Recovery, rehab, results

Kindred Healthcare looks to Southport to bring its data to life

Case Study: Kindred at Home

A comprehensive MicroStrategy reporting and dashboard solution
Quality first, then prosperity

Kindred Healthcare is the leading provider of home health in the country, delivering medical, physical, and emotional support to customers in 635 locations*. They won that ranking by showing their strength in delivering comprehensive care and helping people return to independent living after injury or illness.

Smart companies don’t relax their efforts when they reach the top. They use those victories to fuel new ideas to constantly improve the quality of their service. That’s what makes companies like Kindred keep their customers happy – and claim a substantial market share while they are at it.
Results speak for themselves

Kindred at Home employs social workers, nurses, and therapists who come together – in the patient’s environment – to minimize hospitalizations and help people make modifications in their daily lives to adjust to their needs and abilities.

Kindred first came to Southport to help them decipher and illustrate the clinical outcomes of patients in their Home Health program. They wanted to show their superior service by letting their results do the talking – through intuitive and interactive reports.
Southport’s solution

With nearly 150 data components and a complex reporting structure that required considerable manual effort, Kindred couldn’t quickly produce the visuals they needed.

Southport designed, developed, tested, and implemented new MicroStrategy dashboards that were secure, comprehensive, and offered users the ability to manipulate views by a variety of metrics.
Positive Outcomes

Sales directors and clinical teams can now deliver succinct and accurate reports to illustrate the success of the Home Health program.

Internally, Kindred can use these statistics to ensure quality across all locations.

Customers can see for themselves how often patients in Kindred’s Home Health programs require repeat visits to the hospital in 15, 30, 60, and 90 day timelines.

Patients trust Kindred.

Everybody wins.
Why choose Southport?

We’ll let Kindred’s business intelligence team answer that one.

“With any BI project, you’ll only get it right if you are introspective. You have to know your own limitations in skill, time, and resources. Acknowledge when you can’t go it alone and then find the right vendor to fill the gaps. For us, Southport was that vendor. Without them, we might still be trying to find a solution. They really delivered. We’ll be working with them again and again.”

-Lisa Hennessy
Divisional Vice President
Kindred at Home
Don’t just say you’re good at what you do. Show it.

CONTACT US
Let Southport help you how to illustrate your success using MicroStrategy

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