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# Revolutionizing Health Care Delivery

**Adapt Integrated Health Care's Fleet Management Success**



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Adapt Integrated Health Care, a nonprofit organization dedicated to breaking down barriers to healthcare, is making a profound impact on the communities it serves. Their commitment to providing top-of-the-line primary care, behavioral healthcare, substance use treatment, and prevention services plays a vital role in ensuring the health and well-being of the individuals and families of their communities. Adapt's mission is to reduce barriers to high-quality care and to ensure that every person has access to such care, regardless of their ability to pay. This approach empowers individuals to achieve their highest level of health and recovery and fosters the well-being of the communities in which they live.

Adapt's fleet department plays a critical role in facilitating the delivery of these essential healthcare services. With sites spread across four different counties in southwest Oregon, the organization relies on a fleet of 85 vehicles to transport healthcare providers and staff throughout the region, thus ensuring access to care in previously underserved areas. Some departments operate 24 hours a day and require vehicles to be available for extended periods. The seamless coordination and efficient management of these vehicles are paramount to the success of Adapt's mission.

Leea Vigus, Adapt's Safety & Security Manager, recalls the struggles they faced before implementing FleetCommander, a fleet management software solution developed by Agile Fleet. She shares, "My director came to me and said we really need to figure out a way to manage our cars. We don't have a system." At the time, the organization relied on an error-prone Excel spreadsheet to track vehicles, a situation that often resulted in inaccurate fleet availability information and driver frustration. In the absence of a structured vehicle management process, chaos often ensued and resulted in drivers scrambling for available keys and vehicles needed to carry out their job responsibilities.



**LEE A VIGUS**

**Adapt's Safety & Security Manager**

"FleetCommander has really helped us out a lot. We were not in a good place before, and I'm very grateful we have this system in place. It's replaced the work that a lot of staff would have to do to try to keep up with what the software can provide."



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Recognizing the urgent need for a comprehensive fleet management solution, a staff member of Adapt discovered FleetCommander. This powerful software solution offered an array of features that perfectly aligned with Adapt's needs and requirements. Vigus elaborates, stating, "FleetCommander had the ability for people to make reservations themselves, along with a 'Grab and Go' option for emergencies. It also provided us with invaluable administrative tools such as mileage tracking, data tracking, and a key box system to keep us organized."

With the implementation of FleetCommander, Adapt experienced a profound transformation in their fleet operations. The software helped empower the organization to regain control over their vehicle management and streamline the allocation process. Vigus explains, "It's really helped us out a lot. We were not in a good place before, and I'm very grateful we have this system in place. It's replaced the work that a lot of staff would have to do to try to keep up with what the software can provide." Vigus goes on to share that since implementing FleetCommander, the agency has grown significantly. She states, "We have over 500 employees now, whereas when I first started six years ago, we only had 200."

**Without FleetCommander, Adapt estimates that it would need at least 130 cars - 55% more than its current fleet size - to sustain its operations.**

During the initial implementation of FleetCommander, Adapt's drivers experienced mixed emotions. Some drivers were resistant to change, while others were excited about the prospect of having a more organized and efficient vehicle management system. However, as time progressed and new staff members joined the organization, the perception of FleetCommander shifted dramatically. With its user-friendly interface and intuitive features, drivers quickly embraced the software and found it easy to learn and navigate. The software also allows drivers to quickly access vehicles, particularly for urgent situations, which enhances Adapt's ability to deliver vital healthcare services promptly.

As Adapt continues to expand its operations across multiple sites and increase its workforce, FleetCommander continues to help the agency to manage its growth and mission. Vigus reveals, "We started with around 20 vehicles, and now we have around 85 vehicles." The organization plans to add 15 to 20 more vehicles in the upcoming fiscal year, resulting in a projected fleet size of around 100 vehicles. Without implementing a successful vehicle sharing process, Vigus estimates that they would require at least 130 vehicles to sustain their current operations. And with the goal of integrating additional key boxes at two sites, FleetCommander is poised to manage nearly 95% of Adapt's fleet, further streamlining operations.

Adapt's innovative approach to fleet management has revolutionized their fleet operations and fortified their ability to provide essential healthcare services to communities in need. With a bright future ahead, Adapt is prepared to continue making a profound difference in the healthcare landscape, ensuring that every person has access to high-quality healthcare services and the opportunity to realize their highest level of health. This access will undoubtedly benefit both individuals and the communities they serve across southwest Oregon.

## Ready for the next step?

Schedule a consultation with our team of fleet experts. We'd love to learn more about your specific needs. We can provide a 10-year fleet savings assessment, provide a demo, and share stories of how we've helped other organizations. Scan the QR code to get started!

