

KanTime
How **better** happens.



CASE STUDY⁺

Ageless Living Home Health Increases Efficiency & Compliance with KanTime Pediatric Home Health Software



Located in San Antonio, TX, Ageless Living Home Health provides a myriad of health services across a diverse age range, including physical therapy, occupational therapy, speech therapy, skilled nursing, case management, and behavioral health. Ageless serves patients in both large and rural, underserved areas in Texas stretching from Jourdanton to Hondo, Round Rock, and Bastrop, encompassing an 8,286 square mile region.

Care Types



Pediatric Nursing



Pediatric Therapy



Adult Skilled Nursing

The Challenge: Spreadsheets that Couldn't Scale

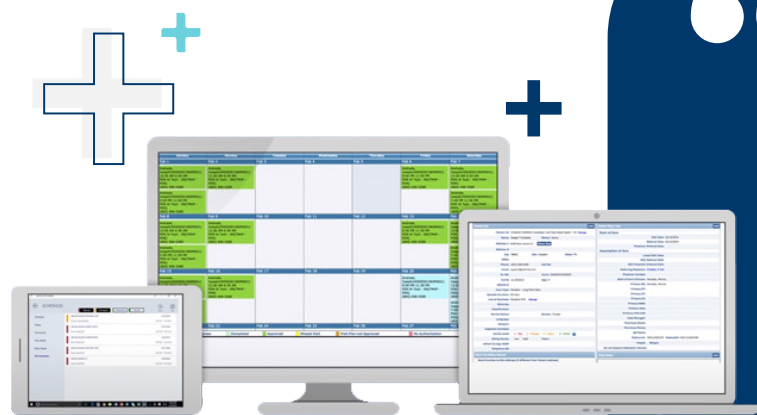
Ageless faced major barriers with their legacy software. They experienced disastrous issues such as loss of patient health information (PHI), insufficient software functionality, prolonged downtime, and customer service tickets that went unaddressed for six to eight months.

This forced them to use a system of disparate spreadsheets that required constant updating. However, this approach soon became unwieldy and time consuming due to the amount of data that needed to be updated on a continual basis. As a result, Ageless began receiving dozens of emails from field staff threatening to quit unless a new software system was put in place.



The Search for a Scalable, Efficient Solution

After providing several opportunities for the previous software vendor to fix its mistakes and take responsibility, Ageless decided it was time to look for a new software vendor. Shortly after, Ageless attended the Texas Association for Home Care & Hospice's (TAHCH) annual conference where news spread of a true enterprise-class home health software that drastically improved operational efficiency and clinical compliance. The Administrator, Philip Thomas, met with KanTime executives during the conference and was astonished by the simplicity of the point of care, efficiency features, and tremendous functionality which eliminated routine tasks.



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“What attracted us to KanTime was the professionalism of the KanTime staff. We were impressed that the system was a true enterprise solution, which means KanTime has dedicated itself to being the best Home Care Electronic Documentation system it can be.”

- Philip Thomas,
Ageless Living Home Health Administrator

Since Ageless knew the faults of their previous system, Thomas knew exactly what questions to ask KanTime and was pleased with every response received. A few weeks later, Ageless was an official KanTime customer.



Getting Started with KanTime

A transition from one system to another is rarely smooth. However, KanTime was able to guide Ageless through each step of the process so that they were up and running in a timely manner. Once Ageless started using KanTime, there was a learning curve that the staff had to work through, not because of lack of training, but because KanTime did so much more than their previous software.

For example, KanTime was able to provide Ageless with more reports, more data, and more demographics. All of the reports worked seamlessly and Ageless had to train themselves to not export the data and run it in a third-party software as KanTime could run everything inside the system.

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“The customer service at KanTime is paramount. Everything gets answered in a quick and efficient manner and the staff is extremely friendly. We no longer have to wait months before hearing back about a software issue, KanTime responds to its customers within a day. Of course, I have a few favorite customer reps at KanTime, but honestly everyone is great.”

- The Ageless Executive Team



Realizing and Reaching Their Potential

After implementation, Ageless started to notice dramatic improvements in their agency's overall performance. Key ROIs they observed included:

- + Reduced time
- + Ease of use
- + Accuracy and retention of data
- + Quick onboarding of new staff
- + Organization of information



In addition, Ageless found that the time taken to input clinical information reduced after switching to KanTime. Time taken to complete documentation depends upon the device used and type of patient (adult or pediatric). Generally, a therapy evaluation requires one hour to complete, OASIS takes an estimated 30 minutes depending on documentation needs, and routine notes take 10 to 15 minutes.

Clinicians are able to achieve rapid completion times with KanTime due to useful features such as QuickText which allows you to store and write customized responses with a click of a button.

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“KanTime is the best Point of Care system that we have found. It is feature rich and easy to use. The KanTime team responds quickly to any changes, issues, or updates needed in the system. The system keeps up with State and Federal laws. KanTime listens to what the customer wants and then delivers it to them.”

- Philip Thomas, Ageless Living Home Health Administrator

Results that Leave a Lasting Impression

Apart from efficient clinical documentation features, Ageless is now able to bill notes within hours of their completion due to KanTime's ties with clearinghouses, such as Zirmed. Billing staff can bill from anywhere at any time. Prior to KanTime, Ageless lost billing items that the billing clerk marked as "billed" after timely filing deadlines, producing errors undetected by the previous software.

After switching to KanTime, lost errors ceased as Ageless is able to view responses from the clearinghouse directly in KanTime. Right away they can see if a claim has been accepted, denied, or labeled with any other status.



The transition saved thousands in billing errors on a quarterly basis and documents no longer require a printed paper trail to prevent loss.



Because materials are logically organized, Ageless is now able to onboard its new staff in a fraction of the time. The intuitive tabbed-system design provides an easy-to-use interface for new hires. Ageless also benefits from KanTime's incredibly efficient workflow process. The workflow runs seamlessly from treating therapist to supervisor, quality assurance (QA), billing, and then to the clearinghouse and back. KanTime's denials and appeals tracker provides real time reporting, enabling Ageless to view the status of a claim at any time.

When asked whether the company could have achieved the same results with their previous software, Ageless responded with a resounding "absolutely not!" Ageless executives still receive emails from colleagues experiencing the same problems they once faced with their previous software. Now, Ageless recommends KanTime to anyone seeking the best home health software.

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“We would not have been able to grow as fast or as far without the use of KanTime. KanTime lets you focus on care, practice, and the bottom line and not about the software that runs it.”

- Philip Thomas,
Ageless Living Home Health Administrator



How Better Happens with KanTime

KanTime reduces the time taken to complete tasks from admission to discharge. Additionally, the billing and R&S process is fully automated. The dashboard even directs you right to the information you need without running multiple time consuming reports. Alerts for items such as the number of pending infection reports, overdue PT evaluations, and which therapist licenses are expiring are all available on the dashboard.

KanTime's transparency, integrated workflows and usability enable your business to tackle compliance and increase efficiency.

Request a demo to see how KanTime can help you focus on what really matters: your patients.

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