
Community-Based Home Care Evaluation - CINCH

Name I.M. Scheduler

Email cinchpleasehelpme@chaoshomecare.com

Phone Number (XXX)-XXX-XXXX

What is your company name? Chaos Home Care

What is your average gross profit? Unsure
[The CINCH Dashboard displays your daily gross profit- client revenue vs caregiver wages.](#)

What is your caregiver utilization percentage? Unsure
[The CINCH Dashboard displays your caregiver utilization rate: total amount of client visit time vs caregiver shift time. Agency can set the range of time displayed from 1 day to 30 days](#)

Have you eliminated paper? We use a combination of software and paper for community care.
[CINCH enables agencies to eliminate paper for schedules and client documentation.](#)

If a client changes their scheduled time or tasks, how do you get updated information to caregivers? We send updated information to the caregivers for them to print out.
[Changes to client visits can be done from any computer and the caregivers receive the updates in the mobile app in real time. This will reduce the workload for office staff and cost of materials- paper and printer ink.](#)

Do you have a way to easily determine if caregivers are missing visits?

We have to sort through completed task sheets to understand if visits are being missed.

In CINCH, when a caregiver starts a visit it turns light green, when the visit is completed it turns dark green. Office staff and fellow caregivers can see in real time if a visit has been missed.

Do you have a back-up plan for when a caregiver is delayed and can't make their visit on time?

We have no way of tracking if a caregiver is running late.

In CINCH, all caregivers working in the community have access to all client information. Caregivers can use the secure messaging feature to request help - office staff does not need to be involved for teammates to help each other.

Do you have a system that enables off-line (no internet or cell) operation where caregivers have schedule and task information locally on mobile devices?

NA-We use paper

Once a caregiver logs into CINCH, they can use the mobile app completely offline for their shift.

What is the feedback from your caregivers about your current mobile app?

We don't have one OR they do not like it at all.

Caregivers have consistently given the CINCH mobile app high marks for ease of use and its functions. Most importantly, they love receiving real time updates.

Does your home care technology caregiver mobile application allow caregivers to log unscheduled client visits for approval by scheduling staff?

We don't have a mobile app

CINCH enables caregivers to capture 'unscheduled time' with clients. They enter the beginning and end times along with what they did during this time. Office staff receive a notification that the visit was completed. The information can be 'accepted' or 'rejected' as a visit and a charge can be applied if the agency chooses to do so. The time the caregiver spent with the client is recorded in either case- these visits can track trends and give agencies information to have conversations with the client/families

Does your home care technology provide a mobile application to clients and family members to request changes to their care schedule and request new visits for approval?

Our software does not have a family/partner portal.

CINCH's partner portal allows clients and families to see their scheduled visits, completed task sheets, request a visit and send messages to the office staff via the Dashboard. Agencies determine which, if any, of these features to offer to their clients.

Does your system support accurate forecasting and profitability monitoring to analyze how a price change in your services or raising compensation of caregivers affects profitability.

It is very time consuming or impossible to obtain this information.

CINCH's robust reporting, including Forecasting and Analytic Report gives agencies the tools to help them run profitable community care services. Reports can be scheduled and emailed to office staff at the frequency they choose.

What is my score?

14

We believe CINCH can raise your score closer to 100. We look forward to our meeting on Wednesday!