

Case Study:

How Dazos **Streamlined Admissions & Increased Alumni Readmissions** by **200%** for Pathways Recovery Centers



pathwaysrecoverycenters.com



Drew LaBoon, Director of Operations



Wichita, KS
Kansas City, KS

Little Rock, AK
Oklahoma City, OK

Pathways to Recovery: A Case Study in Transformation

Pathways Recovery Centers, a leading addiction treatment provider with four locations in the Midwest, prioritizes exceptional patient care throughout its detox and outpatient programs. However, managing a disjointed network of platforms for admissions, outreach, billing, and alumni relations hindered their efficiency and consumed valuable time.

In this case study, we explore how Dazos, a HIPAA-compliant platform, transformed Pathways' operations, increased alumni engagement, and achieved a remarkable increase in readmission rates.



Juggling Multiple Platforms: A Barrier to Efficiency

Pathways Recovery Centers took pride in delivering exceptional patient care. Yet, their dedication was hampered by a significant operational hurdle: **a fragmented technological landscape.**

Managing admissions, outreach, billing, and alumni relations through a maze of 4+ separate platforms proved to be a time-consuming and inefficient endeavor. This disjointed approach created data silos, hindering communication and overall visibility into their operations. Staff found themselves wasting valuable time navigating between systems, leading to delays and frustration.

Challenges:

- **Disjointed Systems**: Pathways relied on 4+ separate platforms for admissions, outreach, billing, and alumni relations, leading to wasted time, information silos, and communication breakdowns.
- **Inefficiency and Delays**: Verification of benefits and admissions processes were lengthy due to manual data entry and disjointed workflows.
- **Ineffective Alumni Support**: Pathways lacked a dedicated platform for connecting with alumni, making it difficult to prevent relapses and support long-term recovery.
- **Limited Visibility**: The fragmented system hindered real-time insights into team activity and overall program performance.



“

Our average admission pipeline prior to Dazos used to take a day or two. Now it takes only a matter of hours. In the amount of time it used to take to get a verification of benefits back, now we're already able to have them admitted, safe off the street, and starting a journey to get well.

– Drew LaBoon, Director of Operations

”

How Dazos Empowered Pathways Recovery Centers

Dazos emerged as a powerful solution, offering Pathways Recovery Centers a single, user-friendly platform to consolidate all their needs. This comprehensive approach addressed the numerous challenges plaguing their previous system.

Dazos eliminated the need for juggling multiple platforms, fostering seamless communication and data flow across all departments. With features like **instant benefits verification**, **streamlined admissions workflows**, and **automated alumni outreach**, Dazos significantly reduced processing times and boosted overall efficiency. Furthermore, a customizable dashboard provided Andrew, Director of Operations, with real-time insights into team performance and program effectiveness.



Instant Benefits Verification

Dazos eliminated hours of manual work by verifying insurance benefits in a mere five seconds, allowing Pathways to expedite admissions and focus on patient care.



Streamlined Admissions Workflows

Dazos replaced cumbersome, multi-step processes with a user-friendly platform, enabling Pathways to complete admissions within hours instead of days.



Automated Alumni Outreach

Dazos provided a dedicated platform to connect with alumni, offering Pathways proactive tools to identify potential relapses early and prevent costly readmissions.

“

One of the greatest metrics that we've seen improve since switching to Dazos has been driving readmissions through the alumni services platform. We didn't have a lot of readmissions because we didn't have a great way of tracking people. Since implementing Dazos, we have been able to increase readmissions by over 200% in the past year.

– Drew LaBoon, Director of Operations

”

Dazos Delivers Measurable Results: Increased Efficiency and Reduced Readmission Rates

The impact of Dazos on Pathways Recovery Centers went far beyond streamlined operations. Dazos' implementation yielded quantifiable results that directly benefited both the center and its patients. Verification of benefits, a process that once took hours, was reduced to a mere five seconds. Admissions processing times shrunk from days to a matter of hours.

Perhaps the most significant outcome was the dramatic increase in readmission rates, exceeding 200%. By enabling proactive outreach to alumni and facilitating early intervention, Dazos empowered Pathways to identify and address potential relapses. This not only saved the center substantial costs, but more importantly, played a crucial role in achieving better patient outcomes and long-term recovery.

