

How Humanity Helps CareMinders Deliver Care at the Right Time and Right Place

50+

Employees

5hrs/day

Time saved

Reports

Favorite feature

Able to expand business

Biggest reason for loving Humanity

In 2013, Cindee Kelly recognized a growing need in her community for home care services to assist the aging population of baby boomers in Lake Mary, Florida. She secured a franchise from CareMinders Home Care, a home care agency that provides companionship, skilled care and related home support services to all ages of individuals in their own homes or in other care facilities.

Cindee manages a team of 50+ caregivers consisting of licensed practical nurses (LPN), registered nurses (RN), certified nursing assistants, as well as physical and occupational therapists. Providing patients with qualified, compassionate caregivers is at the core of Cindee's business.

B E F O R E: Outdated system unable to keep up with CareMinders operations

"I needed a better solution that matched clients with caregivers efficiently without to making a big investment in equipment. It had to work with the Android or iOS platforms my caregivers already had in hand and give me the ability to communicate with my staff when they are at a client's home," said Cindee.

Her previous scheduling system did not provide online access, or the option to send schedules via email or text to employees. CareMinders' administrators had to repeatedly reference the credentials of providers to ensure they were matching the right staff with the correct patient.

If a caregiver failed to show up to patient's home, Cindee or one of the scheduler administrators had to immediately return to the office to check the schedule and then contact other providers on call.

A F T E R: Responsive scheduling software supports care on the go

CareMinders has reduced the time spent on weekly scheduling from 8 hours a day to only 3 hours a day since using Humanity.

Scheduling administrators now have remote access and can manage employees' schedules from different locations eliminating late night trips to the office.

The weekly schedule is sent out in advance to staff a few days to submit last minute changes before publishing a final schedule. Her caregivers appreciate that scheduling changes can be accommodated and clients' care is not impacted by last minute shift changes.

Built-in reports enable Cindee to maintain accurate reports for payroll and client billing, as well as prepare necessary reports for regulatory agencies.

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“Every aspect of Humanity has benefited CareMinders - it is the backbone of my business. It saves time and provides a good communication channel when working with staff...”

Cindee Kelly

Owner

60%

decreased in time-spent on weekly scheduling

Cindee also uses the hourly schedule summary to forecast staff hours for the approaching week, which can fluctuate greatly with clients' changing health needs.

To better keep track of important employee information like nursing licensing expiration dates and other credentials CareMinders added custom fields under the staff profiles. Administrators can quickly access when certifications are about to expire and communicate with employees to procure new documents without disrupting care or office workflow.

CareMinders is now able to better manage its current patients, taken on additional clients, and Cindee is able to expand her business. She is on track to hire an additional 50 caregivers to support her growing client base in the next calendar year.



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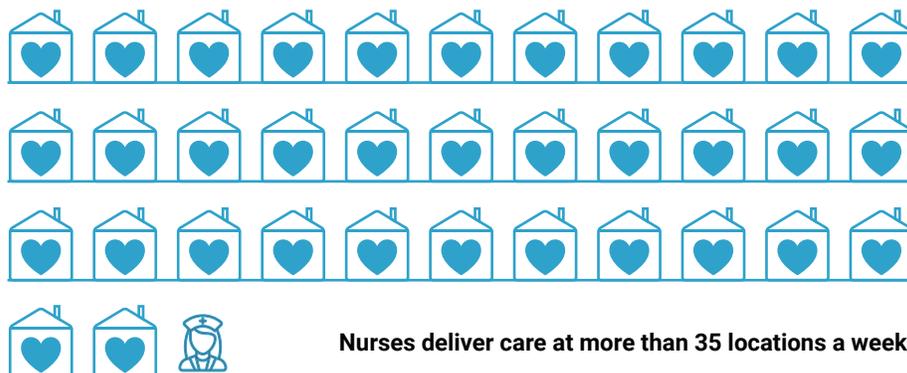
Cindee Kelly
Owner

THE RESULTS: Humanity provides peace of mind and helps CareMinders expand their business

- Decreased time spent on scheduling by 60% from 8 hours a day to 3 hours per week
- Remote access enabled scheduling team to resolve conflicts immediately
- Scheduling conflicts decreased 99%
- Improved reporting abilities for accounting and regulatory agencies
- Enabled business to grow by 200%



**5 hours saved
each day on scheduling**



Total: 2100 work hours saved per year