

Community Hospice Of Northeast Florida, Inc.

Introduction

This case study of Community Hospice Of Northeast Florida, Inc. is based on a May 2020 survey of Backline customers by TechValidate, a 3rd-party research service.

“Backline is user friendly, for a variety of user types. My role is primarily responsible for teaching and training field nurses and Backline is one of our programs which people catch quickly on to navigating. It facilitates communication in a secure method with a variety of communication types.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Backline:

- Key drivers for implementing Backline at their organization:
 - To communicate more securely
 - To accelerate clinical workflows
 - To add or improve telehealth capabilities
 - To address clinical burnout associated with care coordination

Use Case

The key features and functionalities of Backline that the surveyed company uses:

- To communicate with patients and family members securely
- For telehealth visits to limit staff and patient exposure to infectious disease
- To manage care coordination between internal departments
- How they used Backline during the COVID-19 Pandemic:
 - Limit staff and patient exposure by utilizing Telehealth capabilities
 - Improve care coordination between units
 - Manage change and communicate to staff
- Backline features they are currently utilizing:
 - HIPAA-compliant text chat
 - Telehealth or video conferencing
 - Patient-centered chat
- Use Backline to coordinate care with the following:
 - Departments within their organization (nurses, doctors, EMS, ED, etc.)
 - Patients and families
 - Homecare and hospice workers

Results

The surveyed company achieved the following results with Backline:

- Level of satisfaction with the following Backline features:
 - HIPAA-compliant text chat: extremely satisfied
 - Video calls: very satisfied
 - Patient-centered chat: extremely satisfied

Company Profile

Company:
Community Hospice Of Northeast Florida, Inc.

Company Size:
Medium Enterprise

Industry:
Healthcare

About Backline

DrFirst's Backline communication and collaboration tool, specifically designed for use in healthcare environments, helps providers achieve better care coordination, better health outcomes, better transitions of care, and lower hospital readmissions. Available for iPhone and Android mobile devices, and web-based desktop environments: Private, group and Patient-Centered ChatSM modes Real-time delivery status indicators and timestamps Supports attachments up to 20MBs, including photos, videos, audio files, and documents Secure text messaging encryption for physicians protects privacy, prevents unintended disclosure and meets HIPAA and Joint Commission requirements.

Learn More:

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