

# Home Care

# Synergy



## 3 Insights to Make Exceptional Care and Streamlined Operations Work Together

By Savii Inc.

**If you didn't start a home care agency to help people and provide the highest level of care, sorry, but you're in the wrong line of work.**

While this notion should be true in any field, it is especially the case in organizations that provide services related to patient care. Home care is a market that is only going to get bigger, but it is also one that represents meeting the complex needs of people with a wide range of concerns and working long, difficult hours to do it. Even though this is an essential service that someone must do, doing it properly absolutely requires answering the call of care and compassion.





**Obviously, though, an operationally challenged agency — no matter how much it values helping people — will not be around for very long.** Caring for patients and operational efficiency must have a symbiotic relationship. Like the saying goes, don't put the cart (business needs) before the horse (patient care). However, it's also important to make sure the wheels don't fall off the cart. Otherwise the horse won't get very far.

Patient care and running an efficient business should not be mutually exclusive. In fact, properly balancing these two values can **create a positive feedback loop** that allows you to help more people while driving an increasingly successful agency. At Savii, our team of experienced home care leaders set out to build a company that helps the helpers.

We understand the challenges facing home care agencies and the passions that keep you rising to meet them every day. If you're looking to provide the highest level of care to your clients with an agency that is built for long-term success and growth, we'd like to share some key insights that can help.

### **INSIGHT ONE: A competent, well-trained staff leads to better care**

**Caring for the people inside your organization is just as important as caring for the people outside your organization.** In a competitive staffing market with high turnover, there's a temptation to hire the first warm body that walks through the door. But an agency that delivers high-quality care has to be made up of people who are capable of delivering high-quality care. That's why you have to take the recruiting and training process seriously.

Taking the time to have organized recruiting, interview and selection criteria is **an investment in your company's culture and success.** Canvass job boards to cast the widest net possible. Have a presence at job fairs and hiring events. Design a job posting that calls out to caregivers who match your hiring needs and care goals.

When beginning to select candidates, it's important not to screen out people who may be great potential caregivers with unnecessarily high qualifications. While having a comprehensive list of certifications and a long resume of experience are generally positive indicators, they don't always tell the whole story. Your selection process should primarily be focused on finding hardworking, reliable people who genuinely care about helping people. Even if they come from a different background, look for relevant experience, steady employment and a positive attitude. Ask questions during interviews that draw these qualities out from their actual experience. When you do narrow it down to a few potential hires, don't skimp on background and reference checks.

After a thorough search for the best possible candidates, the last thing you want to do is throw them to the wolves. New members of your team need to be oriented to your culture and your organization's way of doing things, even if they have prior experience in home care. A detailed training plan overseen by someone qualified and equally passionate about quality of care is essential in the caregiver on-boarding process. Make sure they feel comfortable asking any questions they have and that they have the means to do so.

Savii can help streamline your company's training process with our Savii Connect Caregiver app. We



designed it to be usable as quickly as possible with as little as a 15-minute training session. With secure messaging, your **new caregivers will always feel connected** and have a convenient way to get support from the office as well. Anything you can do to smooth out the training process and make your new caregivers feel confident can help build your winning team.

Is it really worth it to invest in recruiting and training? Yes. If you hire caregivers who aren't qualified and dedicated to patient care, you're going to see a decline in client satisfaction. Similarly, if you hire the right person and throw them into visits without giving them the tools they need to succeed, your patients will not be happy and cared for. This can lead to increased turnover, lost clients and declining referrals for your organization.

## **INSIGHT TWO:** Supporting your staff with the resources they need keeps them motivated and more patient-focused

Building off the last point, once the right team is in place, there are a number of potential operational barriers that can get between them and delivering excellent care. **I'm sure you and your staff have encountered at least some of the following:**

- **Feeling bogged down in paperwork**
- **Dealing with scheduling changes and errors**
- **Having to keep patient information straight, including dietary restrictions, allergies and current medications**

The more hurdles that team members have to jump over to do their job, the less time they can spend doing actual caregiving duties. What's worse, patients know when a caregiver is frustrated or has a bad attitude. Now, hiring the right people can reduce this, but everyone has their limits.

Tools are just tools. They need people to use them, and those people need to be supported by a well-functioning organization. But the right tools can help your people feel empowered and motivated to do their job that much better. The entire Savii Care management platform was designed to do just that.

The Savii Connect app, which can be used on both Android and iOS devices, gives your aides the following capabilities:

- **Clocking in and out with GPS visit verification**
- **Documentation of tasks and deviation of care**
- **Capture of signatures**
- **Secure communication with your agency**

It is also the only integrated app available to in-home caregivers that supports point-of-care documentation even offline. Finally, Savii Connect can take the friction out of scheduling and assigning shifts by offering you the ability to perform these functions instantly without picking up the phone. Changes can be made based on current availability and can be accepted on the caregiver side.

By smoothing out as much of the logistical side of your caregivers' day-to-day jobs as possible with a winning suite of tools, you can help your staff stay motivated to give your clients and their families the care they deserve.

## INSIGHT THREE: Streamlined operations equal less hassle on the client side while reducing barriers to revenue for you

If eliminating hassles for your aides helps your clients, then it's all the more true about addressing the difficulties that your clients encounter directly. If your clients are frustrated with an aspect of your business before the caregiver even arrives, it will not bode well for the visit itself. For example, if a requested appointment change is missed or there is an inability to leave a message regarding new care instructions, it can lead to frustration and stress — the opposite of care!

The same way that the Savii Care platform works to **make your and your team's lives easier**, it can also help your clients receive the care they need. Savii Family is the name of our web-based portal that allows families to easily and seamlessly interact with your agency. This interface is device-neutral and allows your clients to access their updated records, anytime and anywhere. It also offers secure access to schedules, care journals, care team members, messages and statements.

Not only that, but you can keep your fingers on the pulse of client satisfaction with surveys and visit and caregiver ratings. Taking a passive approach to client feedback can result in a very small and limited sample of the actual care your patients are receiving. By including this important feature and promoting it, you'll be able to gain important insights into what your team is doing right and what some consistent areas of opportunity might be.

The **Savii Family Portal** also makes it easier for your clients to view statements and pay their invoices. Lowering barriers to revenue is a surprising yet maybe perfect example of the synergy that can exist between operational efficiency and excellent care. Almost nobody loves paying bills, but everyone wants it to be as easy as possible. A hassle-free billing and payment system takes away one more barrier between you and the people you care for, while also **making it easier for you to increase your revenue streams**.



# Savii Care — a platform for exceptional care and operational synergy

If you remove as many of the administrative and operational speed bumps as possible for both your team and your patients, all that's left to focus on will be **providing people-centered care**. At Savii, we're here to smooth out that road so you can go full speed ahead. Our platform is fully and easily scalable, so whether you have one office or 10 or 100, we'll always be the right size to help you avoid the need for expensive upgrades.

Savii was designed from the ground up to help you balance operations and care, resulting in **client**

**retention and increased efficiency and profitability** for your organization. If you want to learn more, a 20-minute discovery call with one of our specialists can help you identify your opportunities for better care.

**Contact us today at 877-205-4653.**

