



Analyzing Provider's Productivity to optimize Business Operations

THE CUSTOMER

- Headquartered in California, one of the largest behavioral health and foster care services provider
- Serving child and adolescent needs by helping them to manage and recover from challenges stemming from prior trauma such as severe neglect and abuse

THE CONTEXT

The customer was manually tracking the provider's productivity each month using excel files by looking at each provider's calendars to exclude training and leave hours, and holidays.

They wanted to automate the entire process and have a click away and robust centralized solution for the same.

KEY HIGHLIGHTS



Time spent to track Providers productivity has significantly improved by ~90%, from 131.1 second to 13 second spend by each Provider



Better utilization of managerial workforce as they got rid of manual effort spent earlier to track each provider's productivity



Optimized Provider's productivity by 50% since they can now see their hour utilization everyday with a click away solution

THE OBJECTIVE

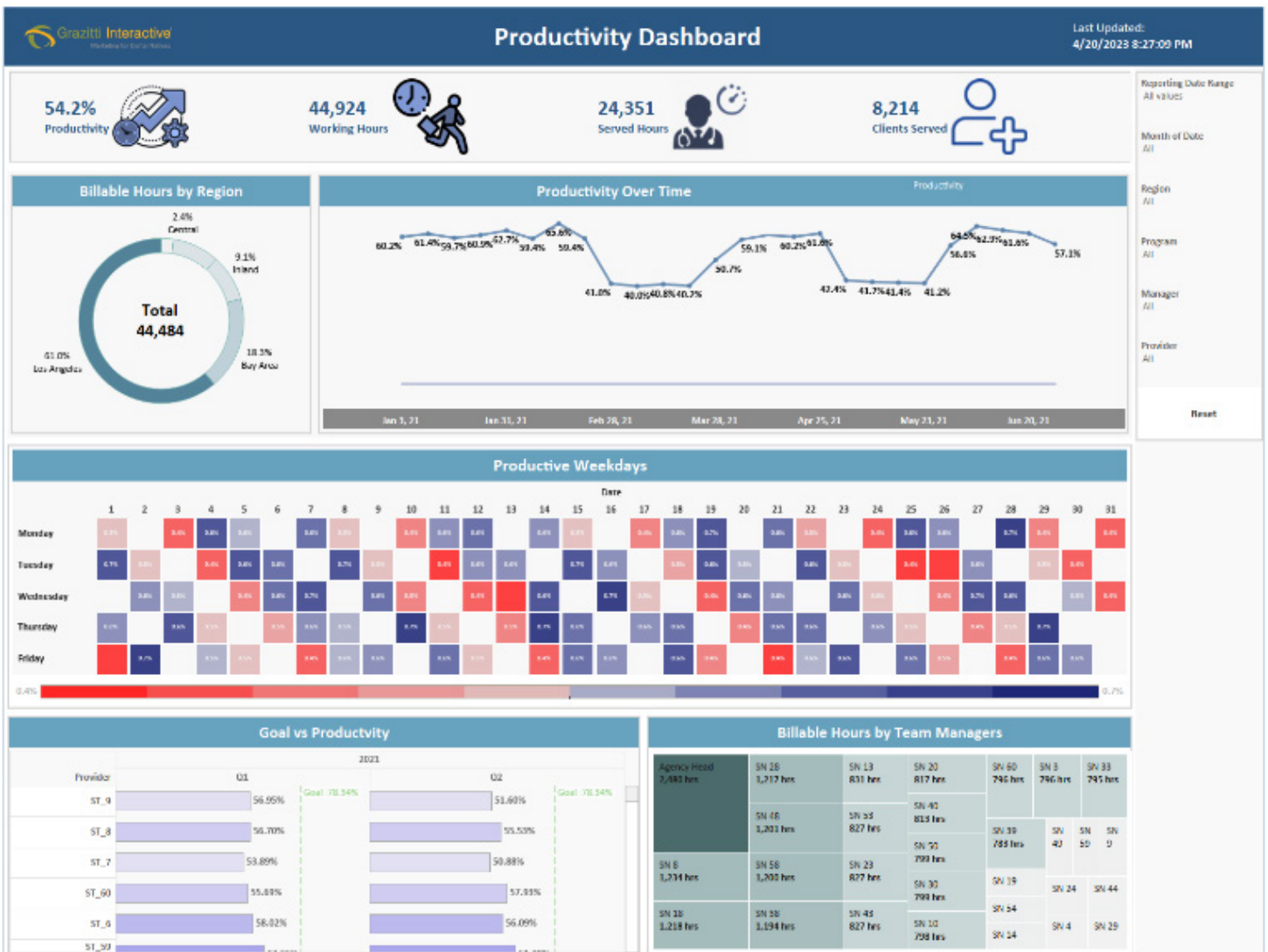
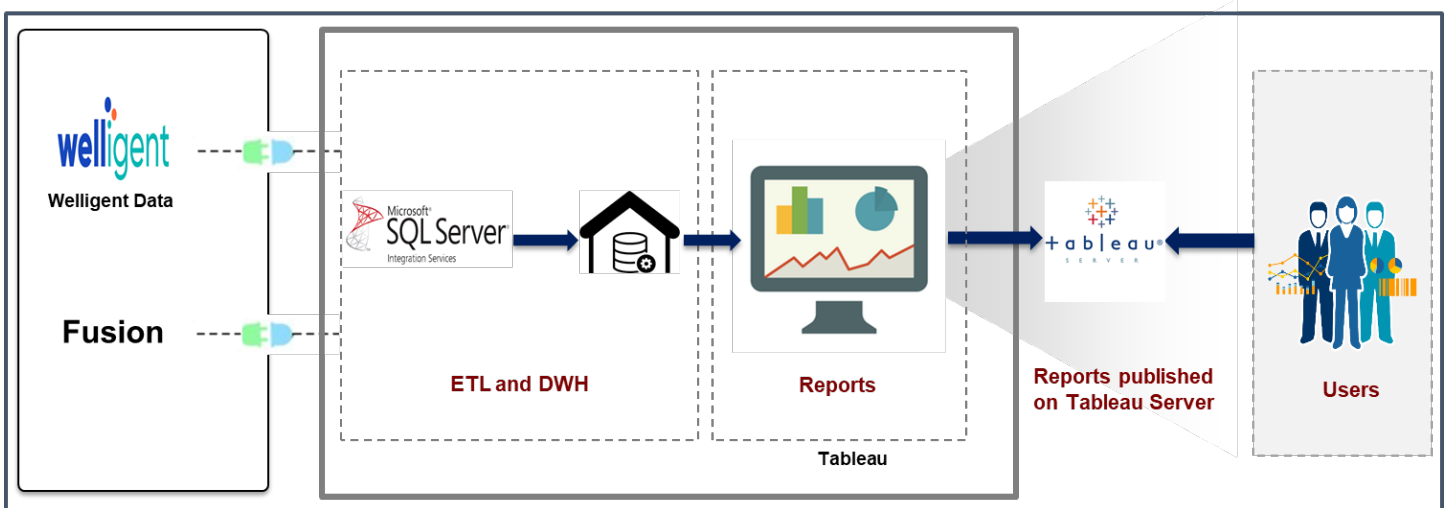
The primary objective of the customer was to track the Provider's Productivity taking into consideration the schedule set up by them, their target(goal) while excluding the time-offs (leaves, training hours) and holidays.

