

Oakwood Home Care



“ We achieved increased productivity by greatly improving the management of our field staff’s daily activities, and we improved customer service through better coordination and quicker response to patient needs.”

— Kim Sliz, Office Manager, Oakwood Home Care

At-A-Glance

- ▶ More efficient field operations by having visibility into field worker daily activities.
- ▶ Improved customer service through quicker response to patient needs.
- ▶ Improved field staff management, resulting in improved productivity and accountability.
- ▶ Significant reduction in mileage reimbursement expenses through accurate mileage tracking.

Background

Oakwood Home Care delivers high quality healthcare to hundreds of residents throughout southeast Michigan through highly-trained Clinicians, Registered Nurses, Physical and Occupational Therapists and Home Health Aides. Oakwood Home Care customers receive skilled nursing services, and physical and occupational therapies in the comfort and privacy of their own home.

Situation

Productivity and accountability was a major issue for Oakwood since their mobile employees, much like independent contractors, did not come into the office on a daily basis. They wanted managers to be able to view, in real-time, the location of field-based employees, their status, and whether or not they could take on additional visits. Oakwood wanted to achieve a minimum of five patient visits per day per field staff.

Solution

To improve inventory management, 12 Oakwood equipped their home care professionals with Blackberry™ devices running Xora GPS TimeTrack™. With the click of a button, Oakwood’s field-based workers are now able to capture shift and visit information directly through their phones. Back in the office, Oakwood’s managers and supervisors can access web-based maps and reports that show the locations and visit status of field staff

throughout the day. Through this added visibility, they were able to enhance accountability and make better decisions, improving the efficiency of their field-based operations.

Results

Since deploying GPS TimeTrack, Oakwood was able to achieve their goal of having their field staff perform a minimum of five visits per day. They also improved customer service by being able to respond more quickly to patient needs. In addition, the ability to more accurately track mileage through the Xora system provided an unexpected benefit, as Oakwood was able to significantly reduce their mileage reimbursements.