



CASE STUDY:

# ACROSS HOME HEALTH CARE

## At a Glance:



### Situation:

- Home health care provider available 24 hours a day, 7 days a week
- Growing number of patients and staff
- Increase in nursing hours for patients in the home

### Needs:

- Connect a team of geographically dispersed nurses to deliver the best treatment to their patients
- Ensure nurses can communicate with patients securely, without fear of sharing private information
- Easy training for incoming nurses to accelerate onboarding of new staff
- Simple and fast implementation that will be reliable and mobile, no matter the number of incoming nurses

### Solution:

- MiCloud Connect

### Results:

- 50 percent increase, month over month, in nursing hours for patients in the home
- Easily adding 2-3 new staff per week
- Streamlined call routing to ensure each call is handled appropriately the first time



## Summary

Across Health Home Care is a home health provider serving children in the Dallas/Fort Worth area. Its mission is to bring excellent care to their patients' homes while giving patients' families peace of mind that their child is in the hands of an experienced, dependable team. Across Health Home Care's approach to care is centered on the needs of the whole family. They must securely connect a team of nurses spread across the metroplex to deliver the best treatment to their patients quickly.



## Company

Across Health Home Care is a family-owned company with a focus on quality of care. Across Health Home Care serves its patients with 25 nurses and therapists in the Dallas/Fort Worth area. It provides families with high quality home care, centered around the needs of the whole family.

Whether it's connecting families to a support group, helping them navigate insurance requirements or providing nursing services for their child, Across Health Home Care is there for families every step of the way. With a team of dedicated nurses who understand the value of care being provided in the home, Across Health Home Care matches families with the best nurse for them, so their child can thrive.

Serving families across the area creates unique communications needs. Across Health Home Care needed a way to stay connected between its nurses, patients and the 24 healthcare facilities that serve its patients. MiCloud Connect gave them the ability to collaborate securely and stay in touch no matter what.

### Reliability and Mobility

The team at Across Health Home Care customize every care plan to meet the needs of both the children and their families. With a team of nurses available 24 hours a day, seven days a week, and dispersed all over the area, Across Health Home Care employees must always be connected.

MiCloud Connect and Mitel Teamwork allow the team to stay in touch no matter whether the team is in the office or at a patient's home. Call routing and forwarding features mean that patients and their families get who they need, no matter where the team is located. If a team lead is not able to answer the phone, calls automatically forward to the next nurse or administrator on call. This means nurses can easily learn about a new patient or reach out to another nurse for a second opinion.

### Flexibility

As a rapidly growing business serving a large community in need, Across Health Home Care is continuously hiring additional nurses to keep its quality of in-home care as high as possible. With patient volumes increasing

*"In home care, the biggest issue is that nobody is sitting in the same office on any given day. We need to be able to be reached, we need to be able to reach our families, we need to be able to reach our staff, we need to keep track of our staff, keep track of our patients. And, so, we really needed a phone that could do that for us."*

**Jessica Reva, CEO/Administrator  
Across Health Home Care**

50 percent each month, Across Health Home Care interviews, hires and trains 2-3 incoming nurses on a weekly basis.

MiCloud Connect's conferencing feature allows new employees to receive orientation remotely, in order to accelerate the onboarding process. Not only that, but MiCloud Connect can grow and change with them, accommodating the increasing number of nurses necessary for the Across Health Home Care patients. This ensures that new staff are able to hit the ground running.

## Security

Especially in a healthcare field, communications security is important. It's imperative that Across Health Home Care's patients' private information is effectively protected. Especially when communicating with patients and fellow nurses, the team want to be able to collaborate without fear when sharing private information.

MiCloud Connect is built on Google Cloud, to deliver HIPAA and SOC 2 compliance, ensuring that no patients' care or private information is endangered of being compromised. If a nurse is in the field and has a question about their patient, they can reach out to another nurse directly, resolving questions quickly while also ensuring patient information is confidential.

*"Since we are a home health care company, it's very important that we're able to communicate remotely, but also that we're able to protect our patients and their information."*

**Aly Anthony, Director of Nursing  
Across Health Home Care**



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