

Committed to providing compassionate care

SUCCESS STORY HOSPICE

Circle of Life Hospice partners with Netsmart to bring better care to its patients

For more than 25 years, patients and their family members have turned to the care and comfort provided by Circle of Life Hospice, the largest non-profit hospice in Northwest Arkansas. Serving Benton, Washington, Carroll and Madison counties, Circle of Life provides professional, inpatient and outpatient treatment that is customized to the individual's needs.

About Circle of Life Hospice

Circle of Life also provides unique services for families and loved ones, including counseling and support groups. On-site social workers and chaplains, along with talented staff and volunteers, are dedicated to bringing comfort and relief to patients and loved ones. Circle of Life is committed to compassionate end-of-life care for a person's body, mind, spirit and family when there is no longer a cure. The organization's core values of compassion, inclusion, respect, comfort, leadership and excellence make Circle of Life a community of quality care when it matters most.

Circle of Life is fully accredited and certified by the Arkansas Department of Health and Medicare. It is ranked in the top 12 percent nationally for employee engagement and satisfaction. The hospital readmission rate for patients admitted to Circle of Life in 2017 was 0.5 percent. Ninety-two percent of families receiving care responded they would "definitely" recommend Circle of Life services to family and friends.

Circle of Life Hospice's vision is to become nationally recognized as the premier provider and educator for hospice and bereavement services in Northwest Arkansas.

Even with its dominant place in the marketplace, Hospice Advisor provided Circle of Life a quality, yet affordable option. As a non-profit, Circle of Life was keenly aware of the cost benefit that would come from its selection of Hospice Advisor.



At a glance

Community

- Hospice

Organization

- Circle of Life Hospice

Locations

- Northwest Arkansas

Challenges

- EHR not meeting hospice agency needs
- Lack of adequate, real-time information
- Vendor support not responsive

Solution

- Hospice Advisor™
- Plexus Cloud™ Hosting

Results

- Timely regulatory compliance
- Improved communication across care team
- Ability to save on hardware and personnel costs
- Responsive, dependable Netsmart support

Getting everyone on the same page

With two inpatient units of 24 beds, a field unit and the desire to be built for the future, Circle of Life Hospice noticed that its electronic health records were not meeting staff or patient needs.

The system was not robust enough to keep up with the Circle of Life staff's demand for real-time information.

Additionally, the software provider's customer service representatives were not as responsive as Circle of Life needed them to be. This created a cumbersome environment with staff members troubleshooting their way to productivity.

It became clear that Circle of Life needed a software overhaul. Therefore, the search for a new, more attentive provider began.

Netsmart: Able to adapt, able to help

Circle of Life began doing its due diligence by looking for new providers that could not only help it continue to serve its values and mission, but also have readily available customer service personnel for unforeseen issues. Because of its reputation of excellence, McKesson's Hospice Advisor™ solution became one of the first resources Circle of Life investigated.

It became clear that Hospice Advisor, which is now part of the Netsmart family of solutions, could help both the patient and clinician, making it stand out from the competition. Additionally, Hospice Advisor offered the ability for its software to adapt to any industry regulatory changes, something Circle of Life valued.

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The agency chose to implement Hospice Advisor as a hosted clinical and agency management solution. Using a hosted solution allows the hospice to allocate fewer resources to IT staff and computer hardware compared to what would have been required to maintain and monitor the system locally at all hours of the day and night.

With Netsmart's thorough communication and staffing redundancy, Circle of Life staffers always know who to call when an issue arises.

Being in a hosted environment, the staff at Circle of Life have peace of mind knowing that an assigned Netsmart representative serves as the main contact for the agency, and that the organization is backed up by a large team of system administrators. The representative is available to answer questions, troubleshoot connection issues and coordinate system updates and upgrades. With Netsmart's thorough communication and staffing redundancy, Circle of Life staffers always know who to call when an issue arises.

Because Netsmart hosts and administers Hospice Advisor for Circle of Life, the agency saves money not only on hardware, but also on personnel costs that would have been required to monitor and maintain the software 24x7.

Benefitting the patient first

Once Circle of Life made the switch to Hospice Advisor, the clinicians and leaders became a lot more confident.

Patients are now assured that no matter who is seeing them, a clinician or a new nurse, the provider has access to the most current information, and their health history does not need to be repeated. From the clinician standpoint, they now have the confidence the information they are reading is correct, and they can best help the patient and their family through the care process.

For admissions, staff at Circle of Life are currently implementing iPads that require minimal training and are intuitive to use. Those managing patients are given real-time information without the hassle of trying to find papers and documentation. If a regular case manager isn't available, anyone on staff has the most up to date information to best treat the patient.

Circle of Life staff members can see their patient's health trends, which allows them to thoroughly educate a patient's family. If a patient improves, staff members can see documentation of the change and plan the best course of action. Throughout the time of care, the patient's family will be able to see what factors to consider before making any decisions. The software has allowed staff to map individual bereavement plans and make different options available to offer the best course of care.

Training and assistance was provided to help Circle of Life make a smooth transition and to help get every clinician up to speed on how to utilize their newest tool. Netsmart also offers a 24-hour, seven-days-a-week support team, while also providing constant software updates and upgrades to keep its product consistently evolving and continuously improving. Over the years, Circle of Life continues to work with Netsmart by participating on customer focus groups and as a beta partner. This collaboration ensures those updates keep Hospice Advisor tuned in to the needs of a growing hospice agency.

Learn more about Netsmart clients at
www.ntst.com/Hear-From-Clients

About Netsmart

Netsmart designs, builds and delivers electronic health records (EHRs), solutions and services that are powerful, intuitive and easy-to-use. Our platform provides accurate, up-to-date information that is easily accessible to care team members in behavioral health, home care, senior living and social services. We make the complex simple and personalized so our clients can concentrate on what they do best: provide services and treatment that support whole-person care.

By leveraging the powerful Netsmart network, care providers can seamlessly and securely integrate information across communities, collaborate on the most effective treatments and improve outcomes for those in their care. Our streamlined systems and personalized workflows put relevant information at the fingertips of users when and where they need it.

For 50 years, Netsmart has been committed to providing a common platform to integrate care. SIMPLE. PERSONAL. POWERFUL.