



CASE STUDY

Skedulo helps healthcare giant position themselves to meet increasing demand for home care

HealthStrong is one of the largest healthcare providers in Australia with more than 300 practitioners providing services to residents of aged care facilities across the country. The company also offers home care and anticipates exponential growth in this market as governments and healthcare providers globally work to address the needs of an aging population.

In preparation for the anticipated growth, HealthStrong has implemented Skedulo for a more efficient and reliable scheduling of HealthStrong's practitioners. Since implementing Skedulo, HealthStrong's efficiency has doubled and has helped to ensure that the right care is delivered to the right patient at the right time.

Challenge

The demand for home care is on the rise and to meet this demand and grow the business, HealthStrong needed a more effective and reliable way to schedule their mobile workforce.

The existing scheduling process was inefficient and time-consuming. It was also difficult to identify the right person for each job without firsthand knowledge of the practitioner's skills.

Solution

Integrated with Salesforce, Skedulo provides HealthStrong with an online scheduling solution that allows them to deliver the right care to the right patient at the right time.

Skedulo's Field Worker Mobile App makes it easier for practitioners to manage their appointments so they can focus on their jobs out in the field. It also provides complete transparency on jobs completed and hours worked.

Results

The time to schedule each appointment has been cut in half, boosting overall workforce efficiency considerably.

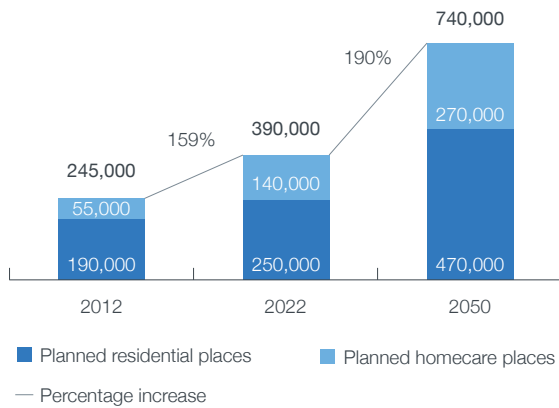
Patient care and service are improved with the right practitioner assigned to each job.

Business Intelligence gained through Skedulo aids in staff retention and reduces revenue leakage.

HealthStrong is equipped to deliver excellence in aged care no matter where the patients reside.



Figure 1 – Projected growth of Healthcare industry in Australia



Source: CEPAR Research Brief 2014/01 Australian Government Research Council

CHALLENGE

Matching healthcare practitioners and patients faster and more reliably

Sydney-based HealthStrong is Australia’s leading provider of mobile-allied healthcare services. Its growing team of practitioners perform around 50,000 treatments across the country each week. Most of these treatments take place in aged-care facilities, however the demand for home visits is set to grow along with the overall need for aged care as illustrated in Figure 1. This is an issue globally with the proportion of the world’s population over 60 years expected to nearly double from 12% to 22% between 2015 and 2050*. In anticipation of this growth, HealthStrong set out to find a more efficient way to schedule their more than 300 practitioners and enhance overall patient care.

Previously, HealthStrong used a system based on Microsoft Access and multiple spreadsheets to schedule their practitioners. This process was very time-consuming and it was difficult to ensure the most qualified worker was assigned to each job.

For example, schedulers relied on memory or input from colleagues if they needed to find someone with specific qualifications or language skills.

HealthStrong needed a much faster and easier way to schedule appointments, particularly as the growth in home care would increase the number of appointments per practitioner per day. They also wanted to empower practitioners by providing them with more information on the go and reducing the need to fax timesheets.

SOLUTION

Faster, more effective scheduling to fuel and support growth in appointments

HealthStrong reviewed a number of workforce management solutions and ultimately selected Skedulo for its integrated mobile workforce solution that offered a faster, easier way to schedule appointments in advance or on the fly. Skedulo also featured intelligent resource mapping, real-time logging, geo-tracking and native integration with Salesforce.

A few months after meeting with Skedulo to discuss their needs, HealthStrong scheduled its first appointment using the mobile scheduling application. Skedulo tailored the solution to provide HealthStrong with an end-to-end process for scheduling, managing appointments and their field practitioners.

“Skedulo’s tight integration with Salesforce has supported our move to a single platform for all of our data and applications.”

