SaNDAI
DOT CONNECTORS

CASE STUDY 1

COMMUNITY HEALTH CENTER (SOUTH CAROLINA)

From chaotic spreadsheets to clear insights and automated follow-up care.

ORGANIZATION OVERVIEW

Type: Federally Qualified Community Health Center

Location: South Carolina

Size: Serves 18,000+ patients annually across multiple locations

Mission: Improve community health outcomes and expand access to care for underserved populations

THE CHALLENGE

The center relied on multiple spreadsheets, manual tracking, and inconsistent outreach processes.

Staff spent hours each week trying to reconcile data for:

| Outreach events | Follow-up care | High-risk patient outreach | Program reporting |

Leadership lacked a reliable, real-time view of patient follow-up, leading to missed outreach opportunities and inefficiencies that directly impacted continuity of care.

GOALS & DESIRED OUTCOMES

The organization wanted to:

- Create an easy, unified reporting system
- Track follow-up and outreach activities in real time

- Strengthen patient engagement and adherence
- Reduce manual administrative work
- Improve data accuracy for grant and compliance reporting

SANDAI'S APPROACH

SaNDAI delivered a simple but powerful BI + AI solution using:

- A **BI Discovery Assessment** to map all data sources

- A **centralized data hub** integrating forms, spreadsheets, and EHR extracts

- A role-based **Outreach & Follow-Up Dashboard**

- **Agentic AI follow-up agents** that automatically send reminders and alerts

- Hands-on staff training focused on confidence and adoption

THE SOLUTION DELIVERED

- A single "source of truth" dashboard
- Automated follow-up notifications
- Daily refresh pipelines for key clinical and outreach indicators
- A simple reporting workflow used by providers and administrators
- A private AI model that aligns with the health center's workflows

THE RESULTS

22% increase in timely follow-up care

60% reduction in time spent preparing reports

Improved accuracy in outreach and follow-up metrics

Leadership now has **real-time visibility** across all programs

AI handles routine follow-ups staff used to forget

IMPACT ON MISSION

The health center can now ensure more patients receive timely care, improving continuity, reducing missed appointments, and strengthening health equity efforts in the community.

WHY THEY CHOSE SANDAI

They needed a partner who could explain BI in simple terms, tailor dashboards to clinical workflows, and deliver measurable improvements without technical complexity.

WHAT'S NEXT

SaNDAI is expanding the dashboard suite to include chronic disease indicators and integrating new Agentic AI capabilities for preventive care outreach.

CLIENT TESTIMONIAL

SaNDAI helped us turn chaos into clarity. Now, our dashboards tell the true story behind every program — and AI handles the follow-ups we used to forget.

— Vice President of Finance