Revival Home Health Care Agency

saves over $500,000 with CRD automated reporting

Strategic business intelligence and reporting is important for any organization. However when the well-being of ill and elderly patients is on the line, having this information available at all times becomes even more essential. That's certainly the case at Revival Home Health Care, a home health agency serving patients in the New York, New York metropolitan area.

"Having the data we need when we need it is absolutely critical," says Yossi Akselrud, Director of IT at Revival Home Health Care. "It's not like we're talking about widgets. These are patients who depend on us for their care. If we don't have reliable data on time, we can't

fulfill our mission of providing the best patient care possible."

Revival Home Health Care has more than 500 employees including nurses, therapists, social workers and home health aides. The agency was founded to serve the needs of holocaust survivors. Today, the services it provides are open to everyone, with an emphasis on serving the needs of the Jewish community and sensitivity to the Jewish patient.

Filling the Void

Before 2005, Revival was relying on an underpowered, underperforming reporting

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system. Reports were compiled manually by two full-time employees at a cost of $80,000 a year. Plus, these reports took time to compile – causing trouble when data was needed at the last minute. There was also the obstacle of finding a way to compile the reports when employees were sick or on vacation.

"We needed much more reporting flexibility," says Akselrud. "We needed every user to be able to build and run their own reports, and a way to have those reports automatically emailed out to the users."

After looking at a variety of solutions on the market, Revival chose to combine the reporting functions of Crystal Reports® with CRD, a powerful Crystal Reports scheduler from ChristianSteven Software.

"We found that CRD is really simple and intuitive," says Akselrud. "It has an interface similar to Microsoft Outlook, but it is even easier to use because none of the functionality is hidden."

Putting CRD to Work

Revival is focused on providing high-quality patient care at an affordable price, and CRD is helping the company meet this goal with patient care support and cost savings.

CRD supports patient care in many ways – one of those is event-based notification for changes in patient data. Using CRD's event notification feature, patient data is constantly monitored. When something changes – for example, a patient is hospitalized or a medication is added – CRD notices the change and instantly emails

an alert to that patient's caregivers. This allows Revival's staff to stay on top of all the latest developments in their patient's status at the moment changes occur.

Another area of patient care CRD supports is emergency response planning. To make certain patients can be cared for properly and evacuated quickly during a natural disaster or terrorist attack, patient priority listing reports must be available at a moment's notice. Not only are these reports important for patient safety, they are also a regulatory requirement. With CRD, these reports are automatically generated and sent at regular intervals to the manager on call.

The uses of CRD for Revival Home Health Care don't end with patient data. CRD reports and notifications are used by all departments including payroll, billing, human resources and top company executives.

Healthy Savings

According to Akselrud, CRD has created a significant cost and time savings across nearly every department. In fact, he says automating the reporting function alone has led to substantial savings. When Revival implemented CRD in 2005, the two employees responsible for compiling reports were reassigned for an annual cost savings of $80,000.

Since 2005, Revival has quadrupled in size. Under the old system, this would have necessitated adding a minimum of two more employees. That means today, Revival is saving more than $160,000 a year simply by automating their reporting – for total cost savings of more than $500,000 to date.

In addition to the hard dollar and time savings of automated reporting, CRD creates savings for Revival in many other ways. These include tracking employee hours to avoid unnecessary overtime costs, automating payroll functions, monitoring employee web usage and more.

> "CRD has helped Revival extensively in all aspects of our business," says Akselrud. "When I think of CRD I think of something that makes such an impact the results are immeasurable. It's central to what we're doing as a home care agency – giving us the data we need to really streamline the whole operation."

Akselrud predicts Revival Home Health Care will continue to find new uses for the CRD Crystal Report scheduler as the company continues to grow, develop and help the patients it serves live happier, healthier lives.

Business Benefits Realized with CRD

- Two full-time employees were reassigned for an annual cost savings of $80,000.
- Eliminated the need to hire two additional employees for an added annual cost savings of $80,000.
- Patient priority listings ensure constant compliance with regulatory standards.
- Patient change notifications alert caregivers immediately when the status of a patient changes, ensuring top-quality patient care.
- Time reporting notifications warn managers when an employee has too many hours, saving on unnecessary overtime costs.
- High-level reporting supports strategic decision making for management.
- Supported the rapid growth of Revival Home Health Care, allowing business to quadruple in just four years.

CRD for Crystal Reports, part of the powerful range of business automation software, alongside SQL-RD for Microsoft® SQL Server and MARS for Microsoft® Access.

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