

Home Health Agency Pivots For Future With New Tech-enabled Efficiencies

Simplification of orders management is hailed as a 'Game Changer'

As a technology company that supports post-acute care providers, Forcura never tires of hearing from satisfied customers. One ringing endorsement came not long ago from Wendy Thome, Executive Director of Central Plains Home Health & Hospice:

"I can't even begin to tell you how much I appreciate Forcura! ... The orders manager piece is a GAME CHANGER! And the nurses LOVE the mobile app. ... I just want to let you know how thankful I am for this technology! We should have done it long ago! We all need to know that our 'work' makes a difference and it's more than just a job! Your work has been a blessing!"

"I can't even begin to tell you how much I appreciate Forcura! ... The orders manager piece is a GAME CHANGER! And the nurses LOVE the mobile app. ... I just want to let you know how thankful I am for this technology! We should have done it long ago! We all need to know that our 'work' makes a difference and it's more than just a job! Your work has been a blessing!"



Wendy Thome
Executive Director of Central Plains Home Health & Hospice

Digging Deeper

We felt compelled to dig a little deeper behind these statements, to learn more about Wendy and her colleagues and hear firsthand about the journey that led to this joyful testimonial.

Central Plains is located in Cozad, Nebraska, and has been serving the rural population for more than 40 years. As part of a community health system that also includes a hospital, clinic, and assisted living facility, the home health, hospice and personal care agency treats several dozen patients within a 45-mile radius.

Central Plains decided to switch to WellSky in 2020, as new health care regulations such as PDGM required a more robust EHR than the one they had. As an official technology partner of WellSky, Forcura was mentioned to the agency early on, Wendy said, but since she needed to focus on the new EHR implementation, Forcura "got stored in the back of my mind for a while."

I knew from an office standpoint that we were having issues with tracking orders," Wendy said. "But when I saw how much the clinicians bought into the product, I was sold. The clinicians were very excited about the wound measuring component and the mobile app in general."

Wendy Thome
Executive Director of Central Plains Home Health & Hospice

It resurfaced in 2021, when a new office manager took over and saw the amount of manual labor involved with acquiring referrals, communicating with nurses, inputting data, and most of all, keeping track of orders to be signed and returned by providers.

“It was such a big, overwhelming factor for me, keeping up with all the paper ... it just doesn't look tidy and I think you can lose things so easily,” said Brook-Lynn Rascon, the replacement office manager. “I would have panic attacks, because I struggled.”

When Wendy mentioned that she had heard of a digital solution to remove these pain points, Brook-Lynn was eager to find out more. WellSky established a connection between Forcura and Central Plains, and the agency began performing its due diligence through multiple meetings and product demos.

Wendy and Brook-Lynn said they were enthusiastic from the start, but they had to ensure they had buy-in from the staff.

“I knew from an office standpoint that we were having issues with tracking orders,” Wendy said. “But when I saw how much the clinicians bought into the product, I was sold. The clinicians were very excited about the wound measuring component and the mobile app in general.”

A Positive Glow

After an implementation that each company described as “very smooth,” Central Plains was ready to use the platform in April, 2022. They saw almost immediate results, and the team was ecstatic.

“I don't think I fully understood just how seamless the orders manager component would be,” Wendy said. “On the second day of our rollout, we had sent orders and had them signed and faxed back already. It was so painless and easy! Literally a few clicks!”

“It was like Christmas for me,” Brook-Lynn added.

Wendy said the integration between WellSky and Forcura has offered a seamless experience, while also noting that faxes transmit quicker and easier now that Forcura has ported the agency's lines through the platform. Clinicians are excited to have the mobile feature, which allows them to securely exchange wound measurements, consent forms and other care plan information without inconvenient trips into the office.

In general, the excruciating process of getting documents sent and received is now a thing of the past.

“I definitely believe it's been a morale booster. We don't have outstanding or lost orders anymore, which tended to cause some stress among staff,” Wendy said. “Brook-Lynn has become a champion of the Adobe-edit features. I have loved watching our clinical care coordinator really thrive on managing the inbound faxes and referrals.

“... And I just felt compelled [to write] because ... it has been so easy and I wanted [Forcura] to know that it has made such a difference for us.”

“I don't think I fully understood just how seamless the orders manager component would be,” Wendy said. “On the second day of our rollout, we had sent orders and had them signed and faxed back already. It was so painless and easy! Literally a few clicks!”

Wendy Thome

Executive Director of Central Plains Home Health & Hospice
