

From Missed Deliveries to Peace of Mind: Tender Care Hospice's Journey with Qualis

Tender Care Hospice

Empowering adults with developmental disabilities to live independent, joyful, and fulfilling lives.

tender-care.info

Key Metrics

By switching to Qualis, the hospice cut DME costs from \$60,000 to under \$40,000, reduced equipment-related calls, and sped up urgent request fulfillment.

- Up to \$20,000/month saved in DME spend

At a Glance

A small hospice agency turned to Qualis for help managing DME logistics and costs, resulting in smoother operations, fewer delays, and more time to focus on care.

Challenges

The hospice faced unreliable deliveries, lost or delayed equipment, and charges for items after discharge. Manual ordering frustrated staff and left families without timely updates or support.

Solutions

Qualis delivered a DME system with visibility, accountability, and support for every order.

- **Transparent Ordering System**
- **Proactive Vendor Accountability**
- **Cost Oversight Controls**

Benefits



Full Visibility Into DME Orders

Every order was time-stamped and viewable in one place, giving staff clarity on what was requested, when, and by whom.



Faster Equipment Delivery

With Qualis advocating directly with vendors, delays were reduced and urgent needs were addressed without repeated follow-up.



Less After-Hours Stress for Nurses

Staff could place orders quickly and independently, avoiding long phone calls and confusion during nights and weekends.



Cleaner Billing and Fewer Errors

The hospice avoided charges for deceased patients and verified invoices more easily, reducing unnecessary back-and-forth.

The Challenge: Unreliable Equipment, Manual Processes, and Rising Costs

Before partnering with Qualis, this hospice team struggled to manage their DME program consistently. Most equipment orders were handled manually, through individual phone calls and handwritten tracking. That meant if a nurse ordered something on a Friday night or weekend, there was a real chance it wouldn't arrive—or no one else would even know it had been ordered.



The lack of visibility led to repeated calls, duplicate orders, and frustration among nurses and caregivers. Sometimes, the hospice wouldn't learn equipment hadn't been delivered until a family complained. Lost or left-behind items—even years old—still had to be paid for, driving monthly DME costs up to nearly \$60,000.



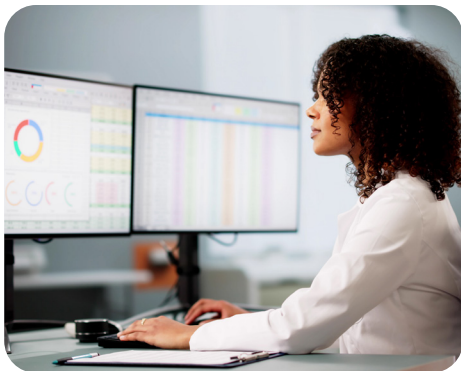
It wasn't just a financial issue. Missed deliveries, billing disputes, and vendor back-and-forth pulled clinical teams from patient care, left after-hours staff stressed, and gave leadership no clear way to track equipment activity.

- **Delayed or Missed Equipment Deliveries**
- **Lack of Visibility Across the Team**
- **Poor Vendor Communication and Accountability**
- **Billing Errors and Overcharges**
- **Staff Burnout**

“They were charging us for patients that have passed away for three months in a row... we had to go back and scroll through email after email after email to prove, no, we did notify you.”

Jill Dalton, Executive Director | Tender Care Hospice

The Solution : Visibility, Accountability, and Smarter DME Oversight

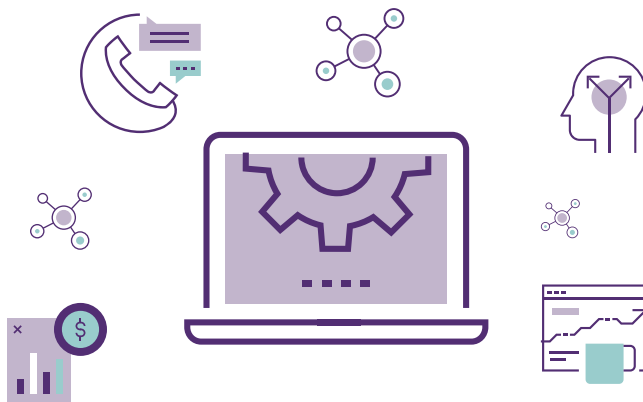


When this hospice partnered with Qualis, they were no longer operating in the dark when it came to durable medical equipment. The team gained access to centralized ordering, real-time status updates, and audit-ready records, all in one place. Instead of relying on phone calls and hand-written notes, every action was visible, traceable, and supported by Qualis' proactive oversight.

Qualis did not replace the hospice's existing DME vendors. Instead, they acted as a layer of accountability between the hospice and vendors, ensuring timely deliveries, flagging discrepancies, and stepping in when patient care was at risk. The platform not only saved time and money, it reduced tension between field staff and administrative teams, helping everyone work from the same playbook.

By integrating smarter workflows, permissions, and escalation pathways, the hospice could ensure that equipment was ordered appropriately, delivered on time, and picked up promptly. This was especially important for grieving families who needed space and closure after a death.

