MAJOR **HEALTH SYSTEM**

DATA WAREHOUSE ENABLES IMPROVED EFFICIENCY AND HEALTH OUTCOMES

Reliable, Integrated Information Needed
Existing Environment was Mish-Mash of Software and Hardware Platforms

CLIENT

An award-winning healthcare system and premier academic medical center made up of hospitals, health centers, a medical university, a payer organization, and several clinics in the Midwest.

CHALLENGE

Hospital management wanted reliable information on quality and efficiency of care to identify opportunities for improvement, track outcomes, and analyze comparative data. The effort was complicated by the use of multiple financial and clinical systems with different databases running on a variety of hardware platforms and operating systems.

SOLUTION

Working closely with client's IT and business teams, Netra led the effort from the discovery phase and strategy definition through solution design and iterative implementation. In the Discovery phase, we identified individual divisional objectives and mapped them to requirements of the DW solution. The team used existing healthcare provider templates, frameworks, and best practices to quickly come up with a scalable and flexible solution architecture. By linking physician and facility billing information with clinical outcome information, we designed and developed an integrated data warehousing solution. The Netra team also conducted and advised the client in POC's for architecture efficiencies for Data Warehousing and BI initiative.
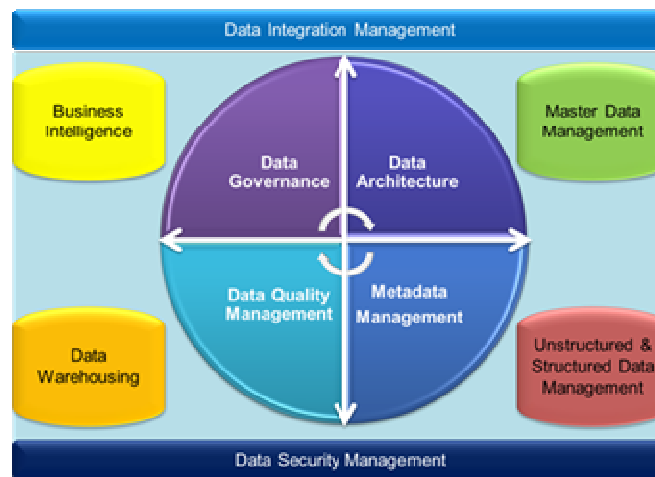
"We have already reduced certain operational expenses and now we have the ability to track and eventually improve health outcomes, which is what it's really all about anyway."

Chief Financial Officer

RESULTS

The flexible and sustainable BI solution included an executive dashboard with consolidated metrics from disparate systems, providing a congruous view of each patient's clinical information tracked over time and tied to financials. This enabled the client to:

- Identify opportunities to reduce costs - by patient care category, patient population, department, and service
- Compare costs for services with other academic medical centers and local competition
- Identify opportunities for improvements in quality of care
- Address customer requests on patient outcome of care metrics
- Establish a common framework to assess and validate data

Netra EIM Framework

VALUE PROPOSITION

- Netra's EIM Framework with templates, baseline models, and best practices
- Healthcare and Insurance industry expertise
- Oracle BI, analytics, and portal expertise
- Effective Program and Project management capabilities

TECHNOLOGY

Oracle, Oracle Discoverer, Oracle Portal, and Informatica PowerCenter