

Finding Insights Within Free Text

Case Study

“Foothold has been able to instantaneously work [free text] into the backend, so that over time, we’re getting the most accurate picture possible.”

Agency



Services

Substance Use
Disorder,
Mental
Health

Location

Altamont,
NY

Founded

1979

Clients Served

Over 3,000
annually

Situation: An External Analytics Platform

Rehabilitation Support Services is a New York organization providing rehabilitation and recovery-oriented services. RSS began their analytics journey with an external platform, spending time and energy transferring AWARDS data into that platform. Sometimes, data would get lost in the process. They needed the ability to connect their AWARDS data directly to an analytics tool, while also having more flexibility in their dashboards and a user-friendly experience.

Solution: Integrated Analytics

With InSights, their AWARDS data is now connected directly to their dashboards. By partnering with Foothold, RSS developed custom dashboards that target their agency’s specific needs. For example, their Gaps in Care dashboard enables them to see which clients have received primary care appointments, dental appointments, and flu shots. Our analytics expert helped them map free text within their notes, including variations in spelling and capitalization, into organized data elements that give RSS an accurate, real-time picture of their clients’ care.



Benefits: Getting the Full Picture

InSights analytics gives RSS a full view of their programs and services. They are now able to accurately see services provided to clients eligible for both Medicaid and Medicare. Their dashboards also enable them to identify who hasn’t received important healthcare services. This actionable data helps them follow up with staff and ensure that each client gets the services they need.

RSS plans to use InSights to demonstrate the impact of their programs to funders. Their Census Dashboard displays reasons for discharge, enabling them to show that clients are continually graduating to lower levels of care. In a world moving towards managed care, being able to easily report on the progress of clients will be crucial to RSS’s ongoing mission.