

Case Study: The Home Health Store

Tom Gloyer, Owner



***Change is difficult. Change is scary.
Change is often necessary to make things
work better***

In October 2009, The Home Health Store (www.homehealthstore.com) marked its 25th year in business. It was then that Tom Gloyer, the owner of the independently owned and operated Home Health Store in Tomball, Texas, realized he had to make a change. Gloyer decided to modernize his business, a move that would help him with his increasingly cumbersome sales order process.

When he began the business in 1984, he had only three employees. Today, The Home Health Store, a second generation family-owned business, has 18 employees in one location, servicing Tomball and the greater Houston area.

Growth Requires Management

Tom needed something that would help him and his staff to keep track of sales orders and fulfill them most efficiently. This, he felt, would not only help streamline his company's processes, but contribute to the Store's bottom line, as well.

Already a user of *MedFORCE Scan*, the popular tool that creates a secure process for importing documents to a PC, it didn't take much convincing to try MedFORCE Technologies' business process management solution, *WorkFLOW*.

"I was already a MedFORCE Scan user. MedFORCE Scan's customer service has always been very responsive and I have a lot of trust and faith in the company," Gloyer said.

Before *WorkFLOW*, sales orders were difficult to manage and track. Gloyer said managers had a check sheet that listed the sales process steps. The managers were responsible for making sure the check sheet was done for the 40-50 orders that come in each day.

Making Life More Efficient

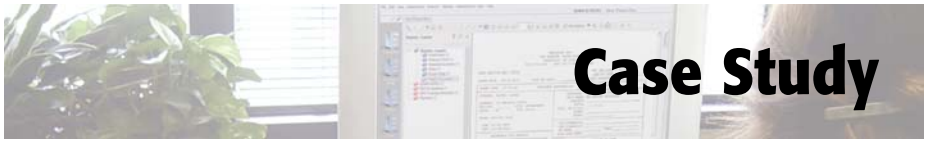
It was effective, but not very efficient. The process could only be managed at the end of the process. As such, they didn't know through the course of each day how many processes were in effect and what still needed to be done. They would either have to go through check sheets or wait until they were handed in.

"You had to know in your head what all the steps in a process were or refer to payers guidelines. Now, with *WorkFLOW* we can document so we have a map or a path to get it done."

The sales order process is still being fine-tuned, but Gloyer said *WorkFLOW* coordinates the process better. So much so, that Gloyer can envision a day when The Home Health Store no longer uses the check sheets at all.

"The main advantage with *WorkFLOW* is that I can

continued



see where every order is in the process, who has them and what stage they are in. Knowing the status of every order is what makes it very valuable to me," Gloyer said. "My staff is now much more organized and efficient, particularly when it comes to customer service. There were just so many different ways to process different orders. We had a variety of sheets — some people just memorized the information! That was highly ineffective and

very unorganized. That's all changed now and we're much more efficient than before."

In organizations such as Gloyer's, it's sometimes difficult to supervise the supervisors. WorkFLOW, he said, has helped organize the process. What WorkFLOW has given Gloyer is largely immeasurable: peace of mind. ■

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