



CUSTOMER SUCCESS STORY



Industry: Healthcare — Behavioral Health

Compliance Requirements: HIPAA

Innovative Services: Machine Learning, Data & Analytics

EXECUTIVE SUMMARY

Integrity Partners for Behavioral Health (IPBH) coordinates a network of behavioral health, intellectual and developmental disabilities, social care and hospital organizations across New York State, each operating with its own Electronic Health Record (EHR) system. When IPBH needed to unify fragmented partner data into a single, secure analytics platform, they turned to Innovative Solutions. Innovative built a HIPAA-compliant AWS data platform with a self-service upload portal, embedded dashboards, and machine learning models for no-show prediction — onboarding 10 partner organizations, improving prediction accuracy by 30%, and cutting partner onboarding time in half. IPBH presented on the project at the NYS Public Health Partnerships 2026 conference and will present at the NYS Rural Health Association Symposium in Fall 2026.

“Innovative Solutions gave us something no other organization in our space has — a real-time, secure platform where our partners can upload data and immediately see actionable insights. When I saw the predictive analytics for the first time, I was blown away. This isn't just a data warehouse; it's a demonstration of what's possible when behavioral health organizations collaborate on technology.”

Steve Harvey
CEO, Integrity Partners for Behavioral Health



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BUSINESS CHALLENGE

Integrity Partners for Behavioral Health oversees a growing network of partner organizations, each using a different EHR system — including 10e11, Accumedic, and others. Partner data arrived as raw CSV and Excel exports with no unified format, making cross-partner analytics impossible. IPBH had no self-service capabilities for partners to view their own data, no scalable process for onboarding new partners as the network grew, and no way to benchmark performance across the network while maintaining data privacy.

The organization also needed HIPAA-compliant security for patient data, role-based access controls so each partner could only see their own information, and predictive analytics to help partners anticipate patient no-shows and improve clinical outcomes. With data scattered across multiple EHR exports and no centralized platform, IPBH lacked the infrastructure to deliver these capabilities to their partner network.

SOLUTION APPROACH

Innovative Solutions deployed a Forward Deployed Engineering team to build a centralized, AWS-native data platform tailored to IPBH's behavioral health network. The solution begins with a self-service upload portal secured by multi-factor authentication (MFA) and role-level security, ensuring each partner can only access their own organization's data. Partners drag and drop their EHR exports directly into the portal, where automated ETL pipelines transform disparate CSV files from multiple EHR systems into a unified, standardized data structure stored in a secure data lake.

The platform features embedded Amazon QuickSight dashboards with single sign-on, giving partners real-time visibility into admissions, discharges, referrals, and demographic trends — with data processing completing in approximately 30 minutes. A machine learning model for no-show prediction is embedded directly in the data pipeline, providing each partner with predictive insights specific to their patient population. A repeatable multi-EHR mapping approach with a comprehensive data dictionary enables efficient onboarding of new partners, reducing onboarding time by 50% per partner.

CONSUMED AWS SERVICES

- ⇒ **Amazon Athena** — Serverless SQL querying of consolidated partner data across the unified data lake
- ⇒ **Amazon QuickSight** — Embedded dashboards with single sign-on, role-level security, and partner-specific data isolation
- ⇒ **Amazon S3** — Partitioned data lake storage (bronze / silver / gold / ML tiers) with per-organization directories ensuring data segregation, presigned upload URLs, and Terraform remote-state backend
- ⇒ **AWS Glue** — Managed ETL jobs for bronze-to-silver and silver-to-gold data transformations, with Data Catalog for schema discovery and crawler-based table registration; also hosts the ML no-show prediction pipeline
- ⇒ **AWS Lambda** — Serverless pipeline processing for ETL transformations and automated data validation
- ⇒ **Amazon Route 53** — Custom domain routing for the upload portal (upload.integritypartnersbh.org)

KEY BUSINESS OUTCOMES

- ⇒ 10 partner organizations onboarded onto the unified data platform
- ⇒ 30% improvement in no-show prediction accuracy via machine learning models
- ⇒ 50% reduction in time spent per partner onboarding cycle

MORE ABOUT INNOVATIVE SOLUTIONS

Innovative Solutions is the fastest-growing AWS Premier Tier Services Partner in North America that delivers AI and data services to growing businesses. With more than three decades of experience and a 99.7% customer retention rate, Innovative Solutions has deep expertise in Generative AI, Machine Learning, Data and Analytics, Cloud Modernization, Cloud Migrations, and Managed Cloud Services. As a Premier Tier AWS Partner with Generative AI competency, Innovative Solutions is at the forefront of helping businesses leverage the power of the cloud and AI to drive growth and innovation.

The company is headquartered in Rochester, New York and has an office in Boca Raton, Florida. For more information about Innovative Solutions, visit www.innovativesol.com.