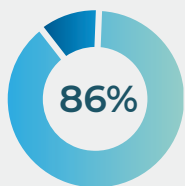


How Effective Is Forcura's Care Coordination Platform?

Client AngMar Provides Front-line Answers

Success Measures at a Glance:



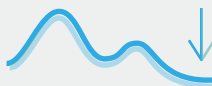
86% of Forcura users at Angels Care Home Health **would recommend** the platform to someone in their role at another company



65% of users state that Forcura helps them consistently **achieve a work goal**

\$
120-160K

\$120-160K annual savings on fax lines



18% of medical records specialist positions **have been trimmed due to greater efficiency**

As a healthcare tech company deeply committed to enabling better patient care on behalf of providers, Forcura is honored to partner with some of the most talented and dedicated professionals in the nation. Angels Care Home Health, managed by Texas-based AngMar Medical Holdings, Inc., is one such entity: Since 2000, Angels Care Home Health has improved the lives of thousands of patients with its network of agencies now totaling 71 in nine states.

Having partnered with Angels Care Home Health since late 2018, Forcura provided additional care coordination support during the pandemic in 2020 and was able to help the organization remain profitable and grow, even as the global health crisis wreaked havoc on staffing and patient numbers. Feedback in 2021 has been glowing – so much, in fact, that AngMar's Chief Operating Officer Anthony "Tony" Miller, MPT, possessed the confidence to suggest an employee poll. Forcura graciously accepted, and the following results speak for themselves.

Seventy-six employees in various positions were identified as Forcura platform users across the Angels Care Home Health network. All 76 responded to the seven-question poll with at least four answers. Most notable takeaways:

Overall Satisfaction Soars

Of all 76 respondents, 86% said they would recommend Forcura to someone in their role at another company. Tony says this high result doesn't surprise him.

"Forcura's kind of unique in that it fits a few different needs – for some, it facilitates retention; it is also a



"Performance is always the top priority. The software has to do what you say it is going to do and contribute to the bottom line. But to have that and high satisfaction from your employees, that's a slam dunk."

TONY MILLER | Angmar's Chief Operating Officer



compliance asset; and from a company perspective, it definitely has had a solid ROI,” he says. These are among the top three or four reasons to add a product to your company, and Forcura addresses all of them in one way or another.”

Tony notes having a popular tool like Forcura’s platform can be a differentiator when it comes to hiring in a very competitive market. “Right now, everyone is trying their hardest to keep and attract good employees. When as a leader you see this high level of satisfaction, it reinforces your decision to have invested in the technology. Providing them the tools to be successful is how you retain and attract new employees.”

He adds, “Performance is always the top priority. The software has to do what you say it is going to do and contribute to the bottom line. But to have that and high satisfaction from your employees, that’s a slam dunk.”

54%

54% [of survey responders] said Forcura makes their job easier

\$

\$120-160K annual savings on fax lines

“For every dollar that we have spent for Forcura, it has paid for itself in labor efficiency.”

TONY MILLER | Angmar’s Chief Operating Officer

Ease of Use a Big Factor

Of all the respondents, 54% said Forcura makes their job easier (many respondents expressed a neutral position because they had never used another platform for comparison). Likewise, 49 respondents, or 65% of the total, stated that Forcura helps them consistently achieve a work goal. A search of prevalent words and phrases in a follow-up question shows that 65% of 48 respondents said the platform is easy to manage. Along with ease of use, communication and organization – also words that appeared in the search – have improved dramatically at Angels Care Home Health.

“The centralization and organization Forcura provides has led us down the right path,” Tony says, “and definitely the ability for interdisciplinary communications within the platform has helped.”

Tony explains that Angels Care Home Health’s field clinicians don’t have a company email, so in the past, communications between office administrators and the clinicians, or from one clinician to another, were tricky at best. Employees had to contend with extra paperwork, driving, and other delays while worrying about the security of any PHI they shared with one another. Forcura provides these employees a secure medium to communicate at both the office and field levels. During the peak of the Covid outbreak, Angels Care Home Health was even able to send clinicians audio messages applauding their efforts, highlighting success stories, and offering encouragement, Tony says.



“We previously had to teach people a lot of manual processes, and even things like nomenclature would vary widely and slow things down,” Tony says. “Now there’s no scanning, no manual labor, less time required and the automation makes everything – right down to the font – consistent. That’s like a dream come true.”

TONY MILLER | Angmar’s Chief Operating Officer



“Think about this: We had to print a copy of a note, then scan it to upload in our EHR, just to re-create another soft copy to move forward in the process! Forcura has definitely brought us into the 21st century in a lot of ways.”

