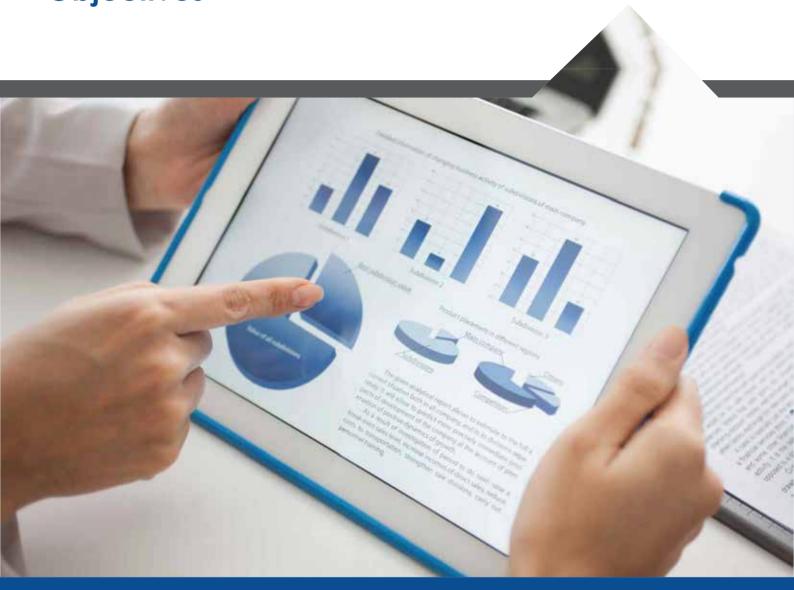# Unified ACO Data Platform Helped an US Healthcare IDN Achieve its Strategic Objectives

SITUATION

The customer, a California head-quartered IDN has established ACO's with multiple leading insurers. The insurer's periodically share data with the customer which can be leveraged to provide deep insights on their patients. The customer faced challenges in processing this data and integrating with their internal systems with an aim to improve quality of care and lower patient costs

IMPACT

The customer was unable to analyze information from ACO partners and bring about improvements in patient health and other operational aspects

RESOLUTION

ITC Infotech provided a solution that combined data from on a unified platform that supported all ACO participants. The solution also ensured minimal impact on the existing reports/dashboards and enabled quicker decision making

The Customer

The customer is a not-for-profit health institution with its headquarters in California. It comprises eight physician foundations, 24 acute care hospitals, cancer centers, a regional home health and hospice organization, long-term care centers, a university and research institutes. The customer's facilities have been providing care in the communities for more than 100 years, partnering with more than 12,000 doctors and caring for more than 3 million people.

The Need

The customer wanted to develop a unified platform that would integrate data from multiple payer systems and support all ACO (Accountable Care Organization) partnerships. They wanted the unified platform to provide more visibility into patient records to assist in the generation of quick actionable insights using dashboards to achieve ACO objectives.

The customer ultimately wanted to enable the ACO program to improve quality of care, improve patient experience and lower patient costs.

The Solution

ITC Infotech implemented a solution that was based on a comprehensive analysis of the entire data landscape of the ACO participants. The solution replaced three individual payer systems with a single consolidated platform. The solution had an automated data flow to

- Minimize the deviation and disruption of the routine participant processes

- Include sequential data loading into database and data mart

- Perform an audit on the database to record errors and data quality problems in a format that would support reports for Data Stewards.

The solution implemented by ITC Infotech used the following applications:

- SQL Server

- EPIC

- Hadoop

- PowerShell

- Informatica

Business Benefits

As a result of the solution implemented by ITC Infotech, the customer derived the following benefits:

- Enabled quick sharing of PHI (protected health information) to ACO participants that helped to achieve ACO objectives

- Helped in quick generation of insights from a single data mart to support better and faster decisions

- Ensured availability of ACO data to BI analysts with a series of dashboards which enabled easy comprehension and Root Cause Analysis

- Reduced manual intervention in various systems to create a single version of truth

- Enabled enterprise data governance by ensuring consistent business rules, data definitions and data integrity constraints in the data model.

- Brought about improved data accuracy, accessibility, consistency, and completeness

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