

# Neighborhood Health Care

Providing exceptional patient care

## Profile

Neighborhood Health Care provides general nursing care, physical therapy, and home health care to patients in the Harlingen, Texas, area. All employees are licensed, certified professionals who speak both English and Spanish. Dedicated to meeting the needs of those who require home at home, Neighborhood Health Care has been in business for over 11 years.

## Challenges

Neighborhood Health Care was facing issues with field professionals who had delayed response times due to relying heavily on beepers as their main source of communication with dispatch. To remedy this, the company needed a GPS tracking solution that was able to track employees, and to ensure that delivery routes were best optimized in relation to job availability and customer location.

## Solution

Neighborhood Health Care chose Actsoft's Encore, because it was the logical solution for their business needs and is easy to use. Since Encore could be deployed right from a handset, it was the GPS solution of choice for the healthcare company, because it fulfilled their business needs with minimal investment.



## Benefits

With Encore, Neighborhood Health Care tracks their employees with little distraction because no application is needed for installation on their phones. This means that employees can focus on providing quality patient care while remaining accountable, and responding to all appointments in the most timely and efficient manner.

Encore's GPS tracking feature enhances operational efficiencies for Neighborhood Health Care. At any time, they can identify and reroute the closest person to a client via phone. Quicker and more efficient response times allow for them to save money on fuel and maintenance costs, and it eliminates unnecessary wear and tear, which helps to enable the longevity of company vehicles.

The use of this product has quickly shown a significant return on investment. Encore allows supervisors to view their team's current locations and review routes. Neighborhood Health Care utilizes it to ensure staff alignment for maximum productivity. The dashboard is perfect for a quick glance to reprioritize, to maximize delivery routes, and to help keep employees accountable. By planning for alternate contingencies and scheduling health care workers accordingly, customer satisfaction has increased exponentially and Neighborhood Health Care is able to center its focus on providing quality home healthcare.

**“If you have 15–16 users making \$16,000–100,000 a year, and you can save time for each one, even a two percent return is a benefit.”**

**- Steve Womack,**  
Neighborhood Health  
Care – Texas