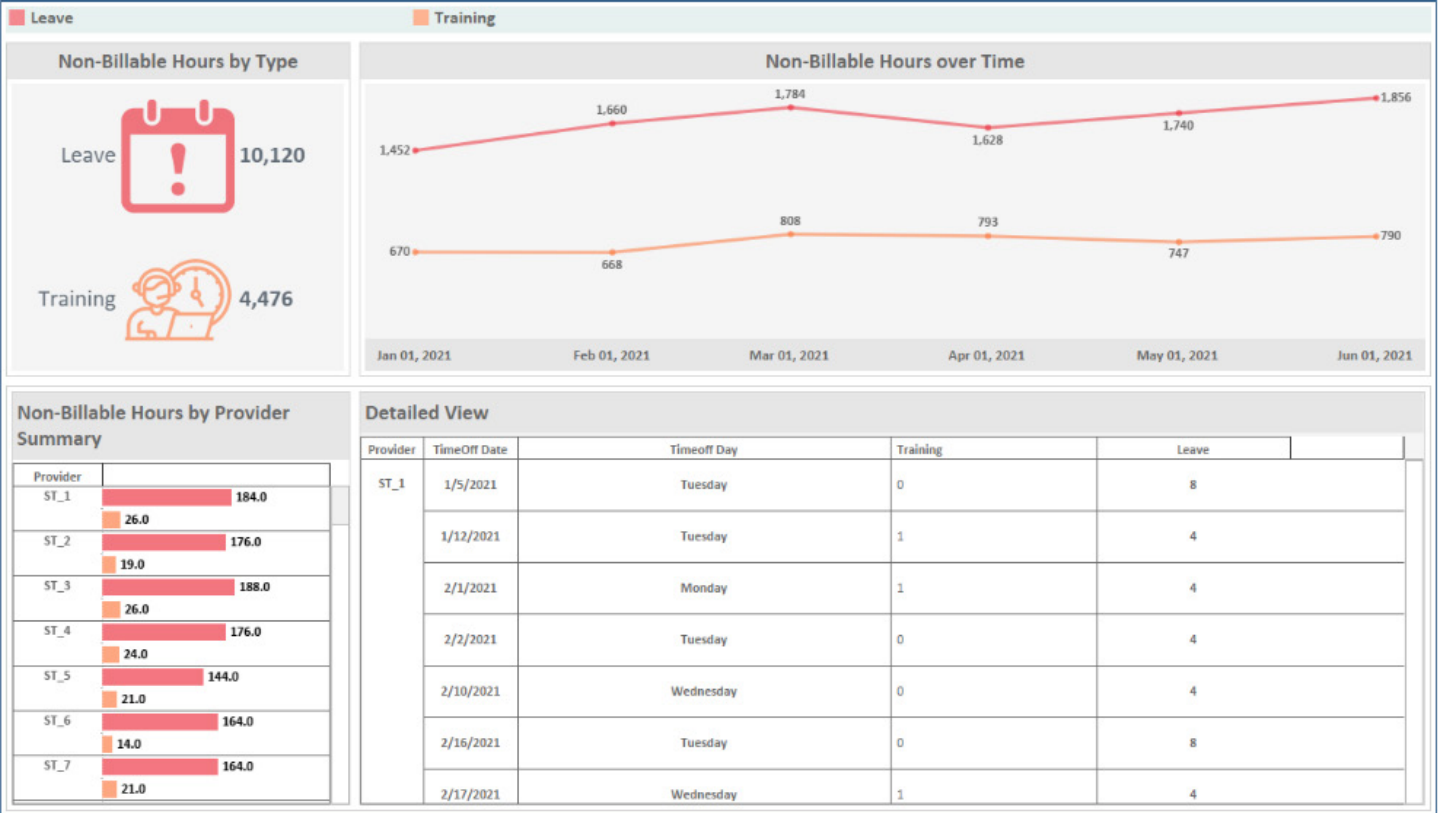
THE SOLUTION

Team Grazitti:

1. Recommended to create different Interfaces for Providers to enter their schedules and time-offs. Also, assisted in designing these interfaces
2. Built a DWH to keep track of all the relevant information of the providers including:
 - Provider's Details such as joining date, name, reporting manager etc.
 - Provider's Schedule
 - Provider's Time-off covering leaves and trainings hours
 - Goal Details
 - Programs that a provider can access
 - Session details given by each Provider
3. Developed interactive Tableau Reports showing the Provider's productivity to his reporting manager covering following dashboards:
 - Productivity Overview
 - Working Hour Details
 - Non-Billable Hours
 - Sessions Detailed View
4. Implemented Row Level Security so that only the Providers with required privileges can see their Productivity

Solution Architecture followed:





THE OUTCOME

With the solution provided our client gained:

- Click away solution to view the provider's productivity every day and details around the same
- Enabled executive layer to efficiently and effectively plan the financial year much ahead
- Improved workforce morale by rewarding the high performing staff
- Retention of key talent by analyzing the performance
- Optimized time and attendance management
- Boosted staff engagement
- Better compensation management

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SCAN CODE

