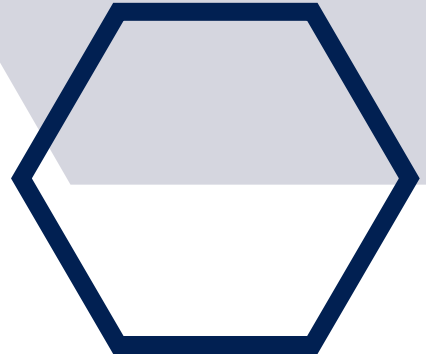
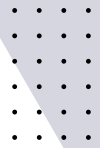
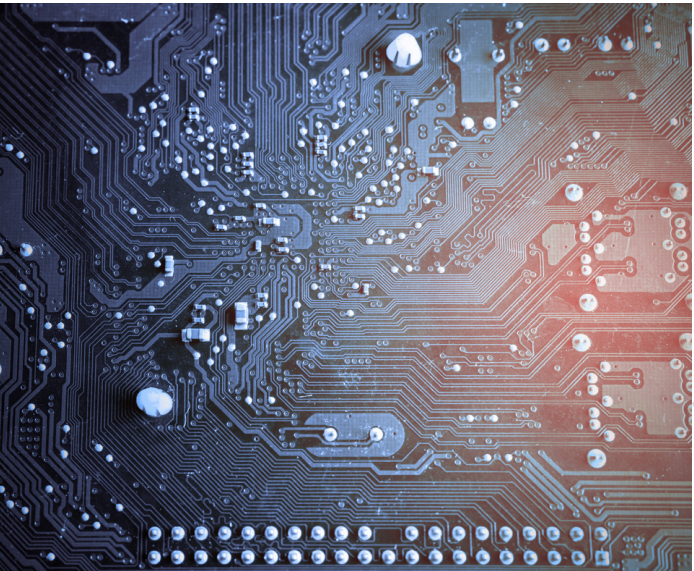


# REDEFINING PATIENT CARE THROUGH DATA-DRIVEN WORKFORCE OPTIMIZATION



## HEALTHCARE ANALYTICS CASE STUDY





## 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 occupational, physical, and speech therapists
  - Long patient wait times and inconsistent therapist-patient ratios
- ✓ **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





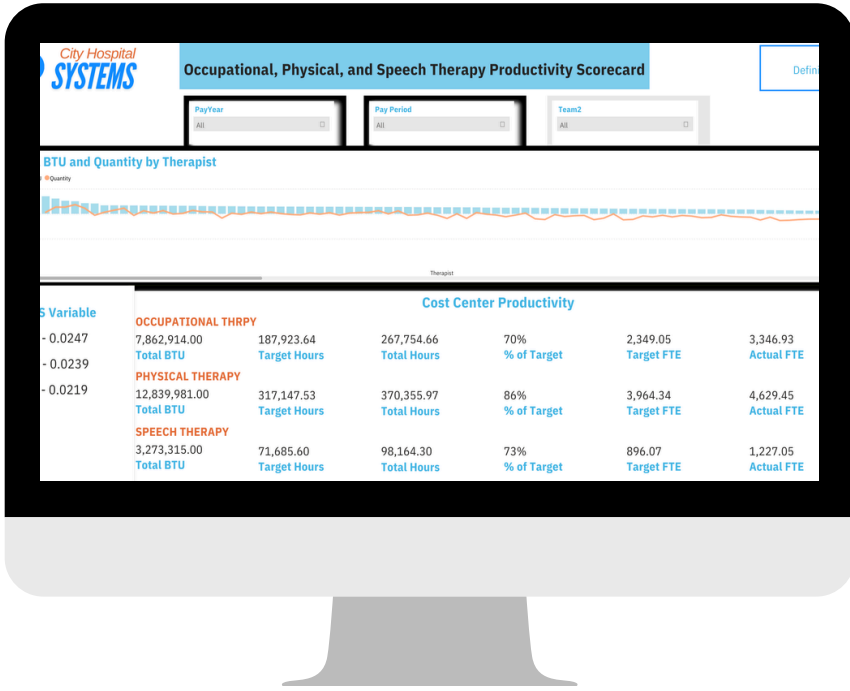
# SOLUTIONS

## DATA INTEGRATION WITH REAL-TIME DASHBOARDS



### PRODUCTIVITY TRACKING

Individual and team productivity was measured using Business Therapy Units (BTUs), calculated as the variance between outpatient physical therapy business units and the monthly budget. Combined with department hours worked and team minutes per pay period, these metrics 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.



### FULL-TIME EQUIVALENT (FTE) MONITORING

A real-time view of target versus actual FTEs provided insights into workforce allocation and improved planning based on patient demand. These FTE measurements also quantified workforce-driven revenue, helping identify unprofitable services and missed revenue opportunities, enabling the city to optimize its service offerings.

## 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.



[www.V3iT.com/healthcare](http://www.V3iT.com/healthcare)

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