

Case Study

myLaurel Achieves +26% Efficiency and Expands Care Capacity in Their First Month with Laguna

Other benefits of Laguna partnership include:

- ✓ **+1.5 employee** care capacity equivalent to additional full-time managers
- ✓ **4 weeks** Implementation timeline from contract to go-live





Challenge

myLaurel's care management team experienced rapid growth after launching 18 months prior, quickly becoming a central component of their care model for complex patients receiving acute care in the home. However, this success created significant operational challenges.

The team was managing high patient volumes using spreadsheets, Word documents, phone calls, and chat messages—an approach that proved increasingly inefficient as demand grew. Care managers lacked continuity between patient interactions, making it difficult to track patient progress and maintain consistent care quality.

Recognizing that their current approach wouldn't scale, myLaurel's leadership knew they needed a comprehensive solution. After evaluating nearly 20 vendors, they sought a partner that could address their core operational inefficiencies while supporting their continued growth.



Solution

Laguna was chosen
after myLaurel
evaluated almost
20 vendors

myLaurel selected Laguna after a thorough vendor evaluation process, drawn to several key capabilities that directly addressed their operational challenges.

Laguna's AI-powered platform enabled nurses to practice at the top of their licensure by removing documentation and administrative burdens. The system automatically listens to patient calls, identifies care barriers, and generates care plans and summaries, significantly reducing manual work.

The platform also solved myLaurel's continuity of care challenges. Any team member can access call transcripts and review patient condition changes over time, ensuring seamless handoffs and informed decision-making across the care team.

Beyond the technology, myLaurel valued Laguna's partnership approach. The implementation team worked closely with myLaurel's staff, providing on-site planning, real-time support during go-live, and responsive adjustments based on user feedback.

66

“Within our first quarter on Laguna, we validated 26% improvement in our efficiency across our care management teams, which created more capacity for our patients and generated productivity equivalent to 1.5 additional team members.”

A 26% increase
in efficiency was
measured within
the first month



Results

The results were immediate and measurable. Within the first quarter of implementation, myLaurel validated a 26% improvement in efficiency across their care management teams. This efficiency gain created additional care capacity equivalent to 1.5 full-time care managers, allowing the organization to serve more patients without expanding their team size.

The implementation itself set a new standard for myLaurel. Jamie Babcock, SVP of Care Services & Operations, noted that despite 20 years of experience with healthcare technology implementations, Laguna delivered “one of the easiest, most seamless implementations” the organization had experienced.

The platform’s ability to integrate with end users and understand their specific challenges proved invaluable, enabling quick adoption and immediate efficiency gains that have continued to benefit the organization.

“

“They finally feel like they can be present on the phone calls with the patients versus having to take notes and feverishly write everything down.”

— Jamie Babcock, SVP Care Services & Operations, myLaurel

Laguna is a Conversational AI solution that helps care teams achieve more. Laguna helps health plans and virtual care organizations increase efficiency by removing administrative overhead, by providing real-time visibility into team performance, and by generating actionable insights. Care teams use the AI co-pilot Laguna Companion to speed up their workflow and have more meaningful conversations with members. Team supervisors use the Laguna Insight performance dashboard to improve team performance with 100% visibility into member interactions.

Learn more and get in touch at LagunaHealth.com

