

# Custom Reports for a Healthcare Provider

## HIGHLIGHTS



Centralized UDS Reporting



Improved Resource Utilization & Productivity



Automated Reporting



Increased Effectiveness of Wellness Programs

## THE CUSTOMER

The customer is a non-profit Federally Qualified Health Center with eleven Primary Care Medical Centers, two Dental Centers, four School-Based Health Centers and more. They provide high-quality health and social services to underserved people of all ages, people with disabilities, and advocate for continuous improvements in health.

## THE CONTEXT

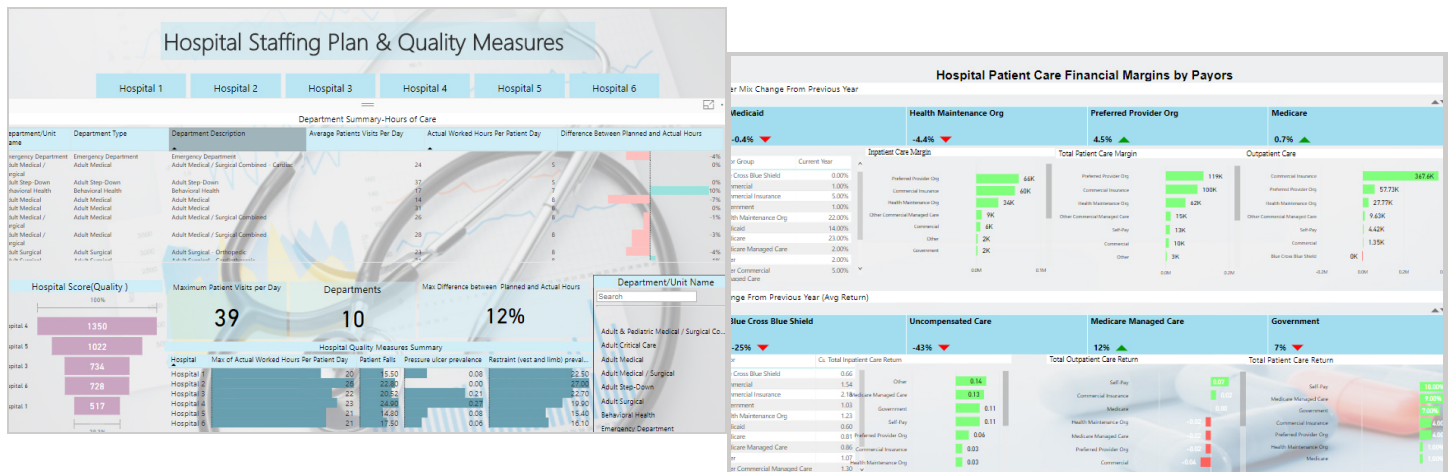
The customer's healthcare facilities had a low resource utilization rate. Due to a lack of reporting, they couldn't track crucial metrics, which included key hospital metrics like number of appointments, no show of patients etc. Moreover, the customer wanted to centralize and automate UDS reporting, so that they would be easily accessible to their finance department.

## THE OBJECTIVES

The customer wanted an efficient reporting mechanism that could help them track key operational, quality, and financial metrics. Along with that, the customer wanted help to manage their databases containing information about HR, hospitals, patients, and more. Also, the law dictated that the customer could only work with a HIPAA certified vendor. Owing to being HIPAA certified, the customer approached Grazitti.

# THE SOLUTION

- We first automated various data sources into a SQL database.
- We then optimized the SQL server procedure to make it more efficient. This brought down the execution runtime to 30 minutes from more than two hours.
- As the customer had a number of health centers, we centralized and automated UDS reporting that enabled them to comply with legislative and regulatory requirements.
- Using the customer's call center data, we created custom reports in Microsoft Power BI. This helped them track crucial metrics including the number of calls received, the number of agents attending calls etc. Now they could track the performance of agents, doctors, nurses, and other staff.
- Along with this, we simplified, enhanced, and added more metrics and visuals to finance, operations, and quality dashboards. The customer could now track the performance of their staff,
- Moreover, by automating the data fetch we removed all manual effort.



# THE OUTCOME

The customer was able to remove all manual effort which resulted in 58% improvement in productivity. Along with that, an improvement in resource utilization saw a 43% increase in the effectiveness of their wellness programs.