

Centralized Transportation Program Reduces Transportation Spend by 78% in 8 Months

THE PROBLEM

Alameda Health System (AHS) faced skyrocketing annual transportation expenses due to decentralized processes for coordinating transportation and barriers to accessing Medicaid-covered transportation. More than 500 staff members were coordinating patient transportation manually via telephone, creating a **fragmented and inefficient process and a lack of accountability for appropriate utilization**. Thousands of rideshare and NEMT trips were being requested monthly, resulting in significant operational costs, and ambulance services were being requested without proper prior authorization.



Hospitals: 5

Beds: +800

Post Acute Facilities: 5

THE SOLUTION

AHS deployed the Onward technology platform which gave the team **visibility into where the system was using large amounts of transportation services and when the system was paying for transportation that should have been covered by the county Medicaid plan**. Using this data, the team was able to create a Centralized Transportation Hub and centralize the process for coordinating transportation to make sure transportation utilization was appropriate and that the correct payment source was being utilized. Starting with high utilization areas, the team conducted a phased rollout of the hub, moving different departments and facilities transportation coordination into the hub. The Hub allowed AHS staff to order, track, and manage all levels of patient transportation needs through Onward's intuitive platform **reducing monthly transportation spend by 78% from its peak**.

THE IMPACT

The centralization of ordering processes and introduction of Onward's transportation ordering platform created significant operational and financial improvements.

\$1.1M

Reduction in system wide transportation spend YoY

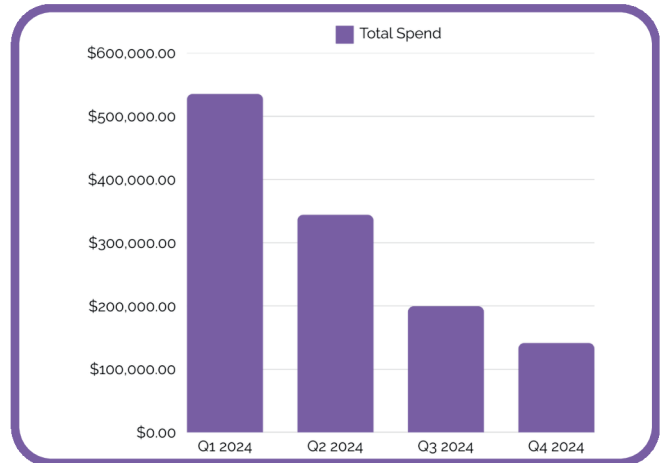
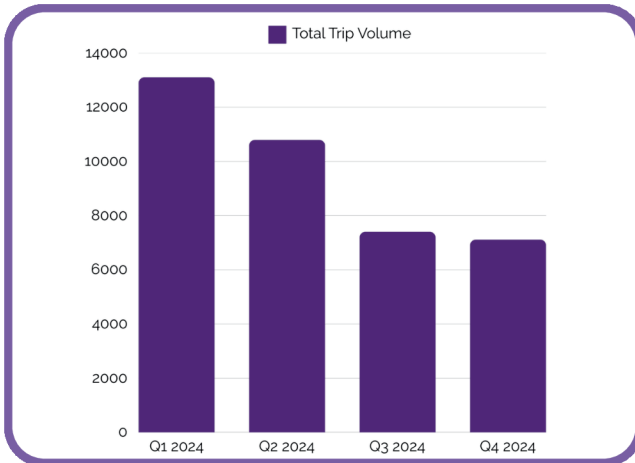
78%

Reduction in monthly NEMT & Rideshare spend

58%

Reduction in broker no-authorization trips

TRIP VOLUME AND SPEND BY QUARTER



ADDITIONAL IMPACT

The centralized hub also streamlined workflows for medical staff, reducing delays and inefficiencies, ensured patients were utilizing the lowest cost, most appropriate mode of transport, and enabled AHS to reallocate resources to enhance patient care.

WHAT'S NEXT

The \$1.1 Million in YOY savings was based on an implementation mid-year, ***the full year savings are expected to exceed \$1.8M***. In the next phase of the project, the hub will move to a 24x7 operation and the Onward platform will be ***integrated with the health system's Epic electronic medical record*** system to further streamline the coordination workflow. In addition, the team has just launched a process in Onward for tracking when the health system is coordinating transportation because the Medi-Cal broker was unable to fulfill a request with a timely resource and is using that data to collaborate with the health plan on improvement opportunities.

"Onward's platform created the data transparency that we needed to identify transportation cost savings opportunities, and effectively consolidate and streamline our transportation operations."

Dana Littlepage, DNP, MSN, MBA, RN, FNP Vice President Patient Care Services

Onward is on a mission to nurture wellbeing,
one visit, one outing, and one ride at a time.

If you're ready to learn how much a centralized transportation program
can save your your health system, try our **FREE ROI CALCULATOR** [HERE](#)