Chris Kalavas, Salesforce Development Lead at HealthStrong

HealthStrong's scheduling team of four now use Skedulo's Web App to identify and schedule the best person for each job. The team can search by qualifications, gender and language skills among other skill sets to ensure the practitioner assigned is the most qualified and the best fit culturally. When schedulers assign and dispatch jobs, they can automatically send client details to the practitioner's mobile device. Also, appointment confirmations are sent automatically to clients along with required documents such as police background checks or professional registration.

RESULTS

Excellence in aged care independent of location

HealthStrong is now positioned to meet the growing demand for home care. The time it takes to schedule appointments has been reduced by half. A four-person team is now able to manage the scheduling of more than 1,200 appointments each week – a 30% increase to the number managed previously.

In addition, on-boarding is improved with data from Skedulo. This helps HealthStrong identify the optimum amount of training needed for practitioners, resulting in an increase in staff retention. Also, new schedulers are no longer required to memorize details about various workers. If the schedulers needed to locate a practitioner who is fluent in Greek, for example, they can simply search for that specific attribute in Skedulo.

Skedulo has helped empower HealthStrong's practitioners by providing them with a clear view of all their appointments and instant access to client details. Skedulo maps all the data the practitioners needed in one easy-to-use app. Practitioners can check in with their patients, schedule follow-ups and get instant sign off from clients once a job is complete. They no longer need to worry about time sheets going missing or a late fax resulting in a payment delay.

Skedulo's GPS-tracking feature provides HealthStrong peace of mind and additional security as home visits ramp up and the workforce becomes more dispersed. With improved efficiency and reliability of scheduling, HealthStrong ensures that its clients and patients get the hours and service they require without fail. For example, if a client requests a podiatrist with expertise on a particular disorder, the scheduler can quickly find and dispatch the right practitioner for the job.

“With Skedulo, we have much more timely and accurate data about our practitioners and the time they spend in the field. We can ensure our contractual demands are met while also reducing revenue leakage.”

Chris Kalavas, Salesforce Development
Lead at HealthStrong

HealthStrong has seen improvements in the transparency of workers' start and completion times. The HealthStrong team can now view at a glance if an aged care facility is getting the service it requires or if workers at certain facilities are spending additional time that falls outside the standard time allotment. Management is therefore able to conduct data-driven conversations with clients and make the necessary adjustments to the number of hours or practitioners.

Looking to the future with HealthStrong and Skedulo

As illustrated in Figure 1, planned residential and planned home care places in Australia totalled 245,000 in 2012, projected to rise to 390,000 by 2022 and 740,000 by 2050 (the year that the last baby boomer turns 85)**. This represents a significant opportunity for healthcare providers who are able to adapt and scale their business.

“We chose to work with Skedulo as we're both growing and we could see the potential to grow together. That's exactly what we're doing as we continue to integrate more of our processes with Skedulo.”

Chris Kalavas, Salesforce Development
Lead at HealthStrong

HealthStrong is setting itself up for success in the years ahead by continuing to improve and optimize its mobile workforce processes and capture business intelligence through Skedulo. Insights on past jobs and the work performance of its team will help to ensure HealthStrong continues to recruit the right people for the future.

*Source: WHO: Ageing and Health Fact Sheet 2015

**Source: CEPAR Research Brief 2014/01



About Skedulo

Skedulo is the leading mobile workforce scheduling and management application integrated with the Salesforce.com platform. This beautiful, easy-to-use application has helped companies around the world transform the way they manage and schedule their mobile workforce teams. Thanks to Skedulo, thousands of workers in the health care, hospitality, manufacturing and field service industries are scheduled at the right place at the right time, with all the information they need to complete their tasks right at their fingertips.

Founded in 2013 with offices in Australia, North America and Asia, Skedulo has helped companies schedule over 2.3 million appointments worldwide.

For more information, please visit www.skedulo.com

About HealthStrong

For over 10 years, HealthStrong has been providing essential allied healthcare services to residents of aged-care facilities. During this time we have grown to be one of the largest healthcare providers in Australia. We have experienced professionals who provide a high standard of care. We deliver evidence-based clinical practices, provide comprehensive documentation and communication processes and work as part of your team. We provide a number of additional support services such as in-service training and education courses, accreditation review and ACFI Gap review.

We operate in WA, NSW, QLD, VIC and TAS servicing hundreds of Aged Care facilities. We employ more than 200 healthcare professionals across several disciplines. Our growing team of specialists perform around 50,000 treatments a week across the country!

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