

PDT #118 -- Stimulate Your Client Revenue

Jumpstart Your Business

May 21, 2008

Generations® Home Care Management Software

Yesterday I spoke with Lisa Ferden. She and her husband, Lance, founded Integrated Database Systems, makers of the Generations® home care management software.

PDT: Lisa, what makes Generations more than basic scheduling software?

Ferden: I would have to say Generations is more of a management system which encompasses all aspects of providing home care - including scheduling. There are many other robust components to the program including Client intake, authorizations and Care Plans to Caregiver management, Skills and Credentials. The reporting is a major aspect to Generations along with a built in report writer suitable for larger agencies with unique reporting needs. Scheduling, though, remains an important piece of the puzzle.



PDT: Can you tell me some of the key features in Generations?

Ferden: Certainly the Scheduling component is a valuable tool with built in alerts for double bookings, and open shifts. The Shift Search in Generations allows agencies to quickly fill shifts and place their staff on assignments which are best suited for their skill set. The mapping interface with Microsoft MapPoint® plots available caregivers on a map and finds caregivers within a specified proximity to a client's home. This allows you to schedule the nearest caregiver for each job and calculate the mileage incurred if that happens to be a reimbursable expense. The QuickBooks® interface is also very helpful for automated billing and payroll.

PDT: How do you see technology changing the way private duty agencies offer their service?

Ferden: First, telephony - it's already being used in many agencies across the country and the benefits are very clear. From both a marketing and management perspective, telephony gives agencies a clear advantage. No longer do they have to wait on timesheets to arrive to do their billing and payroll and even more importantly, no shows are a thing of the past since Generations sends alerts via text message and email to on-call staff allowing them to send in a backup caregiver quickly. The cost for telephony is minimal and the return is huge. I predict telephony to become an industry standard within 5 years. Timesheets will become obsolete and caregivers will be held accountable for their very important duties.

Secondly, as more and more people come to understand the importance of an enterprise software system, you'll see a balance between a comprehensive product with an easy 'usability' that non-techies can quickly grasp and appreciate. And the end-users will begin to understand the importance of the service a software company provides - from software development and updates to training and peer to peer support. We are there to support our clients and take great pride in contributing to their success.

I'd like to thank IDB Systems for sponsoring this issue of *Private Duty Today*. To learn more about Generations software, visit www.homecaresoftware.com or call (989) 546-4512 to schedule a demonstration.

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