



## Velosio: Just What the Doctor Ordered for Yale-New Haven Hospital Data Challenge



### The Challenge

Yale-New Haven Hospital (YNHH), a non-profit world-class medical center, wanted to become a destination hospital in the Northeast. To achieve this growth objective, YNHH needed to increase its operational efficiency and prestige by attracting more patient referrals and transfers.

Challenges included:

- Complexity of transfer process—numerous doctors, nurses, administrators and multiple data systems for each individual cases
- Lack of real-time centralized method of managing, tracking, and communicating during the transfer process
- Insufficient resources and ineffective processes

### Client Overview



## YALE-NEW HAVEN HOSPITAL

**INDUSTRY:** Life Science and healthcare

**LOCATION:** New Haven, CN

**COMPANY SIZE:** More than 4,500 physicians and practitioners

Relying on the skill and expertise of more than 4,500 university and community physicians and advanced practitioners, including more than 600 resident physicians, Yale New Haven Hospital (YNHH) provides comprehensive, multidisciplinary, family-focused care in more than 100 medical specialty areas. As the primary teaching hospital for Yale School of Medicine (YSM), they have supervised physician residents and fellows supporting their medical staff by providing around-the-clock coverage and insightful, research-supported patient care.



## Solution

### Real-Time Data

Velosio partnered with YNHH to implement Microsoft Dynamics CRM Online, a feature-rich, easy-to-use CRM application that could be implemented within a short time frame, and had the scalability needed to accommodate future growth.

Implementation included:

- Customization and configuration to address the needs and requirements of the life science and health care industries
- Integration of various data repositories and the phone system into one centralized system to manage the life cycle of the transfer case
- Creation of dashboards and key performance indicators to provide real-time visibility of patient transfer status, bed assignment and acceptance rates



## Results

- Successful implementation of a 24/7 “Y Access Line”—a single-source phone center for physicians
- Ability for physicians from other hospitals to speak with a live clinician who can expedite their request for a patient transfer
- Successful completion of 700 transfers in the first four months the system was in operation; now averaging 250+ transfers a month

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