



Issue:

Meeting Grant Requirements

Serving five Nebraska counties, Public Health Solutions needed a way to process years of data to fulfill requirements of a federal rural health grant from the Health Resources and Services Administration. The Healthy Pathways Program grant was presented with the purpose of improving health, improving care and helping to reduce costs through a collaborative, enhanced case management program. Unfortunately, processing the data and obtaining the necessary reports initially proved challenging for Public Health Solutions due to several factors.

After purchasing Athena Software and implementing the Penelope reporting system, the organization experienced the arrival and departure of two Health Services Managers before settling in with current Health Services Manager, Laura Wooters. As a result of this transitional period, the reporting system was never fully developed. Furthermore, the management turnover allowed the problem to compound as case managers failed to document all necessary data. Yet the impending grant reporting deadline drew near.

Solution:

Initially, Public Health Solutions explored the option of working with a local college to fulfill their reporting needs. This option, seen as a way to reach their objective with the smallest monetary expense, would require an eight month time frame as a senior project for the school's students. While originally thought a viable solution, time was of the essence and eight months would exceed the reporting deadline. In 2014, Wide River held a roundtable conference for contractors serving the Health Services Industry. This led Laura to Todd Searles of Wide River. The introduction and subsequent conversations regarding Public Health Solutions' reporting needs culminated in the recommendation of Dan Smith with Crystal Certified. Dan's experience, backed by Todd's recommendation and Crystal Certified's responsiveness to their needs, were the deciding factors in Laura's decision to have Crystal Certified develop the reports.

In January 2015, Dan began organizing the data necessary to fulfill the grantors' requirements. Upon completion, the entire project required 90 hours and spanned the month of January. In total, 28 reports, with data ranging from action plans to referrals, were generated. To best interpret the data and ensure results were accurate and as required, Laura and Dan spoke on the phone almost daily, sometimes multiple times per day. This communication allowed for a working relationship in which Laura would say Dan seemed like a "good old friend."



About our logo:

At Crystal Certified, we pride ourselves in guiding our clients to successful connectivity, which is why our logo features a stone figure known as an *inukshuk*.

These splendid and natural guideposts, made of unworked stones, can be found throughout the world and are used by the Inuit for communication, guidance and survival.

The traditional meaning of the *inukshuk* is

"You are on the right path."

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Results:

In addition to fulfilling the grant requirements, Public Health Solutions received many other benefits from the reports. Along with correcting data that was known to be missing before the reporting began, Laura was able to analyze the results and identify other information not being captured. Moving forward, she has been able to work with staff to investigate the cause of this missed information and to eliminate all gaps in their data.

Based on the success of the initial reporting project, Laura called upon Dan at Crystal Certified for a second, smaller reporting project. Nebraska Hospital Association provided raw data consisting of inpatient admission and outpatient admission information from 2010 and 2013. This data was four MS-Excel spreadsheets, each hundreds of pages long. Laura asked Dan to organize this data into various reports. Again working closely with Laura on her exact needs, this project took Dan a week to complete.

When asked if she would recommend Crystal Certified to others, Laura replied simply,
“Absolutely!”

To learn more about Crystal Certified services, please visit our website or give us a call.

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We are always here to help.

Custom Reporting

Data Sharing

Data Migration