KINNSER®

CASE STUDY:

Neighborhood Home Health
Lowers Costs & Increases Security
with Kinnser Agency Manager™

OVERVIEW

Profile
Neighborhood Home Health is based in Harlingen, Texas.

Challenges
• Clinician buy-in
• Lowering costs
• More functionality desired
• Improving collaboration
• Disaster recovery

Solution
• Web-based Kinnser Agency Manager™

> "We had to kiss a lot of frogs before we met our Kinnser prince!"

More information about Kinnser®
www..kinnser.com

Lower costs & increased security

Neighborhood Home Health had used an aging client-server software program for many years. To improve efficiency, administrator **Steve Womack** was looking for a new solution that would be easier to use and offer more functionality. "Reimbursements are shrinking, and new requirements are expected. We were looking for software that would help us efficiently deliver quality care with improved transparency between the clinical and financial processes so I could more easily manage the business."

"In the last year we suffered through both a devastating fire in our office, as well as a hurricane. We realized that finding a solution that provided online data storage would give us not only more secure disaster recovery, but also lower overall costs and eliminate the need for costly server software and hardware maintenance," said Steve.

A winning combination of features

"We took software suggestions from many sources, both business and clinical," said Steve. "We heard positive things about Kinnser from clinicians, friendly competitors and consultants. When our committee compared features, ease of use, flexibility and pricing, we agreed on Kinnser Agency Manager™."

Postive feedback from nurses

Mike Lucio, Neighborhood Home Health's Director of Nursing, concurred. "Our nurses were excited about how easy to use and intuitive Agency Manager™ seemed during our evaluation. Now that we have rolled out the service, I have a better sense of control over our clinician activities and effectiveness. My clinicians have also responded very positively to how straightforward the software is to use. The Kmail™ secure messaging feature, in particular, allows our clinicians to more efficiently collaborate on patient care and save time on phone calls."

"We took a very serious approach to buying software for our home health agency. We had to kiss a lot of frogs before we met our Kinnser prince!" says administrator Steve Womack.

ABOUT KINNSER
Kinnser creates the software solutions that power post-acute care. From its headquarters in Austin, Texas, Kinnser leads the industry by consistently delivering the smartest, most widely-used solutions for home health, private duty home care, therapy and hospice. With an enduring focus on customer success, Kinnser helps post-acute care businesses reduce expenses, increase revenue, streamline processes and improve care. **For more information, visit kinnser.com or call toll free 877.399.6538.**