

SUCCESS STORY

Mission Healthcare Revolutionizes Care with Forcura IQ

About the Client

Mission Healthcare is one of the largest home health and hospice providers, operating in 33 locations across 7 states. The business employs over 1,300 staff and cares for over 5,000 aging seniors each day.

The Challenge

Mission Healthcare faced bottlenecks due to a manual referral process. Referrals were often delayed, leading to slower care initiation and potential revenue impacts.

"We were overwhelmed by the sheer volume of paperwork and the inefficiencies that came with manual tracking," said Charles McDonough, EVP, President of Home Health.

The Solution

Mission Healthcare implemented **Forcura IQ** to automate and streamline their referral management and document workflows. The platform enabled them to instantly track and process incoming referrals.

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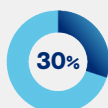
Charles McDonough
EVP, President of Home Health

Key Results

- 30% reduction in referral processing time.
- Seamless collaboration between care teams, even in different locations.
- Error reduction through automation, leading to enhanced compliance.

"We saw an immediate reduction in errors—what used to be a manual, error-prone process is now almost entirely automated," McDonough noted.

KEY RESULTS



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The Impact

Mission Healthcare can now dedicate more resources to patient care rather than chasing paperwork. With quicker referral processing, patients get care faster, and the team can focus on high-quality outcomes rather than administrative tasks.

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Mission Healthcare utilizes Forcura IQ to manage other critical documents, such as lab results. Previously, important stat labs, like those needed for urgent patient care, could be lost in the clutter of daily faxes. With Forcura IQ, those documents are identified and prioritized more quickly, allowing for faster response times and more efficient care deployment.

“Not only has it enabled us to process our referrals faster, we’ve been able to become much more nimble on how we react and enable care.” McDonough added.

Another powerful impact of Forcura IQ for Mission Healthcare is the referral summary, which uses generative AI to summarize the entire referral packet in a shareable format, and gives clinicians a quick, clear overview of critical patient data. Clinicians can quickly assess key information before entering a patient’s home, allowing them to prioritize visits and spend more time with patients rather than reviewing lengthy documentation. By streamlining their workflow, clinicians can focus on delivering timely, high-quality care without being bogged down by excessive paperwork.

“It allows them to prioritize their day at-a-glance without reading through hundreds of pages, so they can spend more time with the patient,” McDonough emphasized.

Why It Matters

Forcura IQ isn’t just a tech upgrade—it’s a shift in how Mission Healthcare delivers care. Automation frees the team from administrative overload, allowing them to focus on patient outcomes, improving both the speed and quality of care delivery.

How could Forcura IQ revolutionize your business? Let’s talk today!

[Schedule Demo](#)