

nVoq Helps Covenant HomeCare Enhance Documentation Efficiency and Quality

OVERVIEW

Covenant HomeCare, a home health and hospice provider caring for 6,500 patients annually, sought a solution to improve clinical documentation efficiency while maintaining high-quality patient care. With a workforce spanning multiple generations and varying levels of technological fluency, the organization faced significant challenges transitioning from traditional documentation methods to a more digital-first approach.

nVoq's Mobile Voice, Voice and Note Assist solutions provided a transformative opportunity for Covenant HomeCare's field staff, clinicians, and leadership to achieve greater efficiency, improved documentation quality, and a better work-life balance.

CHALLENGES

Before implementing nVoq, Covenant HomeCare faced several documentation and workflow challenges:

- Manual typing burden:** Clinicians struggled with typing on tablets after transitioning from laptops, making documentation time-consuming and inefficient.
- Lack of speech recognition tools:** Covenant HomeCare deemed existing voice-to-text solutions non-compliant with HIPAA regulations and sought a secure alternative that also supported the vocabulary used by clinicians.
- Delayed documentation:** Many clinicians completed documentation at the end of their shifts, leading to longer workdays and burnout.
- Inefficient documentation quality:** Early pilot studies revealed inconsistent documentation quality, impacting workflow and compliance.

SOLUTION AND IMPLEMENTATION

Covenant HomeCare introduced nVoq Voice in a phased rollout, beginning with a pilot program that covered all clinical disciplines. The implementation was led by nVoq's team and a highly engaged Covenant HomeCare team including IT, nursing leadership, and frontline clinicians.

- Hands-on training:** A structured onboarding process, including a "Tablet 101" training, helped clinicians integrate the technology into their workflows.
- Coaching and best practices:** Covenant HomeCare developed a "best practices" follow-up training session held six to eight weeks post-implementation to reinforce proper and expected usage.
- Data-driven adoption:** Monthly performance reports provide insights into individual usage, including words per minute and words per dictation, to encourage engagement and user-driven efficiency, resulting in consistently high adoption.



We were looking for efficiencies and faster documentation, but we unexpectedly found that clinicians were producing more detailed and higher-quality documentation with nVoq.

C. TODD ROBBINS
BUSINESS SUPPORT ANALYST

RESULTS AND IMPACT

The integration of nVoq Voice and Note Assist yielded measurable improvements in efficiency, documentation quality, and clinician satisfaction:

1. Increased Efficiency and Productivity

Clinicians achieved an average of 85-125 words spoken per minute, improving documentation speed and reducing time spent overall.

The ability to dictate notes in real time allowed clinicians to complete documentation immediately after visits instead of after hours.

2. Improved Work-Life Balance

Clinicians reported finishing documentation within their shifts, reducing after-hours work and burnout.

Employee retention rates improved, with Covenant HomeCare achieving a 9% turnover rate, significantly lower than the 26% industry average.

3. Enhanced Documentation Quality and Compliance

Note Assist, a real-time narrative auditing tool, helps clinicians optimize documentation within Homecare Homebase by identifying missing or incomplete details in patient notes. It enhances accuracy, supports consistency, provides an initial quality assurance review, and reduces errors—ultimately improving agency compliance, audit readiness, and clinician efficiency.

Hospice teams leveraged Note Assist for regulatory compliance, supporting structured and complete documentation to reduce claim denials.

4. Cultural Shift and Adoption Success

Clinicians who were hesitant at first became strong advocates after experiencing improved documentation workflows.

NVOQ - WHAT'S POSSIBLE

Average words spoken per minute

85-125 WPM

reducing time spent documenting

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9% Turnover Rate

Significantly lower than the 26% industry average

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“Helping our clinicians achieve work-life balance is huge. Nobody wants to be up until 10 PM finishing paperwork. This technology makes that possible.”

JOHN HUSKEY
PRESIDENT OF COVENANT
HOMECARE

FROM INEFFICIENCY TO INNOVATION

Covenant HomeCare successfully implemented nVoq’s Mobile Voice, Voice and Note Assist to address documentation inefficiencies. Through structured training, ongoing coaching, and clear performance metrics, Covenant HomeCare achieved a significant cultural and operational transformation. The result was a more engaged workforce, improved documentation quality, and an overall better experience for both clinicians and patients.

Key Takeaways	Faster Documentation with Improved Quality	Clinician Work-life Balance Significantly Improved	Reduced Burnout and Higher Retention rates	Enhanced Compliance and Regulatory Alignment
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