



Customer Success Story

Five Star Home Care



Five Star Home Care Relies on Qliq Secure Texting to Increase Referrals

SITUATION

Home Health and Hospice organizations continue to grow as key providers of care to an aging population. With that growth comes the problem of streamlining patient care and collaboration across multiple locations and across great distances, all while maintaining HIPAA compliance. At its core, this problem is one of communication and Five Star Home Care in Boca Raton, FL is no exception.

BACKGROUND

Five Star employs more than 150 nurses on a contract basis. Many of them use their personal smartphone to communicate with fellow care team members, as well as scan and exchange documents and images that contain PHI. This BYOD (Bring Your Own Device) practice meant that confidential patient files, x-rays, and images were housed on disparate, unsecured personal devices that were out of Five Star's control.

"We discovered that not all of our care team members had a secure email system on their mobile devices," explains Adam Flint, Five Star's Director of Rehabilitation. "As a result, they were reverting to traditional text messaging which is a big HIPAA no-no. It was clear that we needed a faster and more reliable communication solution that met our security and compliance requirements."

The remote nature of Five Star's employees and lack of a secure and collaborative communication system presented several other hurdles to streamlining patient care. There were extreme delays in receiving referral forms and providing patient updates between field nurses, the Five Star front office, and physicians. Inability to share PHI with external Primary Care Physicians and Medical Directors except in the most basic fashion (e.g. snail mail, faxes, couriers) slowed responses to changes in care plans. Acquiring signatures on care plans and visit forms delayed patient care even further.

"The Qliq Solution has been vital to our organization."

Adam Flint
Director of Rehabilitation
Five Star Home Care



CASE STUDY – FIVE STAR HOME HEALTH



ASSESSMENT

After extensive research for a secure mobile clinical collaboration solution by Five Star's Director of rehabilitation, Adam Flint, the company selected Qliq Secure Texting as their go-to platform for instant nurse communications, referral management, and patient updates. The remote staff members use the Qliq mobile app on personal iPhone and Android smartphones and the office staff members use the Qliq desktop app on Windows PCs. With a BYOD approach, Five Star has achieved a flexible and cost-effective mobile solution which secures patient information and provides remote management of the devices. They have dramatically streamlined communication with the remote staff saving each person up to 6 hours per week. By reducing communication delays, their employee job satisfaction has also achieved meaningful gains.

The Qliq Secure Texting solution also helped Five Star overcome the key hurdles impacting their company. By using Qliq to securely exchange documents they have been able to receive and respond to referrals more quickly allowing them to further grow their business. Now the care navigators at Five Star can receive referrals over Qliq secure texting instead of fax. They can quickly assign and communicate with the appropriate home health nurse, share the patient care plan and the immediately initiate the first visit.

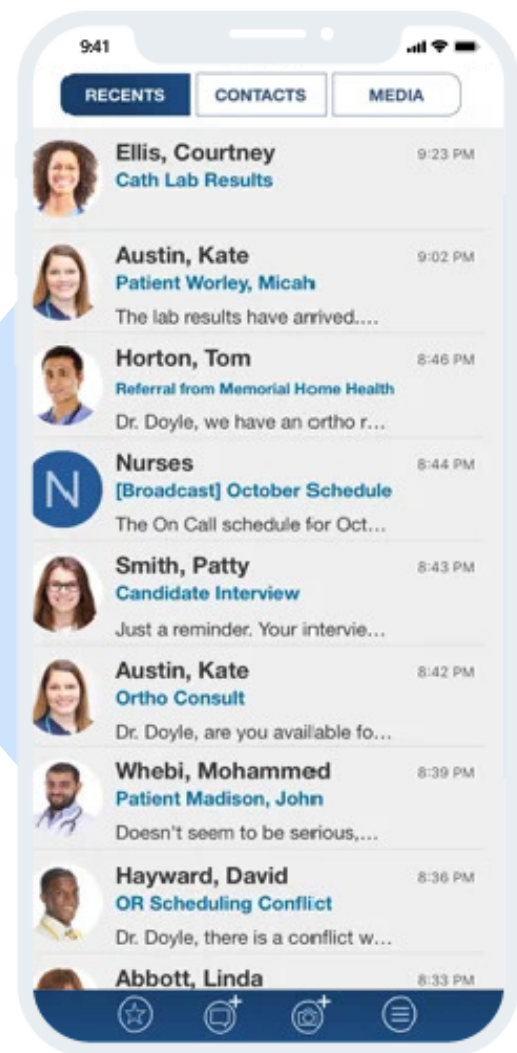
Additionally, with the Qliq mobile app physicians and nurses can securely sign care plans and visit forms right on the smartphone screen. No longer does the Five Staff have to track down a physician at the office or hospital to obtain a signature. Five Star staff can send the document to the physician's Qliq smartphone app. The physician opens the document in Qliq, enters an e-signature right on the screen and sends the document immediately back.

"The Qliq solution has vastly reduced our reliance on email," Adam continues. "I honestly can't picture running our operations without it."

The QliqSOFT solution was not only critical for internal communication but ideal for communicating with external

referral partners as well. Through QliqSOFT's tiered pricing, Adam was able to include many external contacts without any additional cost to Five Star or their partners. With their partners using Qliq as well, the result was further streamlining of physician referrals.

"When we started looking at other possibilities and risk factors, we realized that a wider deployment would provide us with more security," Adam recalls. "Qliq's ability to mix the free tier with the paid tier was one of the major deciding factors. This feature kept us with Qliq while rolling out our EMR."



RECOMMENDATION

Feature-rich and user-friendly, Qliq was easily integrated within Adam's organization. His staff and clinicians have readily adopted the app, which has helped streamline workflows and minimize their reliance on email.

"The Qliq solution has been vital to our agency" Adam emphasizes. "I think if I tried to take it away from everyone, they would quit. It has actually become a verb in our office. Similar to how we "Google" people, places and things, we now "Qliq" people to connect and share information with them."

By improving communication and collaboration at Five Star Home Health, the remote nursing staff saves time each day and experienced improved job satisfaction. And equally, as important, the company was able to increase referrals and speed up the billing process. For more information about QliqSOFT and its suite of clinical collaboration solutions, visit us online at www.QliqSOFT.com or call (866) 295-0451.