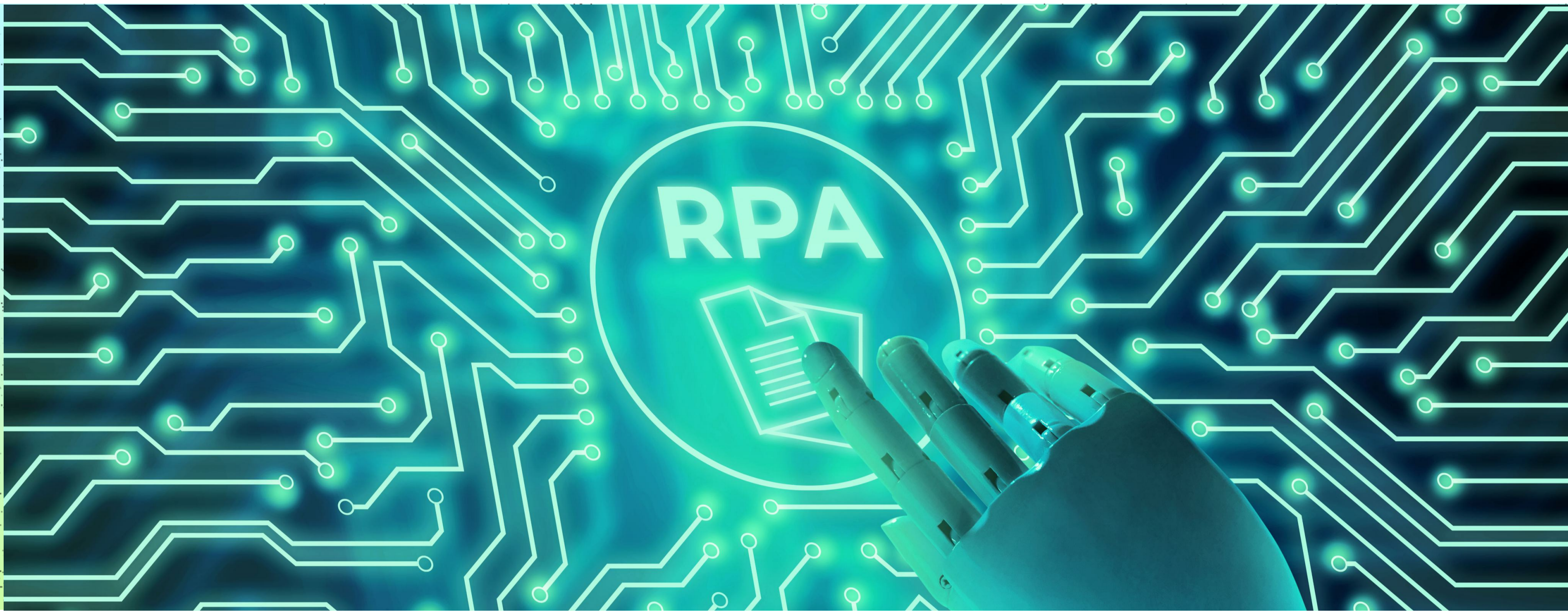


Transforming Caregiver Shift Allocation

A Case Study on RPA Implementation for Enhance Efficiency



About Client

Our client, a premier US healthcare provider, specializes in behavioral health, IDD services, and hospice care, serving individuals & nursing facilities in residential and daycare. They prioritize personalized, specialized, and cost-effective care for all their clients, ensuring satisfaction and well-being.

Business Challenge

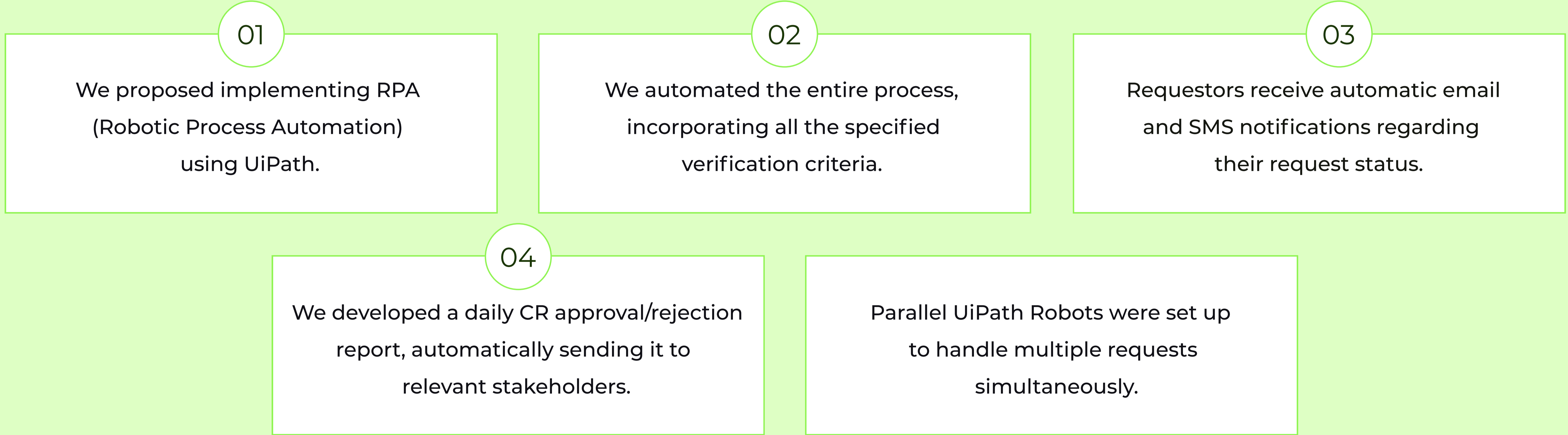
Our client encountered difficulties in optimizing staff allocation for their 24/7 home medical care services spanning three US states. The manual validation of over 5000 shift requests daily resulted in potential errors even as all requests were not served on the same day, causing backlog concerns.

The shift approval itself is complex including reviewing pending change requests, assessing location and identifying trained staff as per requirements, ensuring schedule compliance within working hour limits, prioritizing shifts based on various criteria, and seeking approval from the Operations Manager for overtime requests.

To address workload efficiency concerns stemming from expansion plans, the organization sought to augment its workforce by hiring additional system operators.

Venture7[®] Solutions

We thoroughly analyzed the entire process by consulting with System Operators, PMs, and Ops Managers, identifying additional notification needs. Here's a summary of our work:



Key Benefits

- » Successful implementation of RPA using UiPath
- » Enhanced data security and compliance without human intervention
- » Achieved 100% on-time request processing on the same day
- » Operates more cost-effectively with only 5 System Operators instead of 20
- » Process accuracy increased to 100%

