

How UCSF Increased NEMT Discharges Before Noon by 110% in 2 Months



What started as an inpatient initiative to improve length of stay has now become a system-wide solution that is helping our patients access care when needed in safe, reliable transport.



Molly Shane
MS, BSN, RN
Executive Director of Care
Management and Patient Transitions

Background

In early 2022, the UCSF Health's Case Management team was challenged with complex transportation workflows resulting in discharge delays and administrative hassles.

- Coordinating transportation was too complex, often taking up to 45 minutes and requiring multiple sign off forms for a single transport.
- Credentialing and reviewing transport provider invoices resulted in 40 additional hours of work per month.
- Lack of access to reliable transportation resources resulted in over utilization of ambulance and transport delays.
- Transportation presented a barrier for outpatient care departments, creating access inequalities for transportation insecure populations.

Solution

The team partnered with Onward to co-design improved transportation workflows and a broader ecosystem of credentialed partners. After defining the ideal workflows, the team deployed an end-to-end transportation platform to automate and streamline transportation coordination. After an initial launch focused on hospital discharges, the team spread the platform to support outpatient and ambulatory care settings.

Impact

Within two months of deploying the program, the team saw:

110%

Increase in discharges before noon for patients leaving via NEMT.

88 Seconds

Average time for a ride to be accepted, down from 30-40 minutes.

1,947

Annual Staff Hours (1FTE) saved coordinating transportation online.

In addition workflow efficiencies and technology eliminated 9 manual steps, 4 administrative forms, 40 hours per month on billing, and the administrative burden of managing and credentialing providers was offloaded.



Total Healthcare Transportation Solution
www.onwardrides.com P: 800 700-4797