

DocuSign enables Tidewell Hospice to go digital, saving \$120,000+ annually

- Tidewell Hospice cuts in-home admission time in half
- DocuSign helps one of largest non-for-profit hospices in the US meet HIPAA regulations

Summary

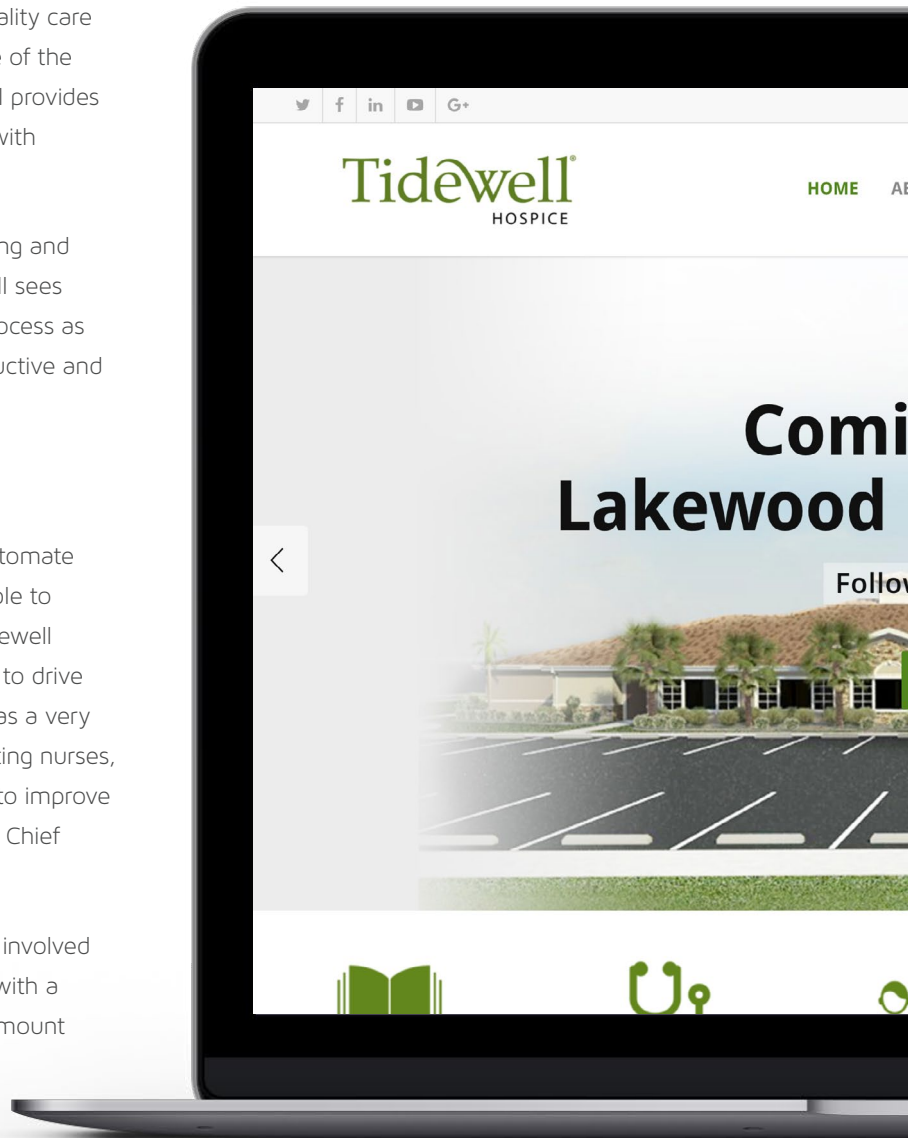
For 37 years, Tidewell Hospice has provided the highest quality care to patients and families living with advanced illness. As one of the largest not-for-profit hospices in the United States, Tidewell provides comfort and support to patients and families as they deal with complex and difficult end-of-life issues.

Tidewell prides itself on quality care that incorporates helping and accommodating the entire family unit. To that end, Tidewell sees its nurses, especially those involved with the admissions process as being a vital link, and wanted their workflow to be as productive and stress free as possible.

