

# Driving Operational Clarity Across a Healthcare Services

## Summary

This organisation operates a national virtual behavioral healthcare services, supporting hospitals and care facilities across the United States. As demand for behavioral health services continued to grow, the organisation faced increasing operational strain caused by fragmented systems, manual planning processes, and limited real-time visibility. To continue delivering high-quality care at scale, it needed a way to better align provider capacity with patient demand, simplify compliance management, and gain clearer financial oversight. By adopting a connected, workflow-driven operational approach, the organisation reduced friction, improved decision-making speed, and built a more reliable foundation for growth across its nationwide provider network.

## The Challenge

- **Fragmented systems** : Multiple tools such as MDStaff, Workable, Salesforce, and Athena operated independently, making it difficult to see the full picture and slowing down decisions.
- **Manual capacity planning** : Balancing provider availability with patient demand relied heavily on spreadsheets and manual processes, increasing the risk of errors.
- **Provider and demand mismatch** : Misalignment between supply and demand created the risk of service gaps, clinician burnout, and underutilized capacity.
- **Complex financial tracking** : Costs, revenue, and margins were difficult to track consistently across services, limiting financial insight.
- **Compliance and certification risk** : Verifying that every provider met required certifications before assignments was time-consuming and critical to patient safety.

## Solution

The client did not want another standalone system. The team needed a way to connect existing tools, coordinate workflows, and create clarity without disrupting care delivery. The ideal solution needed to:

- Work across multiple systems rather than replace them
- Provide real-time visibility into provider capacity and demand
- Automate key operational workflows
- Support compliance and credential verification
- Improve financial transparency

## The Result

By aligning systems, workflows, and accountability, Forefront gained clarity across its national operation.

Tangible improvements included:

- Clear visibility into provider availability and patient demand
- Reduced reliance on manual capacity planning
- Faster, more confident staffing decisions
- Improved compliance assurance before provider deployment
- Better financial insight across services and facilities

Decisions that once took days could now be made with confidence in real time. Operational teams spent less time reconciling systems and more time ensuring providers were where they were needed most.