

Greater efficiency and higher satisfaction with myneva



Industry

Outpatient care and support

Challenges

- Lack of resources
- high manual planning effort
- complex digitalization

Solution

myneva.swing

Results

- Fewer errors
- significant time savings
- more efficient processes
- noticeable relief for staff



What is Spitex Grenchen?

Spitex Grenchen provides outpatient care and support services in the city of Grenchen. These include somatic and psychiatric care, cosmetic foot care, housekeeping, and meal delivery. With 83 employees and 373 clients, it ranks among the 3-5 largest Spitex organizations in the canton of Solothurn, ensuring local, personal, and home-based care. Only in 2024, Spitex Grenchen delivered over 41,000 billable care hours, nearly 20,000 meals, and covered more than 10,000 kilometers within the city area.

What Challenges Does Spitex Grenchen Face in Outpatient Care?

Like many outpatient care organizations, Spitex Grenchen has faced a range of challenges in recent years and continues to observe several sector-wide hurdles:

- **Staff Shortage:** Although open positions could previously be filled quickly, the awareness of the general shortage of qualified professionals remains. There is concern that this could soon change with the next recruitment round.
- **Mergers in the Healthcare Sector:** On a political level, healthcare mergers are increasingly promoted, mainly for cost-saving reasons. The real challenge lies not only in harmonizing processes and structures but also in successfully integrating staff and organizational cultures.

- **Digitalization as an Ongoing Task:** Digitalization remains a recurring topic, with the difficulty of designing processes end-to-end rather than digitalizing only individual parts. A few years ago, resistance to new projects was greater. Today, that threshold is lower, yet employees still need to be actively involved and guided.
- **High Planning Effort:** Duty and route planning remain in daily challenges. Resources are lost due to mostly manual planning – especially when last-minute changes occur because of new client registrations or staff absences.

These challenges reflect a reality many outpatient care organizations share: rising expectations paired with limited human and financial resources.



Martina Schär is Head of Administration at Spitex Grenchen. She is responsible for client administration, finance, marketing, IT, and insurance. With her broad view behind the scenes, she describes how myneva simplifies daily work, what challenges Spitex Grenchen faces, and which opportunities she sees for the future.

„We felt we were spending too much time at the computer and not enough time with our clients.“

**Martina Schär,
Spitex Grenchen**

What Value Has Spitex Grenchen Achieved with myneva?

Since introducing myneva, many things have improved – especially in duty and route planning. Staff now experience a clear reduction in workload: new client registrations or short-term absences can be digitally imported and updated via OPAN, without tedious manual steps.

myneva also serves as a simple interface to other tools that simplify daily operations. Spitex Grenchen particularly benefits from its connection to Meditool, used for medication orders. Orders are now triggered electronically and can be tracked at any time – the team always knows what was ordered and when, maintaining full visibility. Digital support has also led to a noticeable drop in error rates – manual entries are prone to mistakes, and every correction costs valuable time that is often unavailable.

Moreover, collaboration with myneva plays a crucial role. As Martina Schär explains, “If synchronization ever fails, we get immediate support and feedback. We always feel taken seriously.”

“With myneva, we have significantly fewer errors and save a lot of time – this noticeably relieves our staff and increases satisfaction.”

**Martina Schär,
Spitex Grenchen**



Spitex Grenchen: Ready for the Future with myneva

Looking ahead, the focus is clear: digitalization and automation should continue to simplify everyday care and create more time for what truly matters – the personal support of clients. Martina Schär sees particular potential in the use of artificial intelligence: “Automated care reports and assistance in checking time and performance records would be a great help.”

Currently, this process is still time-consuming, as errors cannot be corrected immediately and must be retrospectively recorded at the end of the month using paper lists. Maintaining master data and care plans also continues to consume significant resources. Simplifying data entry and increasing automation would make work much easier and reduce errors.

Another goal is to digitize the onboarding and offboarding process for employees and clients. Given the shortage of skilled staff, it is crucial to integrate new colleagues efficiently and make their onboarding as smooth as possible.

With myneva, Spitex Grenchen feels well-positioned to take these next steps – gradually bringing even more automation into the care routine.

Conclusion: Spitex Grenchen and myneva

When asked if she would recommend myneva, Martina Schär answers without hesitation: “Today I would recommend it, yes!”

She adds: “We can really feel the momentum now – things are moving forward. Our concerns are taken seriously, we have useful tools and can look forward to further improvements. We know not everything can change overnight, but progress is being made – and that makes all the difference.”

For her, customer proximity is especially important: at myneva, she feels well supported – and that close partnership is the key to shaping the future of Spitex Grenchen successfully.

Get in touch and learn how myneva can support your organization

Get in touch



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Publication Date: 30.10.2025