



Commitment to the Environment

Visiting Nurse Service of New York

Voice-over:

As the nation's largest not-for-profit home healthcare agency, the Visiting Nurse Service of New York makes more than 2 million visits to some 100,000 patients each year. Since starting its home agent program in 2006, the agency has seen a huge improvement in recruitment and retention. Randy Cleghorne, Director of IT, explains.

Randy Cleghorne:

We have a 24 by 7 call center that triages issues coming in from patients. And they were having difficulty getting certified nurses to work on those off hours. People are comfortable if they are working from home, but not so comfortable coming into the city.

Voice-over:

With up to 100 employees now working from home, the company is looking at how home agents can help prepare the business for the unexpected.

Randy Cleghorne:

We've started to look at the work at home in a business continuity emergency preparedness mode. We picked four business units that are critical to providing services and have started sending them home. They feel that they're being more productive in meeting their work goals and objectives.

Voice-over:

Working from home has been a welcome change for employees—and for the environment. By reducing their commutes to zero, employees reduce their CO2 emissions, save on gas, even cut down on the amount of paper they use.

Randy Cleghorne:

Reduction of paper, reduction on the printing and copying that gets done. The equipment that gets left on 24/7 because staff expecting to come back into the office. So we would have an expectation that those will be reduced.

Voice-over:

The Visiting Nurse Service of New York takes great care in ensuring the health of both its patients and the environment.

Randy Cleghorne:

We do understand and recognize the effect of environmental issues on our staff and on our patients' health. And so we would like to be in that mix and seeing what we can do to improve that for everyone, whether it's staff or it's customers, patients, clients, people that we work with everyday.

