

# Los Niños Home Medical Services

WellSky® client since 2018



## Overview

### Profile

The team at Los Niños believes that every patient on a ventilator should be able to enjoy a full, healthy life and should be able to function in society at the optimum level given their capabilities and potential.

Los Niños Home Medical Services is a Community Health Accreditation Partner (CHAP) and an accredited Durable Medical Equipment (DME) provider within the State of Arizona. Their primary focus is providing excellent, patient-centered, clinical ventilator care, including complex respiratory therapy management. Advances in technology and individualized training for home care have increased the possibility of discharging chronic respiratory patients from acute care settings or long-term care centers. Careful planning by their team results in a smooth, swift, and successful transfer to the home setting.

## The journey with WellSky

For years, Los Niños Home Medical Services was using spreadsheets to manage their intake and inventory processes. To eliminate their paper-based workflows, they needed a solution to help their team streamline processes and automate documentation in real-time.

Los Niños Home Medical Services needed a more reliable system to help them manage authorizations, prescriptions, and supply ordering. In December 2018, Los Niños Home Medical Services partnered with WellSky® and began implementing CareTend to support their daily operations. With CareTend, the staff was empowered with the processes and workflows needed to succeed in their jobs. Issues like ordering recurring supplies through a paper-based workflow were significantly reduced through better supporting documentation.

“Having the working ticket capability in CareTend has saved us hours and hours a month. I can’t even quantify the amount of time that has saved our team. There is no question about what was ordered the previous month because all of the supporting documentation was there.”



**Jodi Nicola**  
Assistant Administrator  
Los Niños Home Medical Services

## The key to success

With CareTend, Los Niños Home Medical Services now has a solution that can eliminate inefficiencies while improving productivity.

“Communication within departments has improved, and CareTend has helped tremendously with our authorization process – giving us insights at our fingertips, especially with many people working from home because of COVID-19. We don’t need to rely on paper chart documents anymore,” said Jodi Nicola, Assistant Administrator, Los Niños Home Medical Services.

Nicola is already using the information that CareTend® provides to help her therapists achieve better patient communication, including communication about equipment recalls.

“Therapists enjoy the ease of use in placing the monthly orders for the patients they manage. They like managing everything in one place, from recall, ordering specific parts, to the rental equipment. All this information that used to take us days to get in the past, they can now get it in the field if they wanted to,” said Nicola.

When asked about how CareTend affected the quality of care received by the clients of Los Niños, Nicola explained that they can now customize orders based on patient needs, which has been transformative for their clients, especially children with special needs and other pediatric clients. As a result, they have experienced fewer mistakes in supply orders across the board.

## Results

CareTend gives Los Niños Home Medical Services the confidence to fulfill their mission of ensuring patient and caregiver safety. CareTend has helped

their business quickly respond to audits and provided documentation without delay to remain ahead of the compliance requests.

“CareTend has helped us stay within our compliance standards. We had a recent visit from CHAP (Community Health Accreditation Partner), and we were able to pull up everything that was needed promptly and passed,” said Nicola.

### Los Niños Home Medical Services and WellSky®

- Eliminated paper-based workflows to help their team streamline processes and automate documentation in real-time.
- Reduced issues like ordering recurring supplies were significantly reduced through better supporting documentation in CareTend.
- Transformed patient care by providing their clients with customizable order options



CareTend®, powered by WellSky, is the software solution that will help your HME or DME business grow and improve. Our all-in-one solution, built specifically for home medical equipment and durable medical equipment providers, automates your entire business operations from intake to delivery; workflow to reporting; and everything in between. By relying on software automation, providers can save time, improve business efficiency and productivity, and ultimately, improve profits.



**Let's conquer challenges together!** Request a personalized demonstration to learn how CareTend can help your HME business automate its entire operations from intake to delivery, workflow to reporting, and everything in between.