The Challenge

As a non-profit hospice, Tidewell seeks opportunities to automate and streamline administrative tasks and workflows to be able to focus its staff on providing optimal care for its patients. Tidewell knew that going digital was an important next step to take to drive efficiencies and optimize its resources. "We saw DocuSign as a very natural fit. We needed to provide better tools to our admitting nurses, enable them to provide better service to our patients, and to improve coordination with our central administration," says EVP and Chief Information Officer David Lafferty.

The paper-based admissions process at Tidewell was quite involved and took a lot of time. Besides an initial in-home meeting with a potential patient and their family, there was a substantial amount



Results Achieved

- ✓ DocuSign has helped cut in-home admission time nearly in half
- ✓ Nurses are better empowered with an easier to use and more reliable digital solution
- ✓ Contract errors and missed signatures have essentially been eliminated
- ✓ Tidewell estimates an annual savings in costs of paper and paper management to be more than \$120,000 annually

of required documentation to be completed. As part of the cumbersome process, admitting nurses had to physically drive what became known as “the big blue packet” from the patient’s home to their central admissions department, process that paperwork, and then get another packet for the next admissions visit.

Meanwhile, the admissions department would take the paperwork, print it, verify that all the information was correct, look for issues and discrepancies, and if need be, get back in touch with the family to correct and finalize documents. Once the admissions process was complete, all that paperwork would be shredded in order to comply with HIPAA regulations.

Solution

Tidewell decided to go digital with DocuSign. “As I began to research digital solution providers, I didn’t find any that provided the level and depth of features as DocuSign brings to the table – especially for healthcare organizations operating under strict HIPAA regulations,” Lafferty recalls. “Very few digital solutions are willing or able to adhere to the very specific and rigid security standards that we face in healthcare in order to protect the privacy and data of our patients. DocuSign’s solution is perfect for us; they understand healthcare and built their solution to meet our security needs,” Lafferty says.

Besides, DocuSign was easy to use. Lafferty says they were able to deploy DocuSign “basically out of the box.”

Results

Perhaps the most impactful value add Tidewell has realized since deploying DocuSign has been the significant reduction of time it takes for the in-home admission process. DocuSign is helping Tidewell accelerate the process of doing business.

“The number of visits that now take 2 hours or less has more than doubled. Prior to DocuSign, 26% of our visits were 2 hours or

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“As a non-profit, we constantly have to look for ways to reduce our costs so that we can continue to provide important care for our patients. DocuSign is a natural fit.”

– **David Lafferty**,
EVP/Chief Information Officer, Tidewell

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less. But now, we’ve nearly doubled that with 42% of in-home visits taking 2 hours or less,” Lafferty notes. “Nurses can now fill out the 5-7 pages required in the admissions visit in less than 15 minutes. Plus – those pages are now instantly viewable back at the admissions department. In the past, it could have easily taken half an hour just to drive back to the office,” he adds.

Tidewell estimates that in the admission process alone, they are saving 2,700 pages of paper per month. “Just looking at our paper costs, labor hours related to admissions, and costs of printers etc., we are very conservatively saving \$120,000 per year,” says Lafferty.

Not only is the DocuSign platform more secure than the paper process, but missed signatures and document errors are virtually eliminated. “DocuSign’s validation process is a big factor in our cost savings,” boasts Lafferty.

DocuSign also allows Tidewell to retain and search for documents much quicker and easier, since they are available at their fingertips once they’re logged in to DocuSign.

Tidewell has only been using DocuSign just a few months, but is already seeing big increases in document completion. “In January the total document count was 148. In February it jumped to 507, and in March it jumped to 897. For April we are on track to hit 1,000 – and that’s indicative of how DocuSign is helping us grow and accelerate our business,” Lafferty concludes.



About DocuSign

DocuSign® is changing how business gets done by empowering anyone to send, sign and manage documents anytime, anywhere, on any device with trust and confidence. DocuSign and Go to keep life and business moving forward.

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