

Nightingale Home Healthcare Finds an Efficient Cure in Caspio Bridge



Agency Size

Approximately 700 Employees

Industry

Health Care

Challenge

Nightingale Home Healthcare provides in-home care to seniors through its network of agencies and nurses across six states. This means that coordinating geographically scattered nurses is a vital part of operations. Business was cluttered with tedious everyday tasks such as filling out administrative forms, managing employee training and appointments, and trying to integrate the remote workforce as a team. A high-tech solution was needed to streamline these processes, but the Illinois-based company didn't have access to a robust local IT community.

Solution

Caspio Bridge web-based applications provided a framework that connected a mobile workforce with its headquarters team. Nightingale could instantly track time-off requests and administrators were relieved of monotonous tasks that took away from core responsibilities. Management created online training programs ensuring the medical skills of nurses were honed and current. Using Caspio Bridge, the applications were economically built in-house without an added IT burden.

Nightingale Home Healthcare needed a way to improve manual and cluttered business activities between their support staff and nurses working remotely. They were heavily burdened by everyday tasks such as filling out administrative forms, managing nurse locations, in-home care assignments, time-off requests, and more. Using Caspio, Nightingale quickly built web applications to automate and modernize these tedious activities, so their organization could scale quickly and work efficiently.

Challenges of an On-the-Go Workforce

Nightingale Home Healthcare faced an increasingly familiar problem of many businesses. The core of its workforce was geographically scattered, forcing employees to handle many administrative tasks remotely. It was especially hard to track nurses as they moved from one patient's residence to another. Precisely scheduled appointments and impeccable professional care were essential to their success. With over 700 employees, Nightingale had to quickly meet that challenge in an efficient and scalable way.



Nightingale Home Healthcare Web Forms powered by Caspio

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Web-Base Forms were the Answer

After observing the costly administrative burden the company was facing, it became apparent to Rajesh Relan, Nightingale's Director of Web and Print, that web-based solutions were needed.

"Unlike the Silicon Valley, Carmel, Illinois is not an IT epicenter," he stated. "I had never ventured into databases myself and there was no real commitment from local freelancers."

Relan found that commitment from Caspio. What began with the simple need to provide online testing for travelling nurses grew into a strong technology partnership.

Minimal Database Experience Necessary

Despite Relan's lack of familiarity with online databases, he was able to quickly create what he needed. "It took me a day's time to finish everything," he said. "It would have taken longer just to find a contractor to do it for me."

After completing his initial projects for time-off requests, appointment scheduling and training management, Relan realized Caspio could also solve another administrative problem. Countless employee hours were being spent on the simple task of handling requests for new business cards. Paper forms were being routed to what seemed like an internal merry-go-round for approval.

"We were spending up to two hours on a single business card request. Most of the time, the information was incomplete and all that wasted time was money," he explained.

Immediate Savings Realized

"I realized it could be automated so easily with Caspio," said Relan. "The employee fills out a form, our application automatically shoots an email to the manager for approval and then sends all the information to the printer."

About Caspio, Inc.

Caspio, Inc. (www.caspio.com) is the world's leading do-it-yourself online database and web application creation platform. The company's philosophy is to empower business users to create and deploy web databases, forms, reports and applications easily and without programming. Caspio's platform-as-a-service replaces coding with intuitive point-and-click wizards, enabling users to rapidly produce web database apps for capturing, publishing, and managing data online. Caspio shrinks development time from weeks to hours, and from thousands of dollars to a small monthly fee. Caspio's customers range from one-person entrepreneurs to Fortune-500 corporations, digital media giants, government agencies, and educational institutions.

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“ **Caspio Bridge integrates seamlessly, so it's impossible for the casual user to know that it is an element from a different server. It seems like our own product.** ”

Rajesh Relan, Director of Web and Print,
Nightingale Home Healthcare

"The aim of Nightingale is to make the company paperless. Going green is a big thing for us," Relan added. Nightingale is also seeing another kind of green – the money from the savings realized by improving efficiency and creating many of its applications in-house without outside IT support.

Lessons Learned

In today's economy, the need for administrative efficiency and green cost-cutting is more important than ever. Organizations of all sizes can now automate business processes and create sophisticated web-based applications to serve their customers, employees and partners without the cost and hassle of traditional development. Caspio's Platform-as-a-Service has a proven record of enabling thousands of companies across diverse industries to save resources while simultaneously decreasing time-to-market.