

COMPANY:
Hospice of the
Chesapeake

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▲ Karen Frank,
Director of the Chesapeake Life Center

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Bereavement Program Flourishes by Leveraging Deyta's Smart Solution

THE CHALLENGE

Trying to service a growing number of bereaved families and community clients using a sub-optimized system and process.

In 2010, Hospice of the Chesapeake was in need of a solution to better manage their bereavement program. In addition to providing services to the families of their hospice patients, they also provided services to the community at large. They were tracking and managing everything using paper and an Access database.

"It wasn't working," says Karen Frank, Director of Chesapeake Life Center. "It would take two days to get mailers out, and with a counseling client base of more than 850 individuals, tracking all of that information was unmanageable. We knew there had to be a better way."

THE SOLUTION

Deyta's Bereavement & Counseling Management solution streamlined information management, communications and operations, allowing Hospice of the Chesapeake's bereavement mission to flourish.

Chesapeake searched for a solution that would provide electronic record and notes, time savings and efficiency, compliance with CMS requirements and the ability to communicate better both internally and externally. When Chesapeake purchased Deyta's Bereavement & Counseling Management solution, they immediately saw time savings. "It takes us two hours to do a mailing instead of two days," says Frank. "Because of the Bereavement solution, our client management team can look at our client list from anywhere, expediting the administrative work associated with providing service and fulfilling Chesapeake's mission."

Deyta's Bereavement & Counseling Management solution includes full bereavement and counseling management using dashboards, reports and customizable letters to ensure compliance. With a large client base that includes 50% community clients, it is essential to be able to electronically document and manage cases.

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ELEVATING YOUR SUCCESS

To serve their client base, Chesapeake has created a unique program using the services of students and fellows in social work from nearby universities. Karen Frank notes: "We can support interns and fellows because our documentation with the Bereavement solution is extensive. Because of that documentation, no details are lost, nothing is on paper, and the clinical supervision requirements are more easily managed."

THE RESULT

Chesapeake fulfills their hospice mission, doing more with less.

"Now we're able to see about 23% more clients per year, and contact almost 40% more families per year. In addition, we can send a sympathy card the day after a death. That makes a difference to the families," says Frank.

Hospice of the Chesapeake's bereavement program has been able to expand its operations even in the midst of tighter budgetary conditions, bringing in 30% more revenue in 2013 than they did in 2012. That growth has prompted a rebranding of the bereavement program and Chesapeake's mission to offer a variety of support services and education to grieving individuals and to the professional community. Now known as "Chesapeake Life Center," their program is open to community counseling clients, which helps drive revenue. For a non-profit like Chesapeake, that extra revenue supports the bereavement program itself, allowing them to fulfill a very important aspect of their hospice mission – supporting bereaved families and their community after a loved one has died.

About Hospice of the Chesapeake

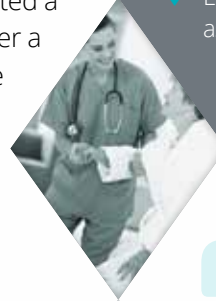
Hospice of the Chesapeake improves the quality of life for those in our communities experiencing advanced illness or bereavement through hospice and other palliative care, compassionate support and education.

Contact us to learn more about how Deyta can help you.
info@deyta.com . 888.893.1937 x151

ABOUT DEYTA

Deyta's software and services for Home Health and Hospice agencies provide high definition answers with precision guidance derived from mountains of misleading and sometimes missing data. We eliminate indecision and uncertainty to clearly understand what is important and what to do about it.

- ◆ Improve total operational and clinical quality.
- ◆ Better satisfy patients and their families.
- ◆ Attract more high-value referrals.
- ◆ Create enterprise efficiencies and cost control.
- ◆ Elevate the success in every aspect of your organization.



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