FASTx PARTNERS CASE STUDY

AI Vendor Selection Partnership

SOUTH BOSTON COMMUNITY HEALTH CENTER

FASTx PARTNERS

South Boston Community Health Center & FASTx Partners

Boston, MA | 4 Month Consulting Assignment

About South Boston Community Health Center

For over five decades, South Boston Community Health Center (SBCHC) has served as a cornerstone of care in its community, delivering more than 70,000 visits annually across integrated primary care, behavioral health, dental, and specialty services. With 21,500 patients and a multidisciplinary team of over 150 staff, SBCHC operates as a high-functioning, mission-driven organization grounded in the Patient-Centered Medical Home model.

The Challenge

SBCHC's call center, critical to patient access, was under strain. Despite strong clinical operations, the patient access experience was inconsistent. Long call times, inefficient routing, and repetitive manual workflows were affecting both patients and staff. Leaders recognized the opportunity for AI-assisted solutions but faced two familiar barriers: limited time and no clear starting point.

SBCHC set clear goals for transformation:

- Improve caller experience by reducing total time spent on the phone
- Maximize the number of tasks completed per agent interaction
- Streamline and automate repetitive staff workflows
- Improve ease of administration for both technical and non-technical teams

The vision was clear, but the path forward was not. With a recent IT leadership transition and competing operational priorities, the organization needed structured guidance to move from interest to execution.

The Solution: FASTx Partners as Strategic Advisor

FASTx Partners LLC entered as a strategic advisor, bringing deep experience in Federally Qualified Health Centers and technology implementation. The engagement began with an AI advisory session designed to establish clarity and alignment. FASTx facilitated a structured evaluation of SBCHC's current state, including:

- Organizational readiness for AI adoption
- Cybersecurity posture
- Operational pain points and opportunity areas
- Stakeholder priorities across clinical, administrative, and IT teams

While several potential use cases emerged, one stood above the rest. AI-enabled call center optimization was the clear organizational priority. FASTx translated this insight into a focused roadmap, giving SBCHC both direction and momentum.

Applying a Structured Approach

With a priority defined, SBCHC began exploring vendors. Early discovery generated a shortlist of potential partners but evaluating them introduced new complexity.

FASTx provided the structure needed to move forward efficiently and objectively:

- A vendor evaluation matrix to standardize scoring across key criteria
- Guided participation in vendor demonstrations to ensure consistent assessment
- Targeted questioning to uncover functional gaps, scalability limitations, and integration risks
- A comprehensive vendor comparison analysis tailored to SBCHC's goals and constraints

This approach transformed what could have been a fragmented process into a disciplined evaluation.

Trials and Transformation

Time constraints remained a central challenge. SBCHC leaders and operational stakeholders were balancing daily demands with strategic decision-making.

FASTx acted as both facilitator and force multiplier:

- Coordinated communication between SBCHC, vendors, and peer FQHCs
- Incorporated real-world feedback from organizations with similar implementations
- Reduced administrative burden by managing timelines, documentation, and follow-ups
- Ensured alignment between technical capabilities and frontline operational needs

This allowed SBCHC to stay engaged in critical decisions without becoming overwhelmed by the process.

The Decision

Through a structured and data-driven process, SBCHC selected a vendor that aligned with its core operational goals, implementation timeline, and financial parameters.

FASTx further supported the organization by negotiating a favorable pricing model, ensuring both value and sustainability.

Results & Impact

By the end of the vendor selection phase, SBCHC had achieved more than a decision. The organization had:

- Saved significant leadership and staff time
- Established confidence in its chosen solution
- Built internal alignment across stakeholders
- Created a clear path into implementation

SBCHC also leveraged FASTx tools throughout the journey, including:

- Use case prioritization frameworks
- Vendor evaluation matrices
- Communication and project management templates

These tools enabled both quantitative rigor and operational clarity.

Client Perspective

"FASTx Partners brought structure and clarity to a process that can easily become overwhelming for a busy health center. Their ability to facilitate conversations, evaluate vendors objectively, and keep the project moving allowed our team to make decisions with confidence while staying focused on our operational priorities and patient experience goals."

– Olivia Sulin - Chief Administrative Officer, South Boston Community Health Center

Looking Ahead

As SBCHC transitions into implementation, the foundation is strong. The organization is positioned to improve patient access, reduce staff burden, and enhance the overall care experience. Equally important, SBCHC now has a repeatable approach to evaluating and implementing technology.

Vendor selection for AI-enabled solutions is not simply a procurement exercise. For FQHCs, it is a strategic inflection point that directly impacts patient access, staff experience, and financial sustainability.

Without structure, organizations risk:

- Misaligned vendor selection
- Underutilized technology
- Increased operational burden

With the right guidance, the process becomes an accelerator.

FASTx Partners brings a proven framework grounded in FQHC realities, combining advisory expertise, practical tools, and active facilitation to move organizations from uncertainty to confident execution.

For organizations navigating similar challenges, the lesson is clear. The difference between exploration and impact is not just the technology selected, but how the decision is made.

About FASTx Partners

FASTx Partners LLC is a Massachusetts-based fractional executive services firm specializing in healthcare technology leadership. We embed experienced Chief Information Officers into mission-driven health organizations, delivering strategic clarity, operational rigor, and measurable outcomes—without the cost of a full-time hire. Learn more at fastxpartners.com.