Case Study: Hospice Source improves hospice care with field service management technology from ServicePower

www.servicepower.com
**The Company** - Hospice Source, a US provider of medical equipment, was founded in 1997 in Oklahoma City to address the growing population of hospice patients. Using technology solutions to provide the levels of support to care givers, Hospice Source provides the most streamlined equipment order process on the market today. Building on a solid, compassionate business model, today Hospice Source specializes in only hospice related care, offering a unique blend of highly trained field service teams, the highest quality equipment, and the fastest response times available, 24 hours a day, 7 days a week.

Hospice Source endeavours to provide the highest quality medical equipment, delivered by highly trained staff, where and when it’s needed to meet the needs of patients and their caregivers. ServicePower will enable our team to build on that tradition with shorter delivery times, more accurate appointment promises and the highest levels of schedule adherence. This will reinforce and underline the trust that the hospice community puts in our teams.

Jeff West
CEO, Hospice Source
Hospice Source sought a technology solution to further improve its ability to provide real time access to equipment and supplies, while providing the fastest turn around for delivery and pick up of medical equipment for hospice patients, their care givers, and their families.

ServicePower’s digital workforce management platform enables Hospice Source to optimize all field operations, ensuring the highest quality medical equipment can be ordered when needed, and is delivered quickly, in some cases exceeding service level agreements, by the field teams trained and certified to set up, provide operational advice and collect equipment when and where it’s required.

The ServicePower online care-giver portal streamlines the ordering experience for Hospice partners by providing real time technician scheduling, two-way communications and updates on delivery status, improving visibility of the entire process.

ServicePower also improves the speed of delivery and delivery or installation efficiency with real time route optimization. The optimization module uses the latest in artificial intelligence (AI) to understand what’s needed and where, assigning the best field technician for each patient based on skills, certifications, and geographical knowledge. It also considers parameters unique to the healthcare sector, such as vaccinations or facility access authorities, ensuring the most appropriate mobile worker is assigned. The end result of schedule optimization for Hospice Source is not only a less costly delivery for the company, but more productive field teams which can deliver equipment
The End Result

Hospice Source’s mission is to offer compassionate care through provisioning the highest quality medical equipment, as quickly as possible, through a highly trained workforce, improving service levels and patient care. With ServicePower technology, Hospice Source can accomplish its mission, while also driving down costs, and improving its profitability.
For companies providing field service, ServicePower is the only field service and mobile workforce management platform enabling organizations to save money, improve customer satisfaction and drive new revenue by efficiently managing both captive and 3rd party service providers. ServicePower uniquely combines customer entitlement and real time communications, schedule and route optimization, work order, asset and inventory management, service and maintenance contract management, contractor management and dispatch, warranty and claims management, field mobility, and business intelligence of all field service interactions, in a single solution.

We bring smart field service management solutions that improve the speed and quality of your customer’s experience and optimize the effectiveness of the field service team.

ServicePower also offers a fully managed network of 3rd party service providers to enable rapid and high-quality on-demand “spill-over” servicing at peak times and in hard-to-reach locations across North America and the Europe.

For more, visit www.servicepower.com