

**CASE STUDY:**

# Warm Heart Home Health, Inc. Has a Successful Startup with Kinnser Agency Manager™

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## OVERVIEW

### Profile

Warm Heart Home Health, Inc. is based in National City, CA.

### Challenges

- Finding the right EMR as a startup agency
- Passing surveys to receive accreditation and Medicare certification
- Staying lean and efficient

### Solution

- Web-based Kinnser Agency Manager™

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### More information about Kinnser®

[www.kinnser.com](http://www.kinnser.com)

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*When Warm Heart Home Health, Inc. received its license from the California Health department in November 2010, the agency's management team knew it was important to start looking at home health software solutions right away. The agency chose Kinnser Agency Manager™ early in the start-up process, long before the initial survey occurred.*

*We spoke by phone with Ferdinand Agpaoa, Warm Heart Home Health's Compliance Officer / Human Resources Manager, to learn more about the agency's journey to certification and its software evaluation process. Mr. Agpaoa's agency was certified by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) in May 2011 and primarily serves Medicare patients. Family owned and operated, Warm Heart Home Health, Inc. is a home health agency success story. Here is the full interview.*

**Q: What was the biggest challenge you faced as a pre-certified agency?**

**A:** The cost involved. Because everything is out of pocket.

**Q: What did you do to offset the costs?**

**A:** We tried to do as much work on our own as a family. And there's technology out there to help. Anything from a technology standpoint that can help the business – such as Kinnser – I definitely say go ahead and take a look at that. Anything to keep the costs down.

**Q: What general survival tips do you have for agencies who are awaiting certification?**

**A:** I think with any organization, communication is always going to be one of the toughest things to address – being able to have communication from the clinicians to the administrator, to whomever. And so, definitely you need to have an EMR.

**Q: How did Kinnser help you through your survey?**

**A:** Kinnser helped us because all the information was there. It was very easy to print out the reports and to access the information as the examiner had requested. So we didn't have to look all over the place. We went on Kinnser, got the information, and provided it to the surveyor. Kinnser was good at getting information quickly.

**Q: How did you decide on your software solution?**

**A:** When my brother was evaluating different EMR systems, he felt Kinnser was the most friendly to startup home health agencies. You can use Kinnser and pay only a nominal fee until the survey comes. That was a big help for us, because for the first 11-12 months we barely had to pay for the EMR services. It was a very nominal fee. My brother's background was a software engineering and artificial intelligence. He felt Kinnser was designed with the user in mind.

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## “We are very happy with Kinnser. It is the most easy to use of the systems out there.”

- Ferdinand Agpaoa

*Compliance Officer/Human Resources Manager, Warm Heart Home Health*

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**Q:** What qualities and features did you look for?

**A:** The software had to be accessible via the Internet because the clinicians are traveling all over the place, so that was the one thing. How easy was it going to be on the Internet? If the clinician is at the Starbucks and the Internet is slow, how quickly can the EMR be used at a slow Internet location? Another aspect was on what different types of devices can Kinnser be accessed? It can be accessed very easily on a laptop, but can it be accessed on a tablet or smartphone? Kinnser was the one most accessible on a tablet or a smartphone. One other factor was customer service. How quickly can we call and get someone to assist us or to customize something? Kinnser was really good at that.

**Q:** What were the deciding factors in selecting Kinnser?

**A:** The number one factor was ease of use. The second was the accessibility of Kinnser on different hardware such as a computer, tablet or smartphone.

**Q:** How has Kinnser helped you to grow your agency?

**A:** It's helped us keep track of our patients and what is needed. With Kinnser, we don't have to spend a lot of time on our EMR, so we can focus on running our business. I know we've probably more than doubled our census. We are around 60 now. As we have grown, Kinnser has been one of the least things that we needed to worry about, because it was so easy to use for the clinicians. It wasn't something we had to put a lot of time and effort into training our clinicians to use. Our staff has stayed the same since the beginning of the year.

**Q:** Some agencies choose to use a paper-based system throughout the pre-survey process. What do you think about that?

**A:** I think using paper is inefficient – electronic is the way to go, because you can catch so many more issues before they happen. And it's “green.” Plus, the way information flows back and forth across disciplines and staff members, it is just easier. Because we started using Kinnser early, by the time of the survey, our people were already comfortable with. I think we were using Kinnser 6-8 months before the survey.

**Q:** What tips would you give to a new agency considering software?

**A:** I guess the only tip I would give is to look at things early on. We were evaluating different EMRs as soon as we got our license from the Department of Health. Start early.

**Q:** How are you currently using Kinnser today?

**A:** It's the tool that our staff uses to capture all their information regarding patient care. We are very happy with Kinnser. It is easy to use. It comes with good customer service. And you can't get that from just anywhere. The staff is very happy with it. All the features they are looking for are available on Kinnser.

**Q:** What would you say to a pre-certified agency that is considering Kinnser?

**A:** Definitely look at Kinnser. It is the most user-friendly of the systems out there.

### 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](http://kinnser.com) or call toll free 877.399.6538.**