CASE STUDY

DME Workforce Scaling & **Revenue Cycle Optimization**

GeBBS® HEALTHCARE SOLUTIONS
Forward Thinking

41X	**$3.7K**	**2 → 82**
Workforce Growth	***Monthly Savings per FTE***	***FTE Workforce Scale***

Overview

A multi-state home medical equipment provider with 50+ locations faced increasing operational strain due to staffing shortages, process inefficiencies, and rising costs. These challenges limited scalability and impacted revenue cycle performance. GeBBS implemented a structured RCM and workforce model to stabilize operations, improve efficiency, and support sustained growth.

Opportunities & Challenges

Operational constraints included:

- Limited staffing and leadership bandwidth
- Inefficient intake and back-end workflows
- Rising hiring, training, and infrastructure costs
- Lack of process standardization and visibility
- Backlogs impacting productivity and revenue performance

Outcomes

Scale:
41X workforce growth

Cost Savings:
$3.7K per FTE monthly

Efficiency:
Reduced backlogs

Accuracy:
Improved documentation consistency

Performance:
Increased visibility and control

Solution

Phased Workforce & RCM Scaling Model

GeBBS deployed a structured model to improve performance and enable scale:

- **Front-End:** Intake processing, patient and provider communication, CMN workflows
- **Mid-Cycle:** Workflow standardization across sorting, resupply, and operations
- **Back-End:** Documentation support and process optimization

The engagement began with a small intake-focused team and expanded across multiple workflows through a scalable workforce model.

Key Takeaways

- Scalable workforce models enable sustained growth
- Standardized workflows improve efficiency and accuracy
- Cost optimization supports long-term operational performance

> "Consistent delivery, transparency, and scalable execution made GeBBS a top-performing operational partner."
>
> — Leadership Team, DME Provider

Conclusion

GeBBS transformed workforce constraints into a scalable operating model—improving efficiency, reducing costs, and supporting long-term growth across a multi-location DME organization.

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