Armely implements insightful Productivity Reports & Dashboards that helped FQHC Swope Health Systems achieve significant improvements in efficiency and service delivery revolutionizing their operations and patient care.

Summary

Swope Health Services, a 50-year-old Federal Qualified Health Center (FQHC) serving over 50,000 patients in 26+ physical locations and a diverse range of services, sort to harness the power of data analytics to effectively manage complex operation and improve patient care. Swope Health turned to Armely to implement robust reports and dashboards incorporating UDS data rules to drive the initiative.

Challenge

Swope Health rapid growth of patient population across multiple locations presented a significant challenge on how to effectively measure productivity by Provider, Facility and service lines while surfacing effectiveness of administrative staff. The challenge was also compounded by the need to track growth trends in pre- and post- Covid era. With the dashboard, the organization sort to address:

- **Multi-dimensional Analysis:** Swope Health needed to assess productivity from various angles: provider performance, facility efficiency, and service line effectiveness.
- **Administrative Staff Visibility:** Traditionally overlooked, measuring the effectiveness of administrative staff was crucial for ensuring smooth operations and supporting patient care delivery.
- **Pre- vs. Post-COVID Comparison:** Understanding how the pandemic impacted growth and productivity across different areas was critical for strategic decision-making.
- **Appropriate and Inappropriate Prescriptions:** Understand criteria used by providers to prescribe medications compliancy.
- **Facility Effectiveness**: Determine the effectiveness of each facility tending to patients.
- **Appointments Outcome**: Understand the patient's appointment outcome and find trends for no shows, cancelled and rescheduled appointments.

Strategy

Since Swope Health already owned licenses for eCW (Electronic Health Records), SQL Server, BridgeIT (data integration tool), and Tableau (data visualization software).

Armely's role in implementing the multi-dimensional productivity dashboard was significantly streamlined. Here's how:

- **Leveraging Existing Infrastructure:** Armely did not need to recommend new data collection or storage solutions thus reducing the go-to-market time. We focused on using Swope Health's existing eCW EHR system and SQL Server database as the primary data sources.
- **Data Integration Expertise**: Armely's expertise in healthcare data made it crucial in sourcing data from BridgeIT. This would ensure a unified view of all relevant data points.
- **Dashboard Development with Tableau**: With Swope Health already owning Tableau licenses, we leveraged our Tableau expertise to design and develop interactive dashboards. This minimized the need for additional software or training for Swope Health staff.

Results

The dashboards brings together the patient, clinical, financial, and administrative data together to present a holistic

- **Reduced Cost:** Expertise in SQL Server and Scripting allowed us to access data directly from the Datawarehouse thus reducing the need to add other BridgeIT toolboxes as data sources.
- **Shorter Implementation Time:** By leveraging existing tools, Armely expedited the implementation process compared to starting from scratch with new software selection.
- **Streamlined Training:** With Swope health staff already familiarity with Tableau, training on the new dashboard were much more efficient.

The implementation formed a strong core of utilizing data as decision making tool that Swope continues to leverage and build upon. Commitment to data-driven

decision-making positions Swope Health for continued success in providing high-quality healthcare services to their growing patient population.

ABOUT ARMELY

We are a technology company focusing on Business Intelligence, Data Analytics, and Visualization, notably on Microsoft, AWS, Salesforce (Tableau), and GCP. We make Big Data Simple for our customers by taking a vendor-agnostic approach to ensure you get the best of the technology. Our vision to Empower Organizations to achieve more through Data allows us to corral data and turn it into actionable insights. We strive to be your strategic partner and adviser in your Business Intelligence, Data Analytics, and Visualization and Automation journey.

CONTACT US:

Email: hello@armely.com
Website: www.armely.com