Empowering a Community Care Organization Through Data Integration and Analytics

Our client, a community care organization specializing in care management for Medicaid members with complex social health needs, faced significant data management challenges. Tasked with improving health outcomes, enrolling members into care management, completing care plans on time, and reducing unnecessary emergency department (ED) visits and hospitalizations, the organization struggled to coordinate and utilize data effectively. Despite access to several software programs and databases, disorganized information hindered program efficiency and made it difficult to demonstrate value to stakeholders.

Challenges

1. Program Improvement

- Disjointed data from multiple sources created barriers to tracking performance and identifying opportunities for improvement.
- Meeting metrics such as care plan completion rates and reducing ED visits required a clear understanding of their performance compared to peer organizations.

2. Program Defense and Justification

- Insurers and government entities used incomplete or inaccurate data to question their performance.
- The organization needed robust analytics to refute these claims and emphasize their competitive strengths, such as specific strategies for reducing ED visits and hospitalizations.

Solutions

Databridge Solutions implemented a comprehensive data management and analytics approach tailored to the client's needs.

1. Data Integration and Cleanup

Databridge combined data from internal systems, ACO reports, state-provided claims, and common care management software (eHana). This process ensured the data was cleaned, validated, and ready for analysis.

2. Automated Processes

Manual data workflows were automated, enabling staff to focus on care delivery rather than administrative tasks.

3. Dashboard Development

Interactive Tableau dashboards were developed to consolidate data in an accessible format. Databridge collaborated with staff to ensure the dashboards addressed their specific needs and provided actionable insights, offering training for effective use.

4. Predictive Analytics

AI powered predictive models helped the organization anticipate resource needs and optimize staffing, improving overall performance.

5. Ongoing Support

Regular collaboration with staff included dashboard reviews, troubleshooting, and refining data solutions, ensuring continuous alignment with organizational goals.

Results

Improved Data Utilization
Consolidated data sources provided clarity on performance metrics and outcomes, enabling informed decision-making.

Enhanced Program Performance
Predictive analytics improved resource allocation, reducing ED visits and hospitalizations. Care plan completion rates and member engagement also increased.

Stronger Stakeholder Communication
Reliable data allowed the organization to counter insurer and government claims effectively and highlight their competitive advantages.

Operational Efficiency
Automated workflows reduced administrative burden, freeing staff to focus on direct care.

Business Success
Meeting performance metrics led to retained contracts, bonus payments, and more constructive stakeholder conversations.

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Conclusion

Databridge Solutions empowered the client to transform their data challenges into actionable insights, enabling them to improve program performance, demonstrate their value, and strengthen their competitive position. By integrating and visualizing data, automating workflows, and providing ongoing support, the organization achieved better outcomes for Medicaid members and ensured its long-term success in the care management landscape.

Who We Are

Databridge Solutions, founded by the Watkins Brothers, is dedicated to empowering nonprofit social service organizations and for-profit companies through advanced IT solutions and data analysis. Recognizing the unique challenges faced by these organizations, we offer customized services including data integration, automated process management, and grant compliance and data reporting. Our mission is to enhance operational efficiency, allowing nonprofits to focus on their core missions and maximize their impact, and companies to grow. By bridging the gap between limited resources and the need for sophisticated technology, we help our clients achieve their goals effectively.

Our solutions work alongside your current software solutions, providing comprehensive functionality without complicated integrations. We can work with any existing system and across different platforms to get you the results you need.