- **Centralized Order Visibility**
- **Real-Time Status Tracking**
- **Vendor Oversight and Intervention**
- **Configurable Approvals**
- **After-Hours Accessibility**



"One of our nurses absolutely hated doing after-hours and weekend admissions just because of the DME companies... now all she has to do is log in and do it at her pace."

Lily Lavaster, Admissions Coordinator | Tender Care Hospice

The Implementation: Fast, Simple Setup With Ongoing Support

Switching to a new system can often feel overwhelming, especially in hospice care where patient comfort and continuity are critical. But for this hospice team, implementing Qualis was straightforward and supportive from day one.



Using Homecare Homebase, the team found that much of the technical configuration was handled directly by the Qualis and HCHB teams, minimizing the workload on hospice staff. Training sessions were brief, targeted, and reinforced with responsive follow-up from the Qualis team whenever questions arose. Staff appreciated that the system was intuitive enough for both daily users and those who only needed to access it occasionally.

The success of the implementation was not just in how quickly it was completed, but in how well it prepared the team for long-term use. The hospice had the flexibility to customize workflows, configure approval processes, and get immediate help from a dedicated support contact. It allowed the staff to focus on care rather than troubleshooting technology.



- Pre-configured Setup with HCHB Integration
- Minimal Downtime
- Accessible Training and Onboarding
- Responsive Support
- Customizable Workflows

“It was probably one of the easiest implementations that we’ve done since we started here.”

Jill Dalton, Executive Director | Tender Care Hospice

The Results: Lower Costs, Fewer Headaches, and Better Care

Reduced DME Costs

Switching to Qualis had a measurable financial impact. Before implementation, monthly DME spending sometimes soared to \$60,000 due to overbilling, lack of pickup follow-through, and limited control over what equipment was being ordered. With Qualis' centralized oversight and approval workflows, costs dropped significantly.



“Some months we were paying up to \$60,000 just in our DME and by going with Qualis, it’s been under 40.”

— Jill Dalton, Executive Director

“When we put in something to be ordered at 9:00 AM, before it would be a call to us like, ‘Does it have to go today?’ But now, within two hours, they got that equipment out there.”

— Jill Dalton, Executive Director

Quicker Response & Delivery

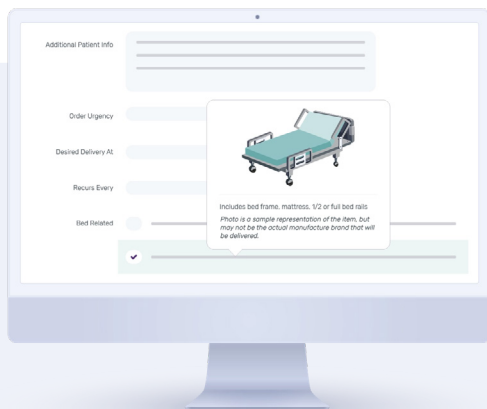
Equipment delays were a routine frustration, often due to backorders with no notice. Since adopting Qualis, response times have improved—orders placed in the morning often arrive within hours, and issues are resolved quickly.



The Results: Lower Costs, Fewer Headaches, and Better Care

Better Documentation and Visibility

With all orders and pickups logged and time-stamped in Qualis, staff no longer rely on memory or manual logs. This has improved communication and eliminated miscommunications about orders, timing, and responsibilities.



“Everything’s time stamped... so when I’m told, ‘No, you didn’t order,’ I’m like, ‘Yes, I did. I ordered five days ago at 10:30.’”

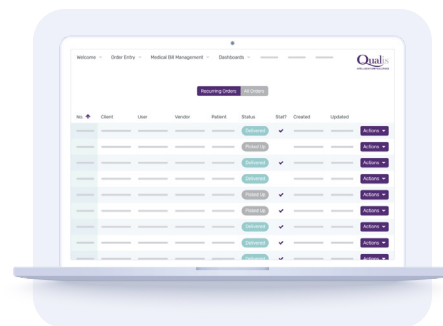
— Lily Lavaster, Admissions Coordinator

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Empowered and Less Frustrated Staff

The hospice’s clinical staff found Qualis especially helpful during off-hours. Previously, nurses dreaded after-hours calls and vendor handoffs for simple orders. Now they just log in, submit a request, and focus on the patient.



The Conclusion: A Simpler, Smarter Way to Manage Hospice DME



This hospice's transition to Qualis led to measurable improvements across the board. With a more transparent and reliable DME process, the organization now operates with fewer delays, clearer communication, and greater cost control.

Instead of chasing down equipment orders or navigating inconsistent service, staff can now focus more fully on patient care. Orders are tracked, delivery timelines are clear, and unnecessary manual tasks have been reduced. The system ensures accountability at every step, minimizing billing errors and keeping patients and families informed and supported.

For hospices looking to reduce friction in their operations and improve their ability to provide timely, compassionate care, the results demonstrate that it is possible to manage DME without constant disruption. With a more organized and responsive system in place, this hospice is now better equipped to serve its mission every day.