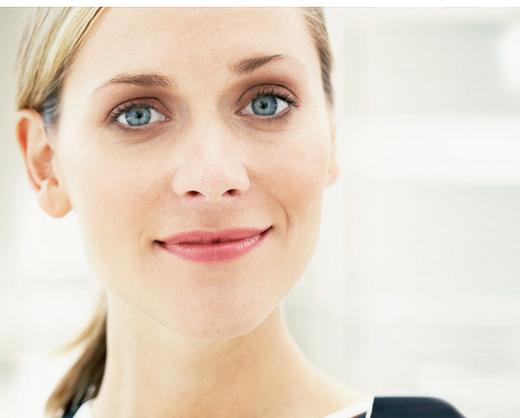


# Let's Build a Better Software for Hospice

Kinnsler changes the paradigm by developing hospice software collaboratively



*An Interview with Patrick Stonich, BSN, RN of At Home Health and Hospice*

Joseph Motto and Patrick Stonich founded At Home Health and Hospice in 2005 with a commitment to putting patients first. At Home takes their dedication to customer service seriously and credits Kinnsler Agency Manager™ with helping them focus on patient care and grow their home health agency. Now, they are looking forward to using Kinnsler Hospice® and experiencing the same benefits in their hospice business.

When Patrick Stonich, Chief of Nursing, heard that Kinnsler was developing a hospice solution, he contacted the Austin-based software company to learn more and see how he could help. Kinnsler invited Patrick to join their discovery program in which a select group of clients provides input and guidance throughout the development process. Patrick and his team offered suggestions during the concept and design phases, reviewed mockups and prototypes, and began using the software as part of Kinnsler's early access program.

The early access program for Kinnsler Hospice began in August of 2013, when a small group of customers, including At Home Health and Hospice, began using the software. The early access customer group has been providing the Kinnsler team with continuous feedback since that time.

We sat down with Patrick as his agency was preparing to transition to Kinnsler Hospice. We wanted to understand his frustration with previous solutions and why he was so enthusiastic about transitioning to the new solution from Kinnsler.

**Q:** What frustrations have you experienced with hospice software over the years?

**Patrick Stonich:** To summarize, it comes down to consistency and reliability. Our current software changes on just about a weekly basis, leaving us in a state of constant uncertainty. Pages and tabs change locations, and it is difficult to find documentation. This means that we have to continuously train on the software, and it also introduces unnecessary complication

into the audit process. Order tracking is so unreliable that we actually use Kinnsler Agency Manager—the software we use in the home health side of our business—to keep track of our hospice orders. This duplicate entry takes extra time, but is necessary to properly track our orders.

**Q:** Why were you interested in helping Kinnsler develop their hospice solution?

**Patrick Stonich:** Having been a longtime Agency Manager client, it was exciting to learn that Kinnsler was developing hospice software. Agency Manager is so easy to use and follows the natural workflows of intake, scheduling, point of care charting and billing. I was hoping that Kinnsler would build a hospice software that would keep the great features of Agency Manager, but apply them specifically to hospice. That's what they've done. I also wanted to give back. Kinnsler has helped us streamline and grow our business—helping us save time and money and eliminating paper—and we wanted to play a part in helping other agencies get the same benefits.

**Q:** What features of Kinnsler Hospice do you find particularly helpful and different than the software you use today?

**Patrick Stonich:** Kinnsler Hospice has an intuitive workflow, and that's critical. With very little training, our clinicians are able to see what they need to do next and easily complete their documentation in the patient's home. The ability to see onscreen calendars that show schedules and level of care really helps us know what is going on with each patient. Since hospice provides an interdisciplinary approach to care, we love that each discipline has their own screens in the software for documentation.

The hospice regulatory environment can be scary and overwhelming, but Kinnsler makes it easy for us to stay in

compliance. Auditors are going to love it because everything is right there in front of them—they don't have to dig to find the documentation.

Kinnser Hospice® includes a built-in workflow for Interdisciplinary Group (IDG) meetings. It shows which patients are due for an IDG meeting, and then allows us to view the Plan of Care for each patient and record the IDG members who attended the meeting. It also tracks which patients were discussed in each meeting, with a snapshot of the patient's Plan of Care automatically added to the patient's record.

**Q:** What advice do you have for hospice agencies that are considering new software?

**Patrick Stonich:** Buy Kinnser Hospice! Many vendors make you buy multiple modules to support all aspects of your business, but Kinnser Hospice is everything you'll need all in one system. You will be able to easily admit patients, schedule visits across all disciplines, accurately document the plan of care and all patient interactions, and ensure you are always audit-ready. And, it scales as you grow—whether you have 5 patients or 500, it's always easy.

With Agency Manager, the home health side of our business is ready for an audit anytime. We are 100% confident that all documentation is complete and easily available to a surveyor. Kinnser Hospice will give us this same confidence—something we don't have with our current solution.

Kinnser Hospice will streamline your business and help you save time and money. Because it is web-based, you won't have server

or IT costs. And unlike the software we currently use, Kinnser has a consistent release cycle. You can expect monthly releases at the same time each month, with clear and concise communications about what changes are included.

You'll have real-time access to patient charts. This reduces mileage expense and lets clinicians spend more time with patients. Scheduling integrates the patient record and the clinician's to-do list, so you won't have to go back and forth via email, phone, and text if something changes. You change it one place, and you're done.

Kinnser Hospice includes billing functionality. You will save money and improve your cash flow by submitting your own claims and not having to outsource.

Lastly, Kinnser Support is top notch. I rarely have to call them, but when I do, they are responsive, accurate, and knowledgeable about the software and the industry. They truly care about our success.

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#### About Kinnser Software

*A decade strong, Kinnser Software, Inc. provides web-based solutions that deliver clinical and business results to the home health, hospice and private duty industries. Headquartered in Austin, Texas, Kinnser Software serves more than 4,000 post-acute care organizations nationwide. Kinnser helps thousands of clinicians, caregivers, back office staff and others in home care manage scheduling, billing, electronic visit verification, day-to-day operations, and referrals.*

*To learn more about Kinnser Software visit [www.kinnser.com](http://www.kinnser.com).*



## Your hospice has an important mission.

We're here to help you accomplish it.



Hospice care has been looking for a smarter, more comprehensive software solution for years. Now it's here. And it's new from Kinnser.

Kinnser Hospice® streamlines your business and allows you to better accomplish your mission of coordinated care. From intake and scheduling to clinical charting and billing, Kinnser Hospice® promotes profitability, compliance, and quality care.

Developed through a close partnership with successful hospices, Kinnser Hospice® helps your hospice become a more compassionate, healthier business.

Kinnser Hospice® helps you

- ✓ focus on care
- ✓ improve patient management
- ✓ streamline clinical charting
- ✓ improve collaboration

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