

“iDashboards simplified our data and allowed us to show it off to clinical professionals without overwhelming them with numbers.

—Dr. Anne Fridh, Director of Performance Improvement

Behavioral Health Organization Implements Dashboards to Stay Informed

CUSTOMER

Rosecrance Health Network (Rosecrance) is a private not-for-profit organization offering behavioral health services for children, adolescents, adults and families throughout the United States. With over 20 locations, Rosecrance offers a comprehensive addiction services program which includes intervention, detoxification, inpatient and outpatient treatment, experiential therapies, dual-diagnosis care and family education. Rosecrance also offers high-quality outpatient mental health services and has been able to help an average of 14,000 families each year.

CHALLENGE

With continuous data streams from multiple programs, Rosecrance needed to simplify their reporting processes and provide clinical professionals with real insight, instead of overwhelming reports. Rosecrance's dashboard initiative called for a solution that was user-friendly for both their Board of Directors and supervisors, while creating those “wow” and “ah ha” moments.

IMPLEMENTATION

After evaluating the key players in the business intelligence and dashboard space, Rosecrance selected iDashboards In Cloud (SaaS) due to its cost-effective price point, ease of use and eye-catching interactive charts and graphs.

RESULTS

Once Rosecrance implemented iDashboards, their Performance Improvement, Administration and Finance departments were able to develop real-time dashboards, displaying information from their electronic health record and finance software systems. iDashboards provided a centralized platform to accurately track key performance indicators including group attendance, average length of stay and productivity, as well as other client and financial data. After seeing the powerful impact of iDashboards, the CEO has requested monthly board presentations to promote transparency and accountability among the directors, VPs and C-level employees.