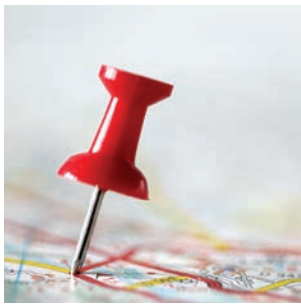




# How TripSpark's NovusMED NEMT Software Powers PACE Event Scheduling



Home care is perhaps the most vital component of PACE programs. It's important that a participant feel as if they maintain both an independent lifestyle while at the same time still receive unique medical and personal attention. The purpose behind automation and scheduling software is to maintain the movements and activities of a complicated set of moving parts. But there is more to PACE than simply transportation services. Many organizations don't realize that there is also a considerable benefit to having software manage the movements of caregivers by scheduling their home care visits. In this whitepaper, you'll discover how technology can make scheduling easier and more dependable for your Home Care Coordinators and your participants alike.

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## THE BENEFITS TO PACE ORGANIZATIONS

Participants depend upon PACE organizations to maintain their promised service deliverables. They rely on PACE for a number of in-home health care activities and transportation services in order to maintain their independence and quality of life. And of course PACE organizations respond in kind by always trying to deliver the best service possible. Unlike public transit, a missed appointment or extended time waiting for a vehicle can cause discomfort and even have an adverse effect on health. This is why PACE organizations are unique and sorely needed by the aging population. This is also why PACE programs need to be as accurate and diligent as possible. Particularly when it comes to scheduling:

- Participant transportation needs
- Caregivers to and from a home
- In-home care visits (of varying durations)

These are the key areas in which PACE programs need to maintain, improve and streamline their operations. These are also the 3 main areas in which **TripSpark's NovusMED NEMT software** for scheduling can vastly show an improvement. Let's look at each to break down the primary issues that can develop. Then we'll see how NovusMED software works towards minimizing and eradicating these exact issues.

## PARTICIPANT TRANSPORTATION REQUIREMENTS

Needed trips to and from PACE centers as well as outside appointments with specialists can occur every day, on a recurring plan, or as on-demand (for example, for a doctor visit or medical test.) The combination of randomness and structure is what can cause confusion for traditional scheduling and dispatching models. A day's trips can be mapped and planned automatically in order to deliver a better transportation experience. You can monitor how well you are performing in these major areas that affect participant health and satisfaction:

- On time pick up
- On time drop off to appointments
- 'Will calls' when the participant is finished at the specialists are dependable
- Length of time in the vehicle riding while other participants are picked up

## CAREGIVER VISIT AND TRANSPORTATION SCHEDULING

If a caregiver is late to a scheduled home visit, it can throw a participant's day off track. In some cases, a home visit is necessary before a transportation event occurs and must fall in that order. Often the Caregiver waits for the arrival of the vehicle to assist with loading. Each of these activities must happen in a timely manner so the next leg of a participant's day happens on time. In the case where a caregiver uses their own vehicle, there are even more variables when it comes to a schedule falling apart: breakdowns, a driver getting lost, weather or traffic problems, etc.

The scheduling algorithm in NovusMED software can monitor vehicles to ensure they are not in falling behind on their schedules. It can alert all drivers and caregivers to problems that are about to occur so that they can respond as to their status. Even if lateness does occur, the day's schedule can be reconfigured quickly in order to accommodate issues that arise in real time.

Research shows that the scheduling processes in many software applications don't take into consideration route optimization for the caregivers driving to their various appointments. This can produce many problems. If you're optimizing routes for your own vehicles, then why wouldn't you want to manage theirs as well? Aren't all vehicles on the road part of the same timetable for participants?

## SCHEDULING EVENTS AND HOME CARE

In most cases, home care events are scheduled separately from transportation services. NovusMED software can manage both at once. Some caregivers fall into the categories of:

- Personal Care Assistants (PCAs)
- Home Health Workers
- Home Makers
- Companions

But some participants require specifically certified care in a particular skill. This means that scheduling becomes more complicated as the participant's needs outweigh the availability of a caregiver. These can be:

- Certified Nursing Assistants
- Licensed Practical Nurses

Obviously, you can't slot a PCA into a position where a Certified Physical Therapist is required. The great benefit of NovusMED software is that it can expand to address these service event based requirements. For example, if a participant needs to

see a Physical Therapist located at the PACE center on a day when the participant is already transported to the center, the system will program the PT appointment as part of the day. Coordination is key in order to optimize a caregiver's time as well as a participant's schedule.

## NovusMED SOFTWARE SHOWS COMBINED VIEW OF SERVICE SCHEDULES

Now perhaps it is clear why having separate systems (and even groups) for event and transportation scheduling can lead to problems. Scheduling conflicts occur when both parts of a participant's PACE experience aren't addressed. NovusMED software allows both sides to visualize the activity of the other, which means that more information and possible scheduling conflicts can be discovered long before they happen.

## INTERESTED IN AUTOMATION YET?

NovusMED software becomes the "nerve center" of an entire PACE program. No appointments get missed. No caregivers arrive late. No participants are left stranded or waiting at home, at their appointment or in the vehicle. There is less stress and discomfort to them and to your operation when everything runs smoothly.

## SINGLE-MINDED APPROACH TO SERVICE

A single, combined scheduling database reduces the possibility that conflicts will occur and alerts the coordinators to take action when they do. In the long run, savings are realized in terms of a vehicle's utilization per mile: time spent on the road in combination with the number of participants in transit. Gas consumption is reduced when there is less wasted time on the road.

What this amounts to is a savings and service benefit to every part of a PACE organization. Now is the best time to consider implementing a sea-change in terms of NovusMED software. As the coming decade is proving to show an increase in our aging population, PACE programs are set to be more in demand than ever. This means that the expectation of exceptional service, dependability and reliability of PACE programs is also going to increase. Are you prepared for the demand now and in the future?