicating with patients
- Missing communication history



Retaining talent by doing more with less

Here are ways the right technology can lighten the administrative workload for licensed and non-licensed staff:

- Route patient-initiated communication to the right person or team and escalate if needed
- Tag chats for retention of critical clinical information
- Easily locate documentation and audit history
- Promote work-life balance
- Capture all data electronically and have the ability to integrate it into the EHR
- Easily access all patient-related communication
- Digitize and automate administrative workflows
- Know patient status with pre-visit communication and assessments



Staff should be able to turn off their phone at the end of their shift and know that the technology is in place to support their patients. Patients have digital support tools in place that ensure their needs will be met by the clinician on call.



Melissa Kozak, RN, BSN, President & Co-Founder, CitusHealth

Embracing change with the right technology

The home-based care industry is already facing changes with value-based purchasing, OASIS-E, and more — and staff will need to learn these changes, as well as the everyday change with their patients. Are the changes in technology right for your agency?

The right technology partner will evaluate your goals and allow you to deliver the positive connection and outcomes needed to meet these goals. Omni-channel communication benefits staff, patients, and family caregivers in a number of innovative ways:

- Quick, electronic methods to complete forms and sign documents
- Easy sharing of medication changes, request information or change of health status
- Post-encounter follow-up and survey capabilities
- Video calls between staff and families
- Self-service, on-demand education, and training
- App-less signature capture and messaging capabilities
- Secure, real-time messaging
- Virtual visits

These digital tools not only help organizations reach goals, but they also allow clinical staff to work at the top of their licenses. More efficient workflows help eliminate the need for double charting and remove the administrative burden facing so many clinicians today — empowering them to focus more on the patient care they love to deliver.

Beyond improving staffing and patient and family caregiver satisfaction, this digital approach to home-based care allows organizations to accept more patients and keep them on service, help them in efforts to prevent rehospitalizations, and reduce revenue at risk.



Make sure you hear what the patients and their families are asking for and ensure that all of those pieces that you put into place for staff satisfaction and agency improvement are now meeting the patient's needs as well.



***Janell Solomon**, Director of Compliance, Sangre de Cristo Community Care*

In home health, hospice, and palliative care, patients and family caregivers expect instant communication via their preferred method.

Having a single digital platform can give your organization the virtual care capabilities it needs to better engage patients and their caregivers, to achieve better CAHPS scores, and to provide better care. With CitusHealth, this includes:

Real-time, instant communication:

- Care team collaboration
- Secure messaging
- Configurable forms
- App-less e-signatures
- Delivery coordination
- Patient onboarding
- Video chat and telehealth
- Auto-routing and escalation
- On-demand education and training materials
- Schedule change communication
- EMR integration
- Bereavement care

We're transforming the way patients, family caregivers, and care teams engage with each other — making high-quality care more accessible through an app-less solution built for the unique challenges faced by home health, hospice, and palliative care providers.

When we're better connected, everyone wins.

Visit us at citushealth.com to learn more

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