



## **Better for Clients and for Staff**

Providence is a provider of Supported Living & Community Support Services in Albuquerque, NM and is well known for two things: Trusted care and services for individuals with Intellectual and Developmental Disability, and focus on their Direct Care staff. Providence provides some of the best wages, incentives, medical, dental and 401k benefits to its Direct Care staff because it focuses both on the quality of care and the efficiencies of the processes through which care is delivered. The result is a staff that is capable, motivated and has less turnover than most other providers.

## **Improving Business Processes with Software**

In 2017 Providence made a major push to automate their core business processes. They implemented a new Time / Attendance / Payroll system, a new Medication Administration Management system and iTherapyDocs for their core service delivery, documentation, approvals and billing processes.

Owners Jamie Benefield and Annette Rodden reflect: “The core of any agency is how you deliver and document your services in a workflow that allows you to manage quality and compliance all the way to the issuance of your invoices to payers. Like so many agencies we were conducting our core processes on paper.... Lots and lots of paper”

As Providence worked with iTherapyDocs to implement their system, they realized that the opportunities went far beyond savings on paper, toner, transportation and document storage. These alone were estimated at more than \$24,000 per year, but far larger value came from:

- Real time visibility of client prior authorizations and budget utilizations to manage and avoid uncompensated services
- Elimination of more than \$50,000 of quality assurance costs in program management, billing and senior management time including at least one whole office position
- A reduction of 75% of billing time, creating opportunities for both cost reduction and pursuit of other valuable projects like job credit capture and insurance cost optimization

- Ability to document and track client trends in “real time” having the information readily available for health and safety oversight, ISP compliance, Quality Assurance tracking and trending, with easy to view reports, that can be exported into excel for reporting and trending purposes.
- Ability to generate client semi-annual reports which automatically gathers client data from staffs input, creating an informative and compliant report.
- Creates staff accountability with regards to timely client documentation.

Providence most importantly realized that iTherapyDocs was creating better quality of care for individuals and compliance that goes above state Medicaid requirements. Jamie Benefield says, “With our documentation now in electronic form we were able to see trends in client health and behavioral data more easily at our finger tips. We have avoided unexpected medical interventions as information is easily documented by staff and accessed by our medical team.”

### **Cost or Investment with Returns?**

iTherapyDocs knows that providers are under enormous pressure from declining reimbursement rates, increasingly complex standards and compliance inspection and a changing, hard to retain work force. iTherapyDocs offers to every client a promise that our software will provide 2x to 5x returns on your investment. If you invest \$1,000 with iTherapyDocs, our Customer Success Managers will help you find \$2,000 to \$5,000 in cost savings.... and if you’re investing more you’ll find more.

Owners Jamie Benefield and Annette Rodden of Providence found lots of value: “Of all the modernization efforts we have implemented at our company, iTherapyDocs has had the largest return on investment with regards to staff ease of use, maintaining improved oversight, decreasing administration time and positions, and most importantly improving our client care and safety. iTherapyDocs was founded by a practitioner, they really understand that getting the core processes automated is where the value is.”