



CUSTOMER STORY

Delivering no-show rates 5X better than the national average at MD Anderson Cooper while giving staff over 1,000 hours of their time back

WHERE WE STARTED

MD Anderson Cancer Center at Cooper University Health System is bringing patients in the Greater Philadelphia and South Jersey area the most advanced cancer care. With comprehensive cancer services in Camden, Voorhees, and Willingboro, patients in those areas have access to MD Anderson's proven treatment plans, specialized cancer expertise, customized treatment plans, a full range of supportive care services, and more clinical trials. However, cancer patients can't get better if they don't get to their chemotherapy, radiation, and rehabilitation appointments. Cited as the third most common barrier to care, transportation to and from appointments is a huge problem.

That's where Roundtrip comes in. We are solving medical transportation headaches for patients and facility staff alike. For MD Anderson Cooper, we recommended our software as a solution for streamlining the ride coordination process for social workers. In January 2017, MD Anderson Cooper launched with Roundtrip to expand access for patients, reduce care coordinator effort associated with scheduling rides, and minimize the financial burden of transportation on the facility and its patients.

DIAGNOSING PAIN POINTS OF BOOKING PATIENT TRANSPORTATION

Time. It's something we could all use a little more of; just ask a short staffed care coordination team of social workers at a busy health facilities like MD Anderson Cooper. Before Roundtrip, MD Anderson Cooper social workers and case managers spent up to 20 minutes on the phone scheduling a single ride for a patient. This often involves waiting on hold, repeating patient information every time a trip is booked, and repeating the entire process in order to check on the status of a trip. With Roundtrip, social workers can now cut down ride scheduling times up to 90% -- taking the time to book from 20 minutes down to 60-90 seconds per ride.

MD Anderson
~~Cancer Network~~[™]

CLIENT:

MD Anderson Cooper

CHALLENGE:

Booking patient transportation is too time-consuming and burdensome for care coordination team.

SOLUTION:

A comprehensive solution to transportation with a streamlined ride coordination process.

IMPACT:

- **Reduced staff time-on-task 90%**
- **Improved no-show rate by 80%**
- **\$66,500+ in cost savings**





Care Coordinators Can Now:

- Voicelessly schedule any type of ride for patients through a single platform
- Automatically log ride details and collect appropriate information about the reasons for the ride in a single place
- Automatically text patients reminders 24 hours and 30 min before each ride
- Improve patient flow through an on- demand transportation network
- Improve coordination across shifts of transportation coordinators
- Push approximately 80% of all rides to a payer other than the facility and process one invoice for all rides covered by the facility

“As part of our mission to serve, to heal and to educate, our goal is to provide the highest level of care with the best patient experience. Often times, patients may have difficulty finding rides after they’ve been discharged from the hospital or following cancer treatments at MD Anderson Cooper. Roundtrip gives our patients another convenient option. [Reliable transportation] is one less thing a patient needs to worry about as they focus on their health.”

-Christine Winn, SVP, MD Anderson Cooper Cancer Institute Cooper Physician Alignment

Lisa McLaughlin, an oncology social worker at MD Anderson Cancer Center at Cooper, credits Roundtrip with her professional survival and her sanity, enabling her to schedule 100 patient transport rides one recent month when the hospital was down one social worker. “Trying to do that [the old telephone-based way] would have been absolutely impossible,” McLaughlin said, and an obstacle to everything else she’s supposed to do in her job. “I’m not the transportation lady, I’m the social worker.”

The results go beyond ride booking efficiency - the result of streamlined coordination of rides end-to-end greatly improves the patient experience and in turn, improves patient no-show rates.

DRIVING RESULTS, DELIVERING VALUE

In less than a year, MD Anderson has on-boarded eight social workers / case managers to book recurring rides for over 75 different patients. Quickly after on-boarding staff, MD Anderson Cooper lowered direct transportation costs by 30%. To date, we have delivered direct employee time savings of over \$44,500 and have given care coordinators over 1,000 hours back.

Nationally, the rates for patient no-shows and missed appointments are as high as 15-20%. Through Roundtrip's coordination of transportation, MD Anderson Cooper patients that need a ride have a no-show rate of just 4%. Specific to no-show related costs with MD Anderson Cooper, we have delivered cost savings of \$22,000. Together, cost savings total to \$66,500.

In addition to the transparency across the transportation sequence, MD Anderson has been able to reduce the actual cost of facility- paid transportation. The average cost of a sedan ride has been decreased by more than \$7.

Moving forward, Roundtrip will continue to serve MD Anderson patients has rolled out additional departments within the Cooper University Health System. [Learn more at roundtriphealth.com](https://www.roundtriphealth.com).