



San Francisco Safehouse improves services to clients with increased time for hands on work and reduces audit preparation time from weeks to minutes.

“Kipu has enabled us to generally provide better services. Our staff are more available to the clients we are serving, which is always our goal.”

Kristen Moore,
Director of Programs

ORGANIZATIONAL CHALLENGES

- **Multiple methods of data collection using paper-based records** and other tools such as Excel spreadsheets resulted in staff having to comb through traditional filing systems to retrieve data.
- **Preparing for audits was a manual process** and required staff to go through every record taking weeks at a time.
- **Fulfilling intensive data reporting requirements** for funding sources such numbers of survivors and details of the trauma they have been victim to was labor intensive.
- **Communication between staff changing shifts to support a 24/7 service** was fragmented and inefficient due to manual processing and handoff of shift notes.

OUTCOMES ENABLED WITH KIPU

- **Total shift to electronic client records** eliminated manual data processing and retrieval.
- **With electronic access to client case history**, repeated disclosure of traumatic events by survivors is no longer necessary.
- **Continuous audit readiness.** Kipu's EMR with its built-in audit features enables staff to complete audit requirements and self-audit as live data is captured and updated in the system.
- **Audit preparation time reduced from weeks to minutes** enabling staff to be more available for clients they are serving.
- **Evidence that work is being done** demonstrates that case management is taking place, satisfying funding provider reporting requirements and increases their confidence that services are being delivered.
- **Quick access to demographic information** enables trends and gaps in current programs to be identified and ensures the most marginalized groups are being reached and program changes can be made as needed.
- **Seamless communication between shift staff** enables cohesive handoff of case notes and client history, supporting 24/7 services and improving case management.

“Kipu has made things so much more cohesive with the fact that everything lives in one place.”

**Kristen Moore,
Director of Programs**

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