

# Bluegrass Care Navigators



## SOLUTION

Dynamics 365 Field Service

## VERTICAL

Healthcare  
Hospice

## TIME FRAME

2019-2020, 2022

## SIZE

701-1,000 Employees

## OBJECTIVE:

*Utilize Field Service to enhance driver management, inventory tracking, and improve route planning and task assignments.*

*Additionally, integrate with third-party systems for generating work orders and accessing patient information.*

Founded in 1978, Bluegrass Care Navigators is a recognized nonprofit leader in providing expert care for the elderly and frail across 32 counties in northern, central, and eastern Kentucky.

Their dedicated team consists of over 700 employees and 300 volunteers, who together support more than 16,000 patients each year through services such as transitional care, home health, PACE (Program for All-Inclusive Care for the Elderly), palliative care, integrative medicine, hospice care, and grief counseling.

In 2019, we implemented Microsoft Dynamics 365 Field Service to replace their outdated paper-based ticketing system. We customized the platform specifically for the hospice sector, supporting self-managed drivers, multiple service territories across Kentucky, and improved inventory control. By integrating with their myUnity system, we enabled seamless data exchange between platforms, significantly reducing processing time.

In 2022, we helped Bluegrass Care Navigators transition from the Xamarin app to the Microsoft Field Service Mobile app, which optimally utilizes Dynamics Field Service and provides them with improved oversight.