

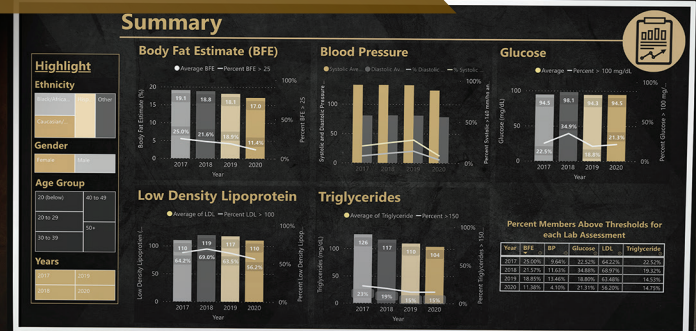


MICHAEL RAINY & ASSOCIATES

## CASE STUDY

# THE VALUE OF ACTIONABLE DATA WHEN HUMAN LIVES ARE IN THE BALANCE

*Providing a public safety professional medical care organization with the tools they needed to help clients reduce suffering, prevent disease, and become a catalyst for meaningful change.*



Front Line Mobile Health's mission was simple: Facilitate meaningful change within every pillar of public safety health — physical, behavioral, and operational — through patient education, disease prevention, and operational optimization. But the path to success was not so simple. It required concrete, actionable, and multi-layered data — data that went beyond colorful charts and well-designed graphs. It required data that invested public safety leaders could actually use to improve the lives of their departments.

This problem was not new: invested public safety leaders needed data that worked for them, data they could use to make operational decisions and ensure their taxpayer dollars were used effectively and with great impact. But many medical care providers are satisfied with a transactional, service-based model — shallow data and meaningless findings. This approach went against everything Front Line (and our own MRA team) stood for. Their previous solution was incredibly manual, lacking the mathematical underpinnings and detail that remain a hallmark of MRA's approach.

It was time to go to work.

**“With the Total Health Assessment, we were able to move beyond just reporting on things like BMI and blood pressure.”**



**“We were able to answer the questions: What impact does being a public safety professional have on your health?”**

**What are the intangibles, like critical incidents, that are having an effect? And what can we do about it?”**

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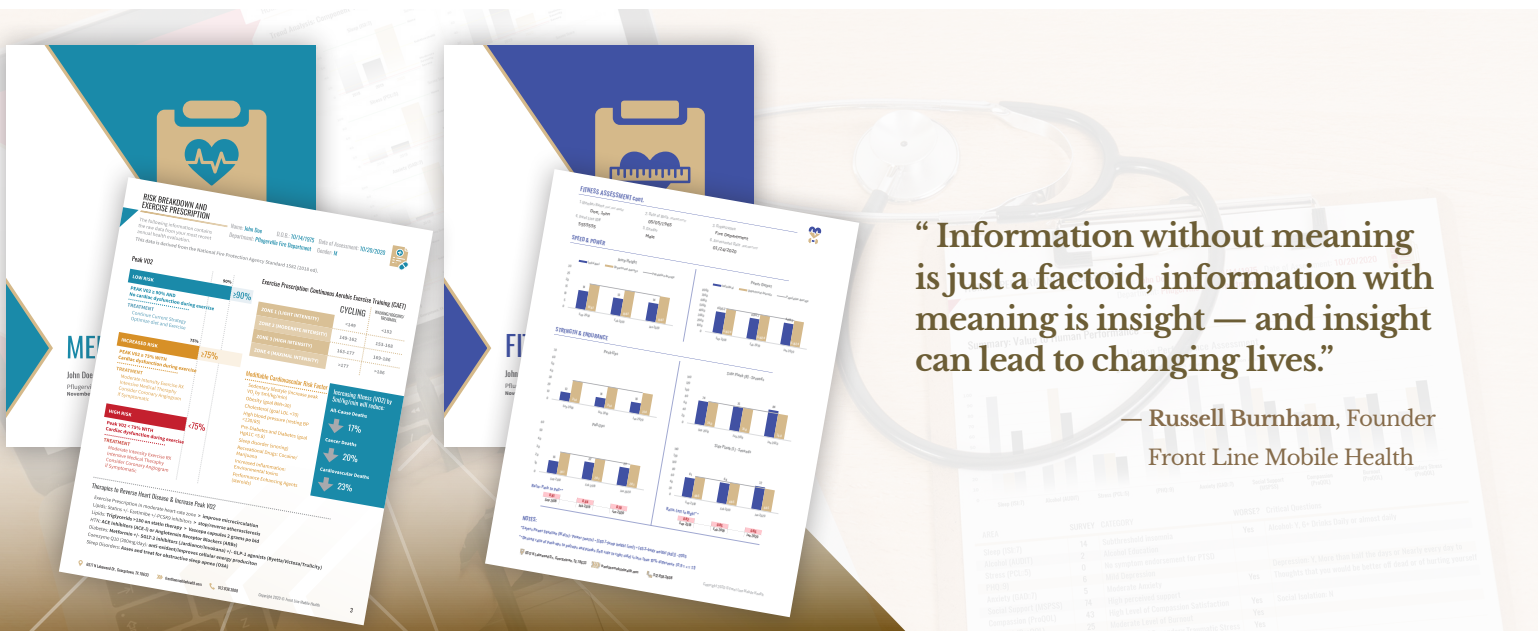
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## THE SOLUTION



What Front Line needed was a tailored Mission Command System (MCS), that addressed whole public safety health at the individual, organization, and provider levels. MCS design and development is the core competence of MRA and is defined as a technology-enabled framework that could provide leaders with a clear, concise picture of the contextual situation of their department, including critical knowledge needed for sound decision making.

MRA founder Michael Rainey's dynamic, collaborative approach set them apart from other partners. "Michael's military experience and unparalleled interpersonal skills — combined with his impressive decision science background — was everything we were looking for," said Front Line's founder, Russ Burnham.



"He understands our clients and understands that the data he's working with impacts people's lives — human lives are in the balance here, and he gets that."

Combining the power of the MCS with Front Line's multi-faceted care approach, MRA developed the Total Health Assessment (THA), a robust, data-driven, holistic and meaningful representation of an individual's physical, behavioral, and operational performance.

This level of intelligent reporting was an instant game-changer.

Front Line's clients recognized the difference. Public safety leaders now had the data they needed to not only understand the holistic snapshot of their department's health, but also to draw connections between the data and preventative, proactive action. Not to mention, they were now more prepared than ever for data-driven funding and financial allocation conversations.



## High-Stakes Decisions Demand Critical Data

Our systems provide commanders with a clear, contextual picture of a high-stakes situation so you can respond analytically and confidently.

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