

## CASE STUDY

# Faster Turnaround, Higher Patient Satisfaction, and Smarter Staffing

In today's fast-paced healthcare environment, smart, data-driven decision-making is essential. TaskUp, TouchPoint's proprietary task management system, exemplifies innovation in action. Designed to optimize efficiency, TaskUp ensures managers assign the right tasks to the right people at the right time. More than just a scheduling tool, it captures real-time data on every task, team member, and system interaction. This powerful insight drives performance, streamlines operations, and supports continuous improvement across healthcare support services.



## Standardizing for Innovation

Before introducing new innovations, TouchPoint focused on standardizing operations nationwide. A multi-month initiative implemented a tiered service menu, re-unitized operations, and introduced a Service Level Staffing model to match staffing with each site's needs. This established consistent processes and laid the foundation for scalable, tech-enabled solutions. Partnering with client stakeholders, TouchPoint also developed clear Statements of Work, ensuring alignment and accountability across all service areas.

TaskUp was more than a software launch—it was a deeply collaborative effort. With support from Compass Group Strategic Projects, corporate teams, tech, and learning and development, TaskUp followed an eight-week deployment model per site. It included three weeks of on-site support, digital duty list configuration, technology setup, and comprehensive training via remote, on-site, and e-learning formats.

In its Tennessee pilot, TaskUp launched in under two weeks across three Nashville facilities. Most users were fully onboarded by week one, showcasing the success of a well-executed, team-driven rollout.

**18%** Reduction in Turnaround Time

**8.1 PT** Increase in Patient Satisfaction

**56.7%** Increase in Discharge/Transfers



The data we generate out of the system gives us a road map to continuously improve our operations – meaning we get better over time at understanding our operations and better at supporting our associates, clients and patients.

— Max Mosky, Vice President, Strategy & Analytics



Since its launch in Tennessee, TaskUp has driven efficiency across hospitals in the market.

### **18% Reduction in Turnaround Time**

TaskUp optimized workflows reduced Turnaround Time (TAT) by 18%, significantly enhancing operational efficiency and improving patient flow. TAT for the Tennessee market dropped from over 80 minutes to under 60 minutes.

### **8.1 PT Increase in Patient Satisfaction**

Streamlined workflows and improved efficiency directly translated into higher patient satisfaction scores, reflecting positively on the quality of care provided.

### **21.6% Increase in Cleanliness Scores**

Cleanliness scores in Tennessee rose from a NPS of 37 pre-launch to 45 post-launch.

### **56.7% Increase in Discharge/Transfers**

By ensuring tasks were assigned to the right people at the right time, TaskUp facilitated quicker patient discharges and transfer cleans, freeing up valuable beds and reducing bottlenecks for clinicians.

### **-8.0% Reduction in Operating Cost**

TaskUp's data-driven approach not only optimized operations but also led to significant cost savings, ensuring that TouchPoint could deliver high quality services while remaining cost-effective.

## **Solutions & Impact**

### **Smarter Task Management with TaskUp**

TaskUp's dispatcher app allows managers to auto-assign duties and real-time task requests using shift metrics, optimizing the workforce. A live dashboard displays KPIs, task statuses, and operator progress, ensuring efficient distribution and resolution of unassigned tasks.

By ensuring tasks are assigned to the right associate at the right time, TaskUp enhances labor efficiency, reduces costs, and boosts patient satisfaction. Weekly performance reviews track app adoption, KPI impacts, and user feedback.

Now cleaning more of the hospital with less labor, TouchPoint is setting a new standard in healthcare support. TaskUp is more than technology—it's a smarter, data-driven way to manage support services.

# Take your healthcare operations to the next level with TaskUp.

[www.touchpointsupportservices.com](http://www.touchpointsupportservices.com)

