REDEFINING PATIENT CARE THROUGH DATA-DRIVEN WORKFORCE OPTIMIZATION

BACKGROUND

- **City Public Health Department (CPHD):** A leading healthcare provider with multiple hospitals and clinics.

- **Nearly 100 Years of Service:** Providing healthcare to City residents and visitors

- **Mission:** Promote physical, mental, and environmental health, and protect against disease, injury, and disability.

CHALLENGES

- **Workforce Utilization Inefficiencies:**
  - Suboptimal utilization rates for various clinicians, such as different types of therapists

- **Unstructured Hiring & Staffing Process**
  - Staffing numbers were assigned randomly, without data-driven alignment to patient needs or volume.

- **Missed Revenue Opportunities**
  - Lack of insight into service profitability
  - Overworked physicians = decreased efficiency and reduced revenue potential
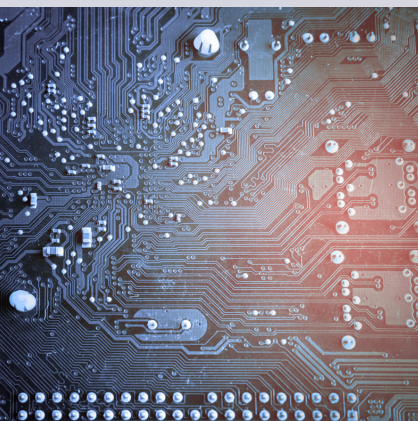
DATA INTEGRATRATION WITH REAL-TIME DASHBOARDS

PRODUCTIVITY OVERVIEW

Individual and team productivity was measured using billed time units (BTUs), calculated based on the total time that was spent delivering patient care using standardized increments of time and specific billing guidelines. Combined with department hours worked and team minutes per pay period, this overview provided administrators insights to optimize productivity. This helped the city schedule therapists more effectively, ensuring adequate break times, reducing burnout, improving job satisfaction, and ultimately enhancing patient care quality.

GRANULAR PRODUCTIVITY INSIGHTS

By also monitoring BTU totals, averages, and counts by department, team, individual providers, and pay period, this dashboard provided a clearer view of workload distribution and efficiency than a broad overview. The comparison between different therapist groups—such as chiropractic, clinical, and social therapists—also helped administrators account for their unique roles, identify workload disparities, and tailor staffing strategies. This ensured fair performance evaluations, balanced resource allocation, and improved financial and operational efficiency while maintaining quality patient care.

IMPACT & KEY OUTCOMES

V3iT's real-time solutions transformed workforce management, reducing patient wait times and enabling a more personalized, efficient care experience. With optimized therapist productivity and balanced workloads as well as effective resource allocation the city saw improved job satisfaction, greater patient satisfaction, and higher-quality outcomes. Financial insights allowed for a strategic focus on profitable services, ensuring sustainable growth without compromising care standards.

By delivering a data-driven, adaptable approach, V3iT empowered the city to build a resilient healthcare system—one poised to meet evolving demands. For healthcare leaders seeking to drive efficiency, enhance care quality, and secure operational sustainability, V3iT's solutions offer a proven pathway forward.

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