

# How The Vineyards Healthcare Center Reduced Transportation Spend and Improved Efficiencies



## Situation

The Vineyards Healthcare Center was experiencing inconsistent non-emergency medical transportation (NEMT) and delays that impacted patient outcomes and overall cost of care. Team members frequently spent 20+ minutes calling multiple providers, sometimes outside of their network to schedule a single transport.

Administrative hassles from non-transparent pricing calculations and long call hold times made coordinating patient transportation challenging, and even with contracted rates from local wheelchair and gurney providers, the service was inconsistent.

## Solution

Partnering with Onward, The Vineyards network of approved transportation providers expanded, increasing the number of available resources to the facility. First attempt trip acceptance rates increased and the number of trips upgraded to more costly, higher level of care transports decreased, resulting in significant cost savings.

Online ordering streamlined transportation coordination by 95%. Upfront pricing gave the team visibility into spend and the system enabled consolidated & accurate invoicing.

## Impact

**\$8000**

Average monthly savings on transportation costs

**100%**

of trips accepted on the first attempt.

**95%**

Reduction in transportation coordination time

“**Onward has made our transportation coordination and management process much more efficient and significantly reduced our overall transportation spend.**

**- Lisa Foster, Facility Administrator**



**THE VINEYARDS**  
HEALTHCARE CENTER | LIVERMORE, CA

