Information Builders

Organization
One of the largest autism treatment organizations in the world, the Center for Autism and Related Disorders helps children with autism communicate, develop friendships, and lead happy, healthy lives.

The Center for Autism and Related Disorders (CARD)

The Challenge
Therapists manually entered treatment notes and progress updates into Excel spreadsheets. As the amount of data and total number of therapy hours increased, it became more difficult to generate progress reports.

The Strategy
Acquire a powerful analytic tool that allows operations managers, schedulers, and therapists to easily visualize data and monitor the progress of each patient.

The Results
Operations staff accurately track the progress of each child; supervisors share up-to-the minute information with clients, doctors, therapists, and families; CARD ensures that children with autism get the treatment they are funded for, helping to maximize outcomes.

Information Builders Solution
WebFOCUS Business User Edition.

Information Builders helps organizations transform data into business value. Our business intelligence, integration, and data integrity solutions enable smarter decision-making, strengthen customer relationships, improve performance, and drive growth.

WebFOCUS   **iWay Software**   **Omni**

WebFOCUS Business User Edition Smooths Treatment Coordination for Autism Service Providers

CARD Leverages BI and Analytics to Maximize Treatment Utilization for Patients

The Center for Autism and Related Disorders (CARD) depends on analytic technology to help people with autism across the country learn to reach their full potential. Its therapists conduct tens of thousands of Applied Behavior Analysis (ABA) sessions per month, which yields an enormous amount of data to deal with on a daily basis. "Our therapy and operations databases grew extremely rapidly, and it was incredibly difficult to analyze all this information," says Alva Powell, chief technology officer at CARD. "We had a pressing need for operational analytics so we could maximize the service each patient receives."

CARD achieved this automation with WebFOCUS Business User Edition (BUE). "Our old data collection and reporting processes sometimes took months, but now we can much more easily process and visualize our data," adds Powell. "WebFOCUS BUE allows us to accurately track the treatment hours of each child, and allows us to share up-to-the minute information with clinical supervisors, operation managers, and schedulers."

CARD uses the software to visualize and drill into the data to see where problems lie, as well as to figure out what's working, what's not working, and why. "Our goal is to provide effective and efficient treatment to everyone who needs it," says Dennis Dixon, Ph.D., chief strategy officer at CARD. "We are constantly exploring ways to improve treatment delivery, whether from improved treatment methods or operations efficiency."

A New Treatment for Data Overload

Powell and his team needed an analytics environment that could be implemented quickly. Through a relationship with Systech, a data strategy, management and analytics services provider, Powell was introduced to Information Builders and its broad scope of business intelligence (BI) and analytics solutions. Systech guided Powell and other business professionals through an evaluation of WebFOCUS, and then worked with Information Builders to carry out a proof of concept. "We didn't want to hand-build dashboards and reports," says Powell, "so we perked up when we saw how easily WebFOCUS created actionable, interactive charts, and graphs. Systech was a huge help, and Information Builders provides tremendous technical support. Any time I reach out, they are there."

CARD's therapeutic organization is structured into clinical teams that include three-to-five therapists and one clinical supervisor. The operations team at each center is tasked with matching patient and therapist availability to ensure that every patient receives the full amount of their medically necessary treatment. "This is a difficult task that requires constant monitoring of treatment utilization data," says Powell, who realized he could unleash the power of WebFOCUS analytics to streamline CARD's burgeoning data management, analytic, and reporting activities. He asked Yamishka Rodrigues, a business operations analyst at CARD, to create a therapy dashboard and a series of interactive reports – called InfoApps™ – with WebFOCUS BUE.

InfoApps enable non-technical users to easily explore data via charts, graphs, and reports. Working solo, and with very little coaching from the IT department, Rodrigues created her first InfoApp the next day. "It was so fast it blew me away," Powell reports. "I could tell right away that WebFOCUS BUE would cure a lot of headaches."

Rapid Results With WebFOCUS BUE

Rodrigues immediately started development on a new dashboard and 11 alert-driven InfoApps designed to notify therapists and administrators of key developments within their cases. Powell plans to roll out this new analytic environment to more than 100 CARD clinics nationwide. "We create analytic assets very quickly with WebFOCUS BUE," he says. "The speed with which we got this dashboard up and running was amazing. It was 10 times faster than any similar tool we have used – partly because WebFOCUS performs lots of pre-data analyses, which is a big time saver." With other tools, CARD would have had to build a meta-data layer. "WebFOCUS figures all that out for us, which frees up my IT staff considerably," he adds.

With so many therapists treating so many patients, even small adjustments have a big impact on the organization as a whole. Powell envisions using WebFOCUS to map patients to particular regions so they can make sure they are matched with the right therapists. This will minimize the number of hours therapists spend in transit between patient visits.

"Saving even one minute every hour adds up to many hours of additional therapy across the team – which means more time available to treat patients," explains Powell. "WebFOCUS analytics will make the operations staff much more efficient. By mapping and visualizing the data, they can make course corrections that positively impact the welfare of each child. We expect WebFOCUS will make the clinical staff more efficient as well. The dashboards and analytics will have a huge impact on a lot of families."

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> **Chief Technology Officer**
> **Center for Autism and Related Disorders (CARD)**

Looking Ahead to Predictive Analytics

CARD has changed thousands of lives over the years, and the staff sees the impact daily on children who receive therapy. Increasingly, those impacts spring from advancements within the world of IT. "We have made quick progress with analytics, even though we have only scratched the surface of the WebFOCUS product," says Powell. "For example, attaining the complete utilization of treatment hours is extremely important. We want to make sure that children receive 100 percent of their medically necessary treatment. Our office managers and schedulers will use analytic tools to maximize each child's schedule."

CARD plans to extend additional analytic functionality to other parts of the organization as well. Powell says business users can learn to build WebFOCUS InfoApps and dashboards simply by watching a couple of self-training videos. Over the long term, he foresees using WebFOCUS BUE to replace most of the center's static reporting processes with a new set of dashboards and InfoApps. Predictive analytics will allow users to perform what-if scenarios, foresee recovery patterns, and recruit the right mix of therapists to patients. "I'm proud of the quick progress my team has made with the new analytic environment using WebFOCUS BUE," concludes Powell.

What Are InfoApps?

InfoApps are reusable analytic modules that help users at the point of decision. Unlike traditional rigid tabular summaries and columnar reports, InfoApps facilitate self-service queries with thousands of permutations.

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