

Reporting & Analytics Solution for a Healthcare Major Enabled Cost Optimization & Improved Quality of Care



SITUATION

The customer was facing low adoption of Tableau dashboards due to performance issues & sub optimal visualizations of the dashboards. The existing system was characterized by lack of actionable business insights along with non-standardized visualizations. They were also not adopting ETL and Tableau industry best practices in their development process.

IMPACT

The business users were using Tableau only as a tool to export data and were not harnessing its power. A lot of time was being spent by the users in analyzing the data and generating insights leading to loss of productivity.

RESOLUTION

ITC Infotech designed responsive dashboards with superior visualizations to solve the business challenges. The solution enabled root cause analysis and provided actionable insights while incorporating industry best processes. ITC Infotech ensured that the solution would address future business needs and solved challenges related to Enterprise Data Warehouse (EDW) and ETL.

The Customer

The customer is one of the largest not-for-profit health systems in the United States, operating across the Pacific Northwest region and few mid-western states. The customer has about 34 hospitals, 22 long-term care facilities and 19 hospice and home health programs served by over 600 physician clinics and more than 690 supportive housing units, in 14 locations. The customer operates more than 250 clinics in neighborhoods, throughout the Pacific Northwest region and few mid-western states.

The customer has more than 1,600 physicians out of a total of more than 80,000 employees, offering expertise in family medicine, internal medicine, pediatrics, obstetrics / gynecology, dermatology and other specialties. It has a health plan that provides health coverage to more than 400,000 members nationwide.



The Need

The customer need was to increase the adoption of Tableau dashboards by improving the visualizations of the dashboards and embedding business analytics in the dashboards in order to provide actionable business insights to the users. They wanted to identify opportunities where it may be required to redesign the dashboards, to better fulfill the data needs of the business users. To reduce the wait times and improve the performance of the dashboards the customer also wanted ITC Infotech to suggest ETL and Tableau industry best practices that should be incorporated in their development processes.

The project covered different functional areas such as Clinical Care, Pharmacy, Supply Chain, Physician & Patient Collaboration and the IT Service Desk.

The Solution

ITC Infotech provided a solution after understanding the current dashboards and identifying their shortcomings. The solution involved redesigning and developing existing reports and dashboards with built-in analysis flows that would enable root cause analysis.

The other key elements of the solution were:

- Provided best in-class data visualization that automates insight generation
- Addressed future business needs
- Incorporated the best practices of Tableau and ETL
- Solved challenges related to Enterprise Data Warehouse (EDW) and ETL

Applications used in the solution were:

- Tableau
- Informatica
- SQL Server

Business Benefits

The solution provided by ITC Infotech provided the following benefits:

- Helped Optimize costs by providing insights on Operating Room utilization, Bed utilization and Inventory Holding costs
- Provided actionable insights to improve Quality of Care by analyzing Readmission rates, Length of stay and Medication administered
- Helped enhance Patient Experience by effectively channelizing physician-patient interaction

ITC Infotech's Data - Infrastructure to Insights Practice

ITC Infotech provides Analytics, Big Data and Information Management services through its "Data – Infrastructure to Insights" line of business. Driven by strong leadership in domain and technology consulting, ITC Infotech provides modern solutions to help organizations harness the value of data. With a strong focus on design and differentiated delivery, ITC Infotech provides cost effective solutions, innovative offerings and customer delight.

In the areas of Healthcare, ITC Infotech focuses on Analytics and Business Intelligence solutions that help organizations provide superior quality of care, enhanced patient engagement, accurate regulatory reporting, and financial and operational excellence.

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