
Healthcare Industry

CONCERTOHEALTH

A CASE STUDY BY JOLT CONSULTING GROUP

CONCERTOHEALTH UPGRADES PATIENT CARE &
CAREGIVER PRODUCTIVITY WITH FIELD SERVICE LIGHTNING



CONCERTOHEALTH | IMPLEMENTATION OF SALESFORCE: FIELD SERVICE LIGHTNING



ConcertoHealth Inc. provides specialized on-location primary care and supporting clinical services for vulnerable, frail and elderly patients. ConcertoHealth provides high-touch, individualized care for patients, and deploys wraparound clinical resources to extend the reach of primary care practices. Services can be provided in-home, in nursing homes, hospitals, etc., and are delivered by trained medical professionals, such as nurses, physician assistants, and physicians. This comprehensive medical management solution improves overall healthcare quality and patient outcomes, benefitting payers and their provider networks.

Business Challenges

ConcertoHealth's challenges included:

- Expensive mobile caregivers (i.e. doctors) with low utilization and productivity placing a financial burden on the company
- Limited visibility into caregiver capacity, availability, scheduling location and patient statuses with a reliance on tribal knowledge to schedule appropriately skilled caregiver resources to meet patient requests
- Highly manual processes to set patient appointments and schedule caregivers with zero mobile capabilities
- No accurate way to track and predict future patient work load requirements

Our Solution

- Configured Field Service Lightning to streamline and automate scheduling of patient appointments allowing for an accurate view of caregiver resources, skills, location, etc. to enable scheduling optimization
- Implementation of FSL mobile app providing real-time connectivity with mobile care giver teams with location and status updates
- Successful integration with established patient information system and increased insights and visibility due to the creation of dashboards and custom reports

Our Results

- 30% - 40% increase in productivity of caregivers (i.e. doctors) driving company financial improvement
- Higher quality patient care by assigning the correct skilled caregivers to meet patient needs, eliminating repeat patient visits with 0.5 to 1.0 FTE savings of back office effort by automating a previously manual patient appointment and scheduling process
- Realtime visibility into mobile caregiver activities and a completely integrated view of patient information available across company departments
- Implementation of a JCG created customer satisfaction survey (CSAT) to be automatically deployed after patient visits to obtain visibility & feedback on the quality of day-to-day services provided by the ConcertoHealth Team