

**Client Return on Investment**

- Powerful business intelligence solution provides visual representation of performance metrics
- Multiple data sources consolidated into single scorecard that is displayed within a Microsoft SharePoint portal
- Metric drill down capabilities for decision makers
- Custom solution delivered within tight time frame and budget requirements

# Brooks Health

Performance management scorecard solution consolidates business information from multiple data sources

**The Company**

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 centers, 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 Aspect 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.

**Why Aspect**

Aspect 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 organizational levels including executives, directors and managers so all departments remain focused on delivering excellent financial performance using a single set of organizational 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, maximize staff utilization 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 organization.

“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?”, said one senior executive at Brooks.

## 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
- Maximizes staff utilization saving time and costs

## Key Solution Components

- Microsoft SharePoint
- Microsoft PerformancePoint
- Microsoft SQL Server
- Microsoft Office

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### About Aspect

Aspect is the only software company with a fully-integrated interaction and workforce optimization platform for enterprise contact centers globally that need to profitably (and seamlessly) orchestrate people, processes and touch points in an era when the contact center is the new center of the customer experience. For more information, visit [www.aspect.com](http://www.aspect.com).

