

CASE STUDY

at a Glance

Challenges

- Reduce overtime spending while demand for service grows
- Achieve proper balance each day between patients' needs, nurses' skill sets and driving times between appointments
- Decrease internal staff time needed to address the increasingly complex task of optimizing nurses' daily routes
- Improve management decision support with more easily accessed performance data
- Minimize IT time required to deploy and support a solution

Results

- Cut the time needed for the dispatch staff to optimize daily routes
- Decreased miles driven and time-in-transit for nurses
- Reduced overtime spending as percent of revenue
- Improved proactive planning
- Maintained patient service levels

Crescent Healthcare improves productivity of in-home nurses without impacting patient care.

Solution: CareViz™

Situation

Founded in 1992, Anaheim, CA-based Crescent Healthcare provides infusion therapy services in alternate settings to patients with acute and chronic disorders. Each day, over 200 Crescent Healthcare nurses are dispatched from their own residences to visit patients in their homes and in Crescent's Ambulatory Treatment Centers.

Deploying these care providers was a complex and time-consuming daily challenge—for each patient visit, schedulers had to determine which nurses had the proper skills, who resided near the patient or had another appointment in the area, and whose schedule could accommodate the visit. “Our system was manual,” says Anne Danner, RN, Crescent's vice president of nursing. “We were using spreadsheets plus maps with pins to figure out schedules and to keep track of everyone.” As the company's patient base grew, scheduling complexity increased as well, and:

- Productivity fell, as nurses on average spent more time each day in their cars, driving between appointments
- Matching patients' needs with nurses' skill sets became an increasing challenge
- Costs were hard to control and overtime spending grew

Solution

Crescent management made it a priority to address its scheduling challenges. But with IT resources already stretched thin, the goal was to find a route optimization solution that would solve the company's business problems, while being easy to implement, maintain and upgrade. After an extensive review of its options, Crescent Healthcare selected Runzheimer International's CareViz™, a specialized solution supporting mobile clinicians.

CareViz helped Crescent address multiple objectives:

- Reduce overtime costs by increasing the average number of visits per day per nurse without impacting patient care
- Streamline processes to significantly reduce staff time spent on daily nurse schedule planning
- Support proactive planning by providing easily accessed historical performance data
- Minimize IT time requirements for solution deployment and support

“CareViz really helped us move the needle on cost management. In fact, we have achieved our best ever control over clinical spending as a percent of revenue.”

~ Anne Danner, RN
Vice President of Nursing

Results

Working with Crescent Healthcare’s management, the Runzheimer International team provided a powerful and sophisticated solution to optimize nurse scheduling. By determining the optimum routing for each nurse, the system was able to reduce nurses’ driving times between patient homes and/or Crescent’s Ambulatory Treatment Centers. As a result, caregivers had more time available for patient contact within the normal workday. Since its deployment, CareViz has helped Crescent achieve multiple benefits:

- Decreased overtime costs by optimizing routes to increase the average visits per day per nurse
- Reduced the time spent each day on route scheduling
- Improved management decision support through easier access to more comprehensive historical performance data
- Achievement of these benefits without diverting Crescent’s IT resources from other mission-critical activities

With CareViz, Crescent Healthcare has found a solution that not only streamlines and improves planning, but also provides a tool to implement better productivity and reduce costs.

About Runzheimer International’s CareViz

CareViz is part of Runzheimer International’s Route Planning and Logistics Suite. This suite includes professional delivery, dispatch and route optimization software solutions that allow organizations of all sizes to optimize the efficiency of dispatch centers, reduce routes, control fuel costs, create route mapping, analyze employee metrics and more. Provided as hosted software, these solutions are accessed via users’ web browsers, so there is no need to install, maintain or upgrade software. The solutions integrate with enterprise software systems as well as mobile products from companies like TeleNav, Gearworks, Airclac, and TomTom.

About Runzheimer International

Founded in 1933, Runzheimer International serves 60% of the Fortune 500 and numerous government agencies. Recognized for providing innovative solutions relating to Total Employee Mobility®, Runzheimer International is the global leader in workforce mobility programs including business vehicle, logistics, business travel, corporate aircraft, employee relocation and compensation, and virtual office.

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