

Case Study

Improving Efficiency for Home Health and Hospice Agencies



TruHeart Home Health & Hospice

Sabrina Curtis, CFO

5 locations - 175+ employees

About

TruHeart Home Health & Hospice is committed to ensuring that every moment of a patient's journey is filled with warmth, love, and compassion. Locally owned and operated company, they're deeply ingrained in their community, serving over 300 patients every year.

Challenges

Time Consuming Processes

Before using Viventium, TruHeart spent three hours every week updating employee information like direct deposits, manually entering payroll data and reconciling taxes. The process was slow and complicated because their payroll system couldn't handle different pay models (hourly, salary, or per-visit rates).

Limited Reporting and Customization

TruHeart needed detailed reports for different services like home health and hospice to track profitability and make informed decisions. However, their prior system didn't provide the reports they needed, especially for tracking expenses by service line and comparing direct vs. indirect costs.

Heavy Administration & Paperwork Burdens

TruHeart's onboarding process involved 75 pages of paperwork for each new hire, which was inefficient for both HR and employees. They also lacked an efficient way to conduct employment screenings, track licenses, and manage ACA compliance.



Solution

Switching to Viventium

The agency decided to adopt Viventium to save time, improve reporting, and reduce paperwork but what they noticed right away was remarkable support and service. Changing payroll and HR systems can be complicated, but they were impressed with how easy it was with Viventium. In fact, TruHeart's CFO, Sabrina Curtis, said "The transition was so smooth. Our implementation specialist knew exactly what he was doing, and he took care of everything for us. It really made a difference in lowering stress levels and building confidence across our leadership team."

Streamlined Payroll Processing

With Viventium, payroll processing went from 3 hours to just 30 minutes each week. Viventium integrates with TruHeart's AMS and EMR systems, automatically importing and consolidating payroll data, including data for different pay types. In addition, employees can manage their own direct deposit updates, request PTO, and view pay stubs from their mobile device, reducing questions and change requests for HR.

Customized Reporting

Viventium offers over 150 standard reports, but it also allows TruHeart to create detailed, customized reports. Now, they can track costs by service line, discipline, and other categories, making it easier to optimize labor expenses, monitor profitability, and make business decisions.

Eliminating Paperwork with Digital Onboarding

Viventium's digital onboarding allows new hires to complete all necessary paperwork online or from their mobile device, reducing the burden on HR and improving compliance. Supervisors can easily review and sign documents. The system also tracks licenses and certifications, sending alerts when renewals are due.



Compliance and Exclusion Monitoring

Viventium automates E-Verify for I-9s, OIG exclusion list screening, and calculations for ACA compliance. These tools are critical for home health and hospice agencies to avoid fines and penalties.

Results

Time Savings

By automating payroll, reporting, and employee self-service, Viventium saved TruHeart about 2.5 hours each week, time that is better spent managing other priorities. Payroll now takes just 30 minutes instead of 3 hours.

Increased Accuracy and Fewer Errors

With Viventium, TruHeart has seen less errors from manual data entry.

Improved Employee Experience

Employees can manage their own personal info, update direct deposits, and complete onboarding paperwork without calling HR or needing paper forms. This has made processes easier, and it has improved employee satisfaction.

Better Compliance

Viventium helps TruHeart keep track of licenses, certifications, and employee exclusions, making sure they meet all compliance requirements. The system also sends reminders about expiring licenses to HR and directly to the employee.

Conclusion

The switch to Viventium has streamlined operations, saved time, and reduced administrative work for TruHeart. The software's ease of use and flexibility are essential for the agency to meet operational and compliance goals.



Why choose Viventium?

With our expertise in health services, 30+ years of payroll experience, and 93% client retention rate, we're setting the path for home-based care payroll and HR software. Explore more on why you should journey with us.

For more information on Viventium, visit us at **viventium.com**

