

Success Story

Using Forcura, Liberty Home Healthcare Scales Business by 23%

About the Client

Liberty Home Healthcare is a home health agency operating in Chicago, Illinois. It serves approximately 65 patients daily and under new leadership since 2021, is positioned for growth.

The Challenge

Before Forcura, Liberty Home Health experienced multiple operational inefficiencies due to:

- Not having a single platform to manage their incoming and outgoing documents and no consistent workflow to manage critical patient documentation,
- Challenges importing and consolidating documentation from e-referral and signature portals,
- Manual document downloads and uploads into their EHR, Axxess.

Together, these challenges were inflating Liberty's administrative overhead and throttling their ability to scale.

Why Forcura Was Selected

Liberty Home Health not only wanted to improve their operational and financial performance at their current census – they had ambitions to scale their business by 35%. Owners Jonathon and Jennifer Dagen realized that their technology infrastructure had to change to meet this goal.

In searching for the right solution, Liberty's team required:

- A consistent workflow that would empower their teams to satisfy business requirements, including prioritizing referrals by source,
- Integration with their EHR with no manual scanning, downloading or uploading,
- The ability to comply with regulations like Review Choice Demonstration and have an audit trail against all tasks completed by users, and
- A HIPAA-secure technology with excellent uptime.

How Our Solution Made A Difference

Jonathon Dagen, who also acts as Liberty's chief financial officer, contacted Forcura just one month after implementation, stating "Quite honestly the tool has exceeded our expectations and allowed us to push our business forward faster than we thought possible."

"Quite honestly the tool [Forcura] has exceeded our expectations and allowed us to push our business forward faster than we thought possible"



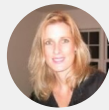
Jonathon Dagen
Chief Financial Officer

He cited these wins, which co-owner and administrator Jennifer expanded during a recent check-in:

- Reduced their volume of outstanding orders
- Slashed order cycle times by 28% allowing them to bill faster
- Empowered staff to do more work without having to expand headcount (estimated to be as many as 2 additional FTEs)
- Securely connected field staff to the office and enabled clinicians to update the patient chart with a click
- Provided consistent workflows, audit trails and transparency into all documentation, regardless of fax, email or portal delivery method
- Near-instant integration with Axxess.

"If I had to summarize the essence of what Forcura brings to Liberty Home Health Care, it would undoubtedly be their efficiency and the ability to scale. These are the pillars that stand out most prominently for us." - Jenny Dagen, Agency Administrator.

"For sure, you're [Forcura] part of our long-term plan. We're always open to evaluating any enhancements you might have. Your innovations are crucial to our continued success and growth. The way your solutions scale with us is key—the bigger we get, the more efficient we become, and that aligns perfectly with our goal to grow. We aim to not just expand but to enhance our efficiency significantly, and we see you as a vital part of that journey."



Jenny Dagen
Agency Administrator

Final Results

From the start, Liberty recognized that Forcura is more than a vendor. Jonathon shared that Forcura's implementation team "were outstanding and treated us like we were a VIP client." He continued, "When you're small like us, that attention really made us feel like we made the right choice in picking Forcura."

Now having been a valued Forcura client for two years, we're honored that Jennifer stated:

"For sure, you're part of our long-term plan. We're always open to evaluating any enhancements you might have. Your innovations are crucial to our continued success and growth. The way your solutions scale with us is key—the bigger we get, the more efficient we become, and that aligns perfectly with our goal to grow. We aim to not just expand but to enhance our efficiency significantly, and we see you as a vital part of that journey." - Jenny Dagen, Agency Administrator.

It's validating to know that Liberty Home Healthcare has been able to grow their patient census from 65 when they first signed with Forcura to 80 as of May, 2024.

Want to see how Forcura can help scale your business? [Contact us today.](#)

[Schedule Demo](#)