



modivcare

Intermountain Healthcare

Technology for a Pandemic: Ease of Use, Seamless Adoption Benefit
a Cross-Country Hospital Partnership

Intermountain Healthcare:

- 41,000+ caregivers
- Serves the Intermountain West, primarily Utah, Idaho, and Nevada
- An integrated, not-for-profit health system consisting of:
 - **clinics**
 - **affiliate networks**
 - **home care**
 - **health insurance plans**
 - **a medical group**
 - **hospitals**
 - **telehealth**
 - **wholly-owned subsidiaries and other services**

It started in Kalispell, Montana. That's where Lacey Pitcher worked from home as a talent acquisition partner for Salt Lake City-based Intermountain Healthcare. As the pandemic spread across the U.S. in early 2020, she knew she could offer extra support to her organization. While Pitcher typically recruited new employees at Intermountain, COVID changed that. Her new focus, her *main focus*, became the essential need to temporarily relocate clinicians to each facility for every shift to treat patients with COVID.

Fortunately, Intermountain was ahead of the pandemic, even before they knew it. Intermountain had the Modivcare rideshare solution in place and ready to use. A customer for five years, the organization has depended on Modivcare every day to get patients to appointments safely and reliably. As a result, Intermountain has a 4.9-star transportation rating, based on patient surveys following each ride, and experienced a 40% reduction in transportation costs. So flipping a virtual switch to adapt the program to the new demands caused by the pandemic wasn't a problem.

From Montana to New York

In February 2020, Intermountain attended a call with health systems across the U.S. to discuss the pandemic's effect on resources. New York's largest health system needed help, given their immediate spike in COVID cases, and Intermountain answered. Intermountain quickly sent 100 nurses, physicians and respiratory therapists to New York in April and May 2020.

At the same time, Pitcher joined the large and newly formed, COVID-focused team at Intermountain who recognized a need for additional clinical support. "As a recruiter, I wasn't hiring in the spring of 2020," she said. "I was able to jump right in and help, even though Intermountain wasn't exactly sure when our spike in COVID cases would hit."

Pitcher started planning. She arranged housing and meals, and designated contacts to onboard the clinicians who would be traveling to and living in new towns and cities during the height of the pandemic. “Almost immediately, my colleagues and I could tell transportation would be a big challenge for healthcare providers to travel to our three locations within Salt Lake City. Our internal shuttle service wouldn’t be an option (because it couldn’t be scaled up quickly).”

An Existing Solution is *the* Solution

Pitcher discussed the transportation issue with colleagues and was referred to Brian Black, their project manager for Enterprise Care Management. Black was responsible for supporting Modivcare’s transportation solution and knew partnering with Modivcare would be the most streamlined way to connect Intermountain with rideshare transportation.

Modivcare “taught me how to easily book rideshare transportation,” Pitcher said. “I was able to train our new resources without asking for additional help and schedule multiple rides in less than 15 minutes. With a shuttle service, it would have taken 30-45 minutes.”

Help from the East Coast

COVID cases began to spike in July 2020 at Intermountain. By the end of the month, the organization’s healthcare providers treated more than 23,000 patients with COVID. Days off for their 10k+ nurses disappeared. They worked around-the-clock providing care. Nurses and physicians alike were stressed beyond belief with, seemingly, no end in sight. Just as the clinical team stretched to the breaking point, the New York health system that Intermountain had assisted at the beginning of the pandemic stepped in. They sent 66 registered nurses to help. The Modivcare app immediately proved to be the most efficient connection to rideshare transportation once again. Pitcher seamlessly managed, tracked and successfully transported the additional clinicians to 2-3 Intermountain locations in Utah.

“Without this solution, I would have had to constantly contact each nurse to confirm when they needed a ride, if they were picked up, then adjust the schedule,” Pitcher said. “The Modivcare solution monitored their transportation needs for me, at all hours, and the New York staff raved how easy it was to use.”

About Modivcare’s Transportation Platform

Intermountain uses this platform to help manage patient transportation to handle:



discharges from hospital or ED



transportation to/from a clinic visit
(primary and specialty care, including dialysis visits)

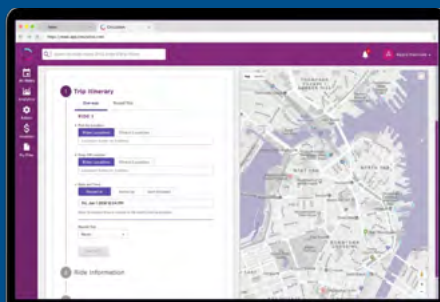


transportation home from urgent care



transportation to ED from urgent care
(non-emergent cases)

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Key Stats:

Reduced time to arrange transportation for visiting NY clinical staff; **historically, 30-45 minutes were required for shuttle service.**

Overall, Modivcare’s transportation platform has **reduced Intermountain’s transportation cost by 40%** versus taxi.

Intermountain maintains a **4.9-star transportation rating** for its patients using Modivcare.