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CONNECTING COMMUNITY MEMBERS TO VALUABLE HEALTH AND SOCIAL SERVICES

A Case Study in Quality Life Outcomes

AT A GLANCE

CHALLENGES

- Complicated data collection process
- Paper-based data collection
- Lack of real insights for better decision making

BENEFITS

- Simplified data collection process
- Real-time visibility into individual and community needs
- Supports funding and resource allocation accountability

For over a decade, Advanced Metrics' software has helped agencies across the country use their data to improve outcomes for their clients, empowering staff and programs to deliver better care and quantify their impact.

ADVANCEDMETRICS.NET

hello@ametrics.org

THE NEED

Data collection and outcome measurement are important strategies for Community Health Workers (CHWs) to properly address the Social Determinants of Health (SDOH) that influence quality of life and contribute to health disparities and inequities. However, assessment and data collection are often viewed as complicated and burdensome with little ability to use the data in a way that influences positive change.

THE SOLUTION

Advanced Metrics partnered with a Central Pennsylvania provider to develop a solution that simplified the data collection and reporting process for CHWs. Advanced Metrics, CHWs, and the provider collaborated on the design and implementation of this innovation to ensure the system met the needs of all invested partners. Since implementation in 2020, the platform has enabled CHWs to efficiently collect critical data and provide the insights needed to make actionable decisions and secure additional funding.

IMPROVED OUTCOMES

Connections Made

77% of individuals assessed received some type of assistance connecting with health or social services.

Needs Uncovered

The data collection and evaluation process uncovered a high need for access to women's health care and dental care in the region. CHWs were able to engage with local health care providers to develop a voucher system to address this need.

Barriers Removed

Disparities in care as it relates to language differences and immigration status were uncovered. The organizations worked to hire additional bilingual CHWs familiar with regional dialects to address this need.

Support Strengthened

To date, the software has facilitated over 3,000 Central PA residents to access services and support that strengthen their overall health and wellbeing