TONY MILLER | Angmar's Chief Operating Officer

From the initial point of intake, administrators can send images of referrals to account executives, allowing clinicians to have access to them earlier and begin evaluation for their care plans. “Definitely clinicians going into the home now have the most updated information for care,” Tony says.

Forcura's care coordination solution has also created workflow efficiencies that allow Angels Care Home Health executives and local agency leaders to focus more on their job of strategizing initiatives for outreach and growth.

Says Tony, “Without a process with some level of trusted automation, our branch administrators would be wasting valuable time chasing papers and correcting errors instead of focusing on the bigger picture and business strategies in our markets.”

Ease of use also influences the amount and difficulty of training required for new employees. Being able to onboard staff and see productivity quickly is critical not only during such a crisis as Covid, but in the health care field generally. “We previously had to teach people a lot of manual processes, and even things like nomenclature would vary widely and slow things down,” Tony says. “Now there's no scanning, no manual labor, less time required and the automation makes everything – right down to the font – consistent. That's like a dream come true.”

Efficiency Reduces Administrative Expenses

In such a competitive industry as healthcare, it is critical not only to attract talent but utilize it where it can have optimum effect. With Forcura's various features to streamline care coordination, Tony says 18% of medical records specialist positions have been

trimmed at Angels Care Home Health, with many of those employees reassigned to other areas that could be of greater benefit to the organization.

“In our care model, the greatest expense is labor. When you can reduce those administrative costs associated with redundancies in staff, that's huge,” Tony says. He adds that other significant costs have been eliminated through using Forcura. Fees associated with multiple ported fax lines, for example, used to take a \$30,000 to \$40,000 chunk of the budget every quarter.

“Between just the administrative work reductions and fax line fees alone, we save more than half a million dollars each year,” Tony said, and while he hadn't calculated the cost of paper and ink, he knows the savings from eliminating these constant supplies are impactful. “Really, it's legit when you have this expense occurring at more than 65 locations across the enterprise.”

As another example, Tony mentions the laborious process administrators had to follow with other care providers. “We had therapy contractors using paper evaluation forms and follow-up notes; many therapy EHRs wouldn't integrate with our system.

“Think about this: We had to print a copy of a note, then scan it to upload in our EHR, just to re-create another soft copy to move forward in the process!” With a chuckle, Tony adds, “Forcura has definitely brought us into the 21st century in a lot of ways.”



\$500,000+

of savings seen annually on administrative work reductions and fax line fees alone

Plans for Growth Continued

In 2019, AngMar acquired its first hospice agency and planned for market expansion in 2020. Although this strategy could easily have been thwarted by the pandemic, Forcura's care coordination platform and support team helped enable the organization to follow through with new acquisitions and expand its footprint.

"Without these efficiencies [Forcura provides], we would have had to dedicate more resources and attention on managing our offices rather than expanding our company," Tony says. He concludes that Forcura is one of the few technology vendors who has made good on its promises to deliver superior performance and a substantial ROI.

"Forcura told us the cost of the product would pay for itself in labor efficiency, and from our perspective, that's true. For every dollar that we have spent for Forcura, it has paid for itself in labor efficiency."

By providing organizational clarity, centralized data workflows and automated referral support, **Forcura can enable your business to expand its revenue and deliver better patient care.**

LEARN MORE BY SCHEDULING A DEMO WITH OUR TEAM TODAY.

[Schedule Demo](#)



What AngMar Users Say About Forcura...

"I think it is great to have the dashboard and easy access to so much."

"It helps things go quicker."

The attachment process is easy. I like that I can attach to certain buckets until I have time to process all docs."

"It really helps on the IT side to be able to view faxes that come in and who processed it. Nurse Suzie no longer has the ability to accidentally drop it in the shred bin."



"It has improved my productivity."

"It has made it easier to track documentation, unsigned orders, evals, signature-required documents, etc. Face-to-face packets are easier to build and complete.

Less paper usage/waste."

I am able to monitor each employee's work habits through Forcura.

"My favorite is the communication with the nurses in the field."

We can send/receive messages and use patients' names."

"I love that I can look back at who 'touched' the order, so that if it was attached wrong, archived, etc., I can educate that one person instead of trying to chase down everyone.

So it makes training easier."

"I like how it clearly keeps everything separated, especially aging orders so I know where I need to concentrate my efforts to get things done."

"[I like] the archive section, because nothing is ever GONE! If it was used correctly, you can find it!"

"Love not having to print and scan all those therapy notes."

"It has saved time and streamlined the MRS process. I love it."