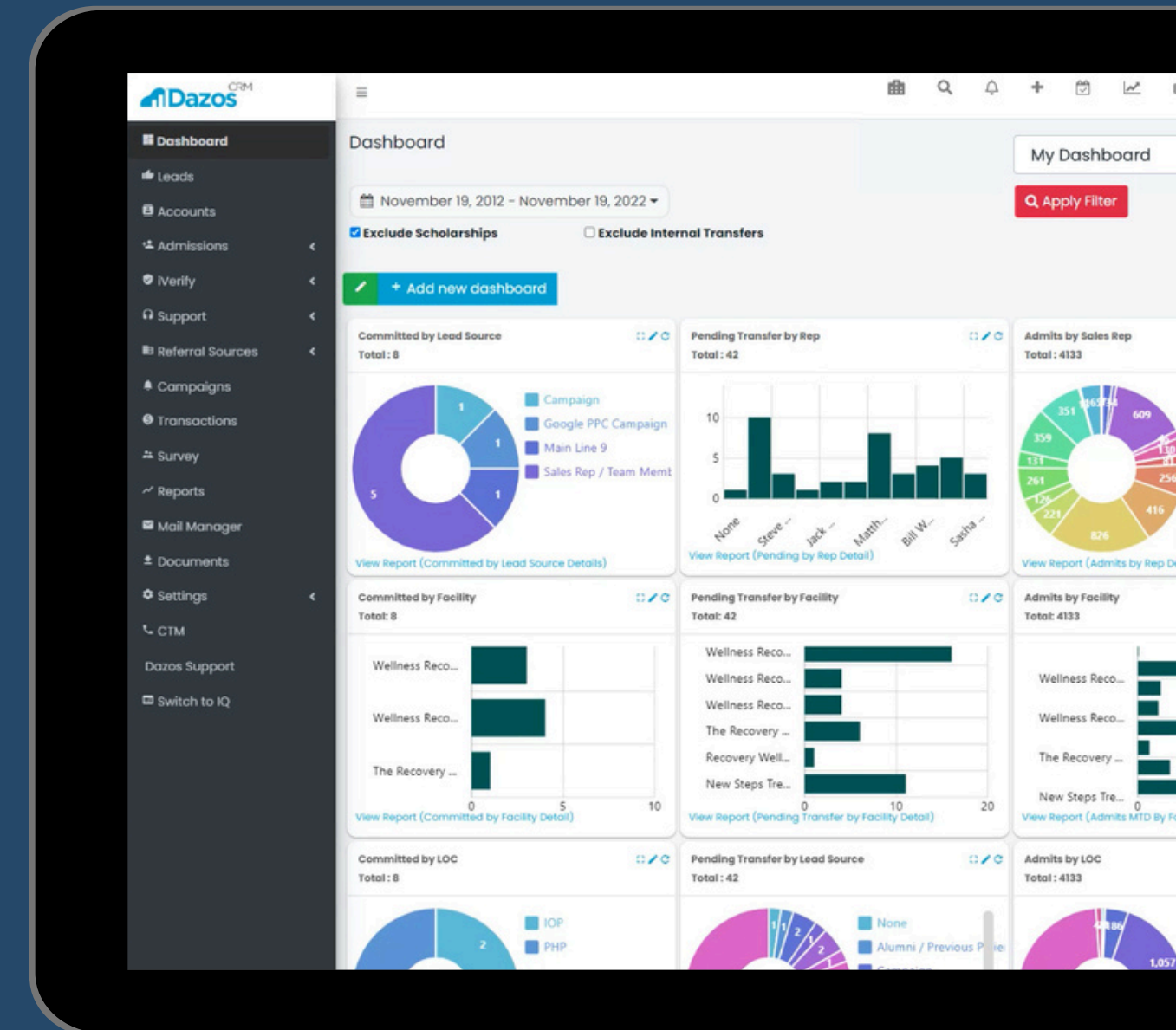
Outcomes After Implementing Dazos:

- **Over 200% Increase in Readmission Rates:** One of the most impactful results of implementing Dazos was the dramatic increase in readmission rates. Pathways achieved a remarkable improvement, exceeding a 200% increase in readmissions from their alumni outreach. This directly translated to improved patient outcomes and long-term recovery.
- **Dramatic Increase in Efficiency:** Pathways experienced a significant boost in efficiency with Dazos. Benefits verification, a previously time-consuming process, was reduced from hours to a mere five seconds. Admissions processing times also saw a drastic improvement, going from days to just a few hours.
- **Reduced Costs Through Early Intervention:** The significant increase in readmission rates translated to substantial cost savings for Pathways. Previously, each new admission cost the center an average of \$2,300. Dazos' ability to facilitate early intervention in potential relapses from alumni played a crucial role in minimizing these costs.



About Dazos

Dazos is the Revenue and Admissions Growth Platform for Behavioral Health, built by industry veterans. This all-in-one solution features an advanced CRM that seamlessly integrates with your EMR, streamlining workflows. Dazos iVerify revolutionizes admissions with instant insurance verification within the CRM, eliminating delays. Dazos IQ goes beyond billing with AI-powered analysis, uncovering hidden revenue and empowering smarter decisions. Dazos empowers growth – so you can focus on what matters most.



Email

hello@dazos.com

Phone

[\(561\) 250-0119](tel:(561)250-0119)

Schedule a Demo

www.dazos.com/demo