

Harmony Hospice Streamlines Communication with Serenity Engage

SETTING THE STAGE

One of the few local hospice organizations serving the Greater Tucson, Arizona area, Harmony Hospice is dedicated to delivering compassionate, individualized, and holistic hospice care for patients and their families as they face a serious or terminal illness. The Harmony Hospice team of care providers and volunteers work collaboratively across the health system to provide seamless and compassionate care for clients and their families.

THE DETAILS

- Founded: 2016
- Located: Tucson & Green Valley, AZ
- 32 team members/3 providers
- 100+ patients
- Palliative Hospice Care

SPECIALTIES

Hospice Care, End of Life, Bereavement, Education and Integrated Care

THE IMPACT OF COMMUNICATION CHALLENGES

Prior to leveraging Serenity Engage, Harmony Hospice acknowledged the impact of a lack of communication between staff members, and also between staff members and patients' family members. In today's busy, fast-paced, and technology-driven environment, the Harmony Hospice team knew that phone calls and emails were no longer the most efficient forms of communication between care teams and patients' loved ones. When the healthcare professionals were busy tending to patients, they found it quite challenging and time-consuming to regularly check emails and respond to phone calls.

Harmony Hospice owner Brianna Henderson, LMSW, expressed the need for a HIPAA-compliant communication platform that could streamline communication. Her brother, Adam Henderson, Harmony Hospice Director of Operations set out to find an answer and discovered Serenity Engage, a solution that would improve the cadence and quality of communication between Harmony Hospice staff members, as well as between staff members and patients' families.

HARMONY HOSPICE TURNS TO SERENITY ENGAGE

Serenity Engage enables real-time communication between the care team and family members regarding a specific patient, which has resulted in significant time savings. It is a far easier and faster way to send and receive timely information than playing phone tag and leaving multiple messages. Leveraging the platform, there are no longer messages piling up or an excessive number of callbacks that the Harmony Hospice team needs to follow up on.

Initially, Serenity Engage was used for internal communications only. The entire patient's team – social worker, spiritual care, nurse, and hospice aide, among others – communicated within the patient's channel so that staff members could keep one another informed in real-time – whether the patient had requested spiritual counseling, required another visit, or need basic supplies.

More recently, Harmony Hospice team members witnessed significant traction within the Serenity Engage family channels. These channels within the platform have been particularly helpful for family members that live out of state and cannot visit their loved ones regularly. Harmony Hospice makes a concerted effort to send pictures and coordinate video chats via FaceTime or Zoom to ensure that distant family members and residents can maintain consistent communication.

"We conduct 30-minute life review videos with patients on hospice if they're cognitively able to have a discussion regarding their lives," said Harmony Hospice Social Worker Andy Stang, MSW, CPM. "This video becomes a truly valuable keepsake for family members as they navigate the end of life journey with their loved one. Serenity Engage makes it easy to share these special moments, allowing a geographically dispersed family to feel close to the process."

To improve communication between Harmony Hospice and their referral partners, Adam, Andy, and the team invite partner providers into a guest channel on Serenity to continuously build strong relationships and reduce errors in transitioning care.

"I really believe in Serenity Engage and see the benefit it has to staff, as well as families – not just the level of communication, but the quality of communication"

Andy Stang, MSW, CPM
Social Work, Harmony Hospice



INTRODUCING SERENITY ENGAGE

- Secure real-time messaging for family and care team communication
- Help family rest easy with photos of their loved one as appropriate
- Share news, education, and helpful articles with family
- Communicate across organizations to ensure care team alignment
- View important content quickly with a pinned message

LOOKING AHEAD: EDUCATION AS A KEY PILLAR

In many cases, the pandemic severed communication between patients, their loved ones, and providers, but the Serenity Engage platform has facilitated virtual contact when physical contact is not possible.

Sustaining this real-time communication and a lifeline to others is of the utmost importance, particularly in hospice care. As Serenity Engage becomes more and more ingrained in the day-to-day at Harmony Hospice, Adam and Andy continue to expand how the platform is used even after a patient passes. Through the HIPAA-compliant communication platform, the Harmony Hospice team communicates with patients' loved ones regarding a variety of topics – including educational resources for families around end-of-life care, Power of Attorney, steps for coping after a family member has passed, or even to share condolences.

FIRSTHAND FAMILY EXPERIENCE

Harmony Hospice's own Adam Henderson, Director of Operations, had a grandmother who was placed in hospice. The social worker assigned to his grandmother began taking videos through Serenity Engage to share with the entire family. Through Serenity Engage, Adam's family was thrilled to have access to his grandmother's stories – from her youth, the early 1900s, and 1950s – available forever through Serenity Engage.

“Serenity Engage is such a great company to work with. From day one they have treated us like a partner and have repeatedly asked for our opinions and suggestions. Besides providing a much-needed, user-friendly service, they are continuously working on improvements, updates, and enhanced service offerings to their platform. What I thought was just going to be a simple HIPAA-compliant text app has evolved into something so much more. The whole experience has been wonderful.”



Adam Henderson,
Director of Operations
Harmony Hospice



SERENITY ENGAGE SUPPORTS HOSPICE CARE

Hospice is often misunderstood and overwhelming for families, leaving providers with the task of educating families while building a trusted partnership quickly. In today's world, 78% of families want a hospice that enables instant communication.

Download our eBook [Family & Hospice Communication In The First 2 Weeks](#) to learn how to enable this type of instantaneous communication. This research-based roadmap helps to build trusted relationships that create better care, increase census, and reduce family anxiety.

This eBook will show you how to:

- Increase your CAHPS scores
- Save to 3 hours/week per staff
- Establish trusted relationships with family quickly
- Improve the quality of care

This researched-based eBook was collaboratively created by people all across hospice care, including family members and older adults.



ABOUT SERENITY ENGAGE

Founded in 2020, Serenity Engage brings the family and care team together on a single, secure messaging platform. Serenity has bridged the gap between care teams and family members to establish a foundation of trust from day one. Through a fully secure, HIPAA-compliant platform, Serenity fosters enhanced communication and collaboration between everyone involved in a senior's care, keeping everyone on the same page. Senior care facilities, families, and providers use Serenity to strengthen relationships between care teams and families, increase provider productivity, improve patient quality, and offer families greater peace of mind regarding their loved ones.

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