

Healthcare

Home Healthcare



SWEDISH

Large medical center uses TeleNav Track to help home healthcare workforce provide better patient service



BENEFITS OF TELENAV

• Better service for patients

With TeleNav Track, Swedish Medical Center's Home Care health providers get to patients faster and spend more time with them. In-home healthcare providers arrive on time and are less stressed.

• Better utilization of healthcare resources

TeleNav Track saves the mobile health professionals' time. Fewer staff trips back to the office mean more time for in-home patient care. More patients can be cared for with fewer resources.

• Safety

Swedish Medical Center's mobile Home Care professionals get where they are going without fiddling with maps or calling the home office for directions. Fewer distractions mean safer driving.

Now, more than ever, Swedish Medical Center and its Home Care Division rely on efficient business practices and state-of-the-art technologies to enable it to provide patients with the most service for the least cost with limited resources.

CHALLENGE

The Home Care Division office used to call its mobile employees on wireless phones, page them or even send them text messages. This was problematic because it interrupted them from their patient visits, and sometimes it compromised patient confidentiality if the home office had to give details of the next case to someone visiting with another patient. It was not the best use of Swedish's non-profit resources to have mobile field healthcare workers rely so much on the office for directions.

SOLUTION

TeleNav Track is used by Swedish Medical Center's Home Care Division and its 200 field employees for safe navigation, while management relies upon TeleNav Track for its fleet management and tracking abilities. "Providing directions to get around Seattle and the surrounding counties was problematic," reports Debby Ramundo, Senior Project Manager, Home Care. "Our people were too tied to the office for getting directions. Because patient appointments change often and on-the-fly, it was a significant waste of time for employees just to come into the office to get directions, only to go right back out again. Also, the safety of our mobile healthcare employees is an important issue, not just for us, but also for them.

Reading maps and Internet-based directions while driving isn't safe. TeleNav Track takes care of those problems, and more. The fleet management features have really come in handy when sending people out to patient calls. With TeleNav Track, we can respond to patient needs faster and with more flexibility," Ms. Ramundo adds.

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RESULTS

Using TeleNav Track has knocked down travel time considerably and has greatly cut down on trips into the home office, thus allowing mobile healthcare workers more time for patient calls. Swedish Medical Center can thus fully utilize its home healthcare personnel to do what they do best—taking care of patients.

SITUATION

Swedish Medical Center is the largest, most comprehensive, not-for-profit healthcare provider in the Pacific Northwest. Its Home Care Division provides healthcare to patients wherever they live—in private homes, dormitories, assisted living facilities, nursing homes and extended care facilities in the greater Seattle metropolitan area. With shrinking Medicare and Medicaid dollars, escalating costs, an aging population and a nationwide nursing shortage, never have so many demands been placed on in-home healthcare providers.

How can we help your business?

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