

CUSTOMER: Vantage Health Technologies

PARENT ORGANIZATION: BroadReach Group

INDUSTRY: Outpatient Oncology Care

SOLUTION: SocialHealth360®, built on the Decisions automation platform

Vantage Health Technologies, part of the BroadReach Group, is helping outpatient oncology clinics advance whole-patient care by addressing both clinical treatment and the social determinants of health (SDoH) that significantly influence health outcomes. Through its SocialHealth360 platform, Vantage Health Technologies enables community oncology providers to identify, prioritize, and act on non-clinical barriers to care at scale.

VANTAGE HEALTH ADVANCES WHOLE-PATIENT ONCOLOGY CARE WITH INTELLIGENT AUTOMATION

THE CHALLENGE

Community oncology providers care for more than 55% of cancer patients in the United States, yet many lack systematic, scalable approaches to identifying and addressing social determinants of health, such as housing instability, food insecurity, transportation challenges, and behavioral health needs.

Although these factors play a critical role in treatment adherence, quality of life, and overall outcomes, they are often managed manually, inconsistently, or outside core clinical workflows. Providers needed a way to move beyond disconnected data and translate SDoH insights into coordinated, actionable interventions that support value-based care models without increasing administrative burden.

THE SOLUTION

Vantage Health Technologies built SocialHealth360 using the Decisions low-code automation platform to close care gaps by embedding intelligence directly into oncology workflows.

SocialHealth360 unifies patient-reported data, clinical systems, and community resources into a single care navigation experience. Using structured workflows and rules-driven logic, the platform enables care teams to:

- Identify social and non-clinical barriers early in the treatment journey
- Prioritize interventions using next-best-action guidance
- Reduce manual coordination across care teams and community resources
- Deliver timely, personalized support throughout treatment

Behind the scenes, Decisions provides the orchestration and backend automation that makes this approach scalable and sustainable. This capability is seamlessly integrated into the Vantage platform, giving healthcare workers access to an even broader, more powerful set of tools. The platform securely integrates with electronic medical record systems, billing platforms, reporting tools, and compliance systems, ensuring data flows seamlessly across the ecosystem. This automation reduces reliance on manual processes while enabling consistent execution across providers, populations, and geographies.

Just as importantly, Decisions allows Vantage Health Technologies to continuously adapt workflows as clinical guidelines, regulatory requirements, and reimbursement models evolve, without costly redevelopment.

“Whole-patient care is a global challenge. We have more data than ever, but the real value comes from turning it into clear, actionable insights. SocialHealth360, developed in part through our partnership with Decisions, helps teams connect the dots and make better-informed decisions across the full health picture.”

RUAN VILJOEN, CTO, VANTAGE HEALTH TECHNOLOGIES

THE RESULTS

Early findings from the use of SocialHealth360 demonstrate measurable improvements in patient outcomes, particularly among underserved populations.

Key results include:

- 45%–60% increases in healthy days and quality-of-life metrics
- Improved treatment adherence through early identification of social barriers
- More consistent, equitable care delivery across diverse patient populations
- Stronger alignment with value-based care and reimbursement models

By operationalizing SDoH insights within automated workflows rather than treating them as static data, providers can act earlier, coordinate care more effectively, and improve the overall patient experience without adding operational complexity.

At Oncology Consultants, a Vantage Health Technologies’ customer, physicians are already seeing the impact:

“We don’t want the oncology care of yesteryears. We want to deliver the best quality oncology care with consistent results and deliver the highest quality care possible to all Americans. And that is what is being enabled by Social Health360 as a result of the system that we’ve been able to build in collaboration with Decisions.”

DEVESH PANDYA, MD, BOARD CERTIFIED MEDICAL ONCOLOGIST, ONCOLOGY CONSULTANTS

WHY DECISIONS

Vantage Health Technologies relies on Decisions to orchestrate the intelligence and automation behind SocialHealth360. The platform’s low-code, rules-driven architecture enables robust backend automation that supports secure integrations, scalable workflows, and consistent execution across complex care environments.

By embedding automation and decision logic directly into care processes, Decisions helps Vantage Health Technologies move beyond analytics to drive real-world action. The result is a sustainable, future-ready foundation that enables oncology providers to deliver more equitable, whole-person care at scale.

See how intelligent automation can help your organization

With Decisions, healthcare innovators like Vantage Health Technologies are embedding intelligence into care workflows to address social determinants of health, reduce manual complexity, and scale whole-patient care models that deliver measurable results.

Connect with a Decisions expert to explore how low-code automation and backend orchestration can support your clinical, operational, and value-based care initiatives.

Decisions + ProcessMaker provides a leading global business process automation and AI orchestration platform that unifies advanced workflow automation, a powerful rules engine, AI orchestration, intelligent document processing, and process intelligence. Trusted by more than 700 enterprise and mid-market customers worldwide, the platform accelerates operations, enhances agility, and modernizes without disruption.



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