

DETERMINING ROI

Buying any new tool requires a big investment of both time and money. How do you determine whether the investment is worth it?

Luckily, calculating ROI for Automated Care Messaging is simple - just like the solution.



MEASUREMENT



X = Time taken away from care

VARIABLE



Y = Number of beds/residents

TIME AWAY FROM CARE



Measurement X Variable = Time taken away from care

“What used to take hours and hours and hours, is maybe a 10 minute process now. To be able to streamline is wonderful.”

- Trina Hinnenhamp, CentraCare

THE OUTCOME | A SINGLE EVENT

$$\text{Clock Icon} \times \text{Bed Icon} = \text{Clock Icon} \quad 10 \text{ minutes per call} \times 100 \text{ beds} = \mathbf{17 \text{ hours}}$$

A single facility using Automated Care Messaging would save these 17 hours and complete all their necessary outreach in 5 minutes with automated communications.

THE OUTCOME | AT SCALE

A multi-facility organization:

- Has 4,600 beds
- Sent 925 Urgent updates to families and staff over a 6 month period
- That's 144,000 unique messages

If this outreach had been done manually, with each call lasting about 10 minutes, **24,000 hours of direct care would have been lost.**