

Brooks Health

Performance management scorecard solution consolidates business information from multiple data sources



The Organisation

Brooks Health has a 35-year tradition of providing quality inpatient and outpatient physical rehabilitation care to Florida and Southeast Georgia. Brooks Health provides therapy in areas including but not limited to strokes, brain and spinal cord injury, orthopedics, sports therapy and chronic pain. Brooks Health has an extensive network of more than 25 outpatient centres, a 143-bed inpatient facility, an established home health services division and a cutting-edge research facility offering more than 20 clinical trials.

Motivation for Change

Brooks' executives, from the senior management team to clinic managers, had limited insight into financial metrics affecting their business. This lack of visibility into key financial metrics affected Brooks' ability to monitor and respond to changes within their own business, industry and markets. Compounding the problem was that the little financial data available was generated from multiple sources throughout their regional facilities.

Brooks' executives turned to Alvaria for a comprehensive business intelligence solution after it became clear that they needed a high quality custom scorecard solution that could be constructed in less than six months at a cost that met their budget requirements.



Some of the new information available from analytics is so valuable - I've had a kind of an 'ah ha' moment on how have we been operating without this?"

- Senior Executive, Brooks Health

Why Alvaria

Alvaria designed and delivered a comprehensive scorecard solution that brings data from multiple systems into a consolidated data warehouse to display key metric performance. The business intelligence solution allows analysis to filter down to multiple organisational levels including executives, directors and managers so all departments remain focused on delivering excellent financial performance using a single set of organisational metrics.

The business intelligence solution highlights performance on common inpatient and outpatient metrics including patient evaluations, service units, patient visits, patient stays, daily census, Medicare admissions and discharges.

All users view scorecards within a Microsoft SharePoint environment and the scorecard uses red, yellow and green light indicators to quickly highlight performance, maximise staff utilisation and internal efficiency.

Brooks Health is deploying this business intelligence solution to 120 individuals with future plans to extend the solution to more employees and add more functionality. The appetite for this kind of data has only increased as the scorecards are deployed throughout the Brooks organisation.

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The Results

- Simple, powerful and integrated business intelligence solution
- Quick visual representation of performance metrics
- Streamlines business decision making process using real-time data
- Multiple data sources consolidated into single scorecard view
- Metric drill down access for multiple management levels
- Maximises staff utilisation saving time and costs

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About Alvaria

Alvaria™ was founded through the merger of Aspect Software and Noble Systems, technology leaders in Customer Experience (CX) and Workforce Engagement solutions. Our name is derived from Latin for “hives” – nature’s perfect form for millions of years – bringing you solutions that are scalable, resilient and secure, with efficiency, speed and pinpoint accuracy. ALVARIA™. Reshaping Customer Experience™. For more information, visit www.alvaria.com/en-gb. Follow Alvaria on Twitter at [@Alvaria_Inc](https://twitter.com/Alvaria_Inc). #ReshapingCX

