Bon Secours Health System Saves Time and Money for Mobile Caregivers Using MapQuest for Business

With more than 500 therapists, social workers, nurses, home health aides and hospice workers visiting up to six patients per day, Bon Secours Health System logs millions of miles each year. Thanks to the integration of the MapQuest for Business Directions API with Bon Secours' electronic medical record (EMR) system, daily routes are no longer derived through time-consuming, manual processes.

Objectives::

- Eliminate costly and time-consuming manual routing of more than half a million visits per year.
- Improve the efficiency of daily routes by finding the most effective course of travel with many stops.
- Reduce unnecessary time and mileage reimbursement, saving on travel costs.

Quality Care for Nearly 200 Years

Founded in 1824 as a ministry of Catholic sisters aiding the sick and dying in Paris, France, the Sisters of Bon Secours established their first U.S. hospital nearly 100 years later in Baltimore, Maryland. Bon Secours now employs more than 25,000 medical professionals at nearly 30 facilities spanning six states on the Eastern Seaboard.

Bon Secours offers 14 home care and hospice services, provided by its team of more than 500 therapists, social workers, nurses, home health aides and hospice workers. Each employee typically visits four to six patients every day, adding up to nearly 50,000 visits per month, or more than half a million patient visits per year.

Looking to Spend More Time with Patients

These caregivers were spending countless hours performing manual, time-consuming map routing every day using mapping websites and printouts. Often the results offered inefficient routes and Bon Secours recognized that all the time spent searching and driving less-than-optimal routes could be better spent assisting patients.

A Prescription for MapQuest

In the summer of 2016, Bon Secours integrated the MapQuest Directions API into their EMR system, helping to automatically route caregivers on the most time-efficient routes throughout their day. Caregivers not only save time by accessing their daily routes in the system they were accustomed to, they also save time on the road.

Seamless, Flexible and Easy

According to Bon Secours Application Coordinator Erin Whitehead, the implementation of our Directions API was completely painless. "MapQuest has been very easy and flexible to work with," said Whitehead. "Their technology was the only technology we could find to integrate with our EMR system, and implementation was seamless. Our caregivers really like it because it's so easy to use."

Today, Bon Secours enjoys several benefits from our Directions API:

- Elimination of manual, time-consuming daily routing
- Improved efficiency of daily routes to save caregivers time and mileage
- Cost savings by the elimination of manual routing.