Enhancement of Existing Quality Reporting System Helped an IDN in the US Achieve Actionable Clinical Insights

SITUATION

The customer was facing challenges with clinical insight generation on its existing quality reporting solution. The existing system had a number of issues and defects such as complex calculations and sub optimal application design, which made maintenance difficult and expensive

IMPACT

The customer was incurring huge costs as well as employing a large support team to maintain its Clinical Quality Reporting system. Additionally, the complex calculations of clinical quality measurement hampered timely delivery of service, which in turn hindered the adoption of the system across the business

RESOLUTION

ITC Infotech enhanced the usability of the reporting solution by reducing complexity. The solution provided actionable clinical insights, application and maintenance support while incorporating industry best practices. It led to implementation of many quality measures and programs. ITC Infotech ensured that the solution would address future business needs and solved challenges related to measurement insights

The Customer

The customer is a not-for-profit healthcare organization headquartered in California. The customer has eight physician foundations, namely, cancer centers, regional home health, hospice organization, long-term care centers and 24 acute care hospitals. The customer services major lines of care including cardiac care, women's and children's healthcare services, cancer care, orthopedics, and more.

The Need

The customer wanted to enhance its Clinical Quality Reporting solution to encompass "Value Based Pay for Performance" measures. The project was required to increase the adoption of the Clinical Quality Reporting solution by improving the ubiquity and embedding analytics in the dashboards to provide actionable business insights to its clinical and administrative users. The project required to enhance dashboards for different functional areas such as Pre-Visit, Gaps in Care, RAF Performance and Quality KPI.

The Solution

ITC Infotech understood the pain points in the existing solution and identified underlying data nuances to improve usability. The solution helped customer improve application support as well as maintenance activities.

The solution also helped the customer create new and seamless Clinical Quality measures that churned out clinical insights. It enabled improvement in the application development and support practices. Support and enhancements on multiple channels of the reporting solution, including Pre-Visit, Gaps in Care, RAF Performance and Quality KPI, were also provided.

Applications used in the solution included:

- Sql Server
- Informatica
- MicroStrategy

Business Benefits

- Provided actionable insights to improve Quality of Care by analyzing readmission rates, length of stay, etc.

- Improvement in clinical insight generation process by making the right data available

- Enhancement of dashboards and reports of the existing solution to support MACRA and MIPS

- Building an end-to-end knowledge repository for the system

Population	**Programs**	**Views**
• **Medicare**	• **P4P**	• **Executive**
• **Medicaid**	• **ACO**	• **Pre-Visit**
• **Commercial**	• **AIP**	• **Provider**
	• **Custom**	• **Quality KPI**
		• **RAF Performance**

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.

For more information, please write to:
contact.us@itcinfotech.com

www.itcinfotech.com