

From Gaps to Gains:

Revitalizing Case Management for a Mid-Atlantic Health System

CASE STUDY

How Medovent Solutions Went Beyond Industry Framework to Supply Quality Staff

Mid-Atlantic USA

Team of 14+ deployed without use of MSP/VMS

Decreased patient caseloads by 45%

Decreased lengths of stay at various levels

Relief allowed for improved department structure

Significantly improved efficiency and outcomes

SUMMARY

In early 2024, a Mid-Atlantic health system struggling with high staff turnover, operational inefficiencies, and compliance issues partnered with Medovent Solutions to revitalize its case management operations. Within weeks, **Medovent deployed a team of experienced case management and social work consultants, delivering immediate stability and long-term value.** By addressing staffing shortages, streamlining discharge planning, and improving regulatory compliance, Medovent empowered the organization's internal teams to focus on specialized care and pilot new initiatives, all while significantly reducing patient caseloads and easing leadership strain.

CHALLENGES

- **STAFFING INSTABILITIES**
High turnover due to standard but subpar staffing processes hindered continuity of care, disrupted team cohesion, and affected overall performance.
- **OPERATIONAL GAPS**
Deficiencies in onboarding, communication, and scheduling compromised efficiency and alignment.
- **TEAM OVERLOAD & WORKFLOW BREAKDOWN**
Excessive caseloads overwhelmed internal staff, resulting in burnout, inconsistent discharge planning, prolonged patient transitions, and inability to support innovation like pilot programs or cross-unit flexibility.
- **COMPLIANCE & REGULATORY RISK**
Documentation gaps posed risk, including noncompliance with Medicare benchmarks, reduced charting accuracy, and vulnerability during audits.

MEDOVENT'S SOLUTIONS

45% cut in patient caseloads, allowing care teams to operate with greater focus and efficiency.

Through strategic staffing and responsive partnership, Medovent Solutions helped stabilize and strengthen case management operations, delivering both immediate relief and long-term value:



Immediate Staffing Relief

Medovent's high-quality consultants resolved urgent gaps left by *underperforming competitors*. This quick turnaround helped stabilize operations and restore trust in the staffing process.



Reduced Caseloads, Better Flow

Adaptable staffing strategies led to a 45% decrease caseloads, directly improving workflow and care coordination. Average length of stay was reduced, optimizing resource use and outcomes.



Expert Talent That Elevates Care

Medovent consultants delivered high performance, even in the most complex units. Leadership no longer worries about audit readiness or chart quality, knowing staff's consistent quality.



Transforming Operations

With consultants capable of flexing between case management and discharge planning, internal staff was able to pilot new unit structures resulting in a whole new level of operation efficiency.



At **Medovent Solutions**, we don't just fill positions—we build partnerships. Our strategic approach ensures that every consultant we place drives meaningful impact, helping our clients achieve long-term success.

- Chris Aulisio, CSO



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