



# Ochsner Enhances Coordination of Patient Care Using the Informatica Platform

Southeast Louisiana's largest healthcare delivery system standardizes on Informatica technologies to streamline patient care, improve patient outcomes, and increase the value of data at lower cost

## FAST FACTS

### BUSINESS INITIATIVES

- Streamline patient care
- Improve patient outcomes
- Empower patients to be more involved in their healthcare

### TECHNOLOGY STRATEGY

Deployed the Informatica Platform to underpin Epic EMR system, create single, shared view of critical data for business intelligence across the organization, improve data quality, and support data masking

### BENEFITS

- Ensured that patients receive finest possible care
- Enhanced coordination of care throughout region
- Enabled patients, nurses, and physicians to interact and communicate with healthcare providers both inside and outside Ochsner
- Allowed physicians and clinical staff to easily order treatments based on best practices

“Without the Informatica Platform, Ochsner would never have been able to create this health information exchange.”

—Jonathan Stevenson, Enterprise Information Architect, Ochsner Health System

The Informatica® Platform combines everything Ochsner Health System needs to handle all types of data-intensive projects, including enterprise data integration, business intelligence, data quality, and data masking. Southeast Louisiana's largest nonprofit, academic, multispecialty healthcare delivery system has standardized on the Informatica Platform to integrate data from more than 38 clinical, scheduling, and billing systems into Ochsner's new Epic electronic medical record (EMR) system and maximize Return on Data.

The Informatica solution also provides a single, shared view of critical data for business intelligence across the organization, finds and fixes data quality issues, and supports data masking for tests and development. When the integration journey is complete, Ochsner will have every piece of health information available instantly and in real time in one system. Patients will receive the finest possible care and enhanced coordination of care throughout the region. Patients, nurses, and physicians will be able to interact and communicate with healthcare providers both inside and outside Ochsner. Physicians and clinical staff will be able to access complete patient records and easily order treatments based on best practices. Patients will even be able to manage their own appointments, test results, healthcare bills, and patient education from their smart phones.

- Increased time nurses spend with patients
- Introduced single, shared view of critical data for business intelligence and analytics
- Supported accurate, high-quality healthcare data
- Accelerated project delivery with Informatica Velocity integration methodology

## NUTS & BOLTS

- Solutions: Data integration and data quality to support business intelligence
- Products: Informatica PowerCenter® Advanced Edition™, Informatica Data Quality™, Informatica PowerExchange® for ADABAS, UNIX, Windows, JDBC, Oracle, LDAB, SQL Server, Informatica Data Masking
- Services: Informatica Professional Services
- Sources: ADABAS, VSAM and flat files, Web services, Oracle, and SQL Server
- Target: Epic EMR

## Consumer Choice for Healthcare in New Orleans for 16 Consecutive Years

Ochsner Health System is southeast Louisiana's largest healthcare delivery system, with 8 hospitals and more than 38 health centers across the state. Ochsner employs 12,500 staff, including 850 physicians in 90 medical specialties, and conducts more than 300 clinical research trials annually.

Ochsner was an early pioneer of the EMR, introducing a self-developed ambulatory EMR in 1997. And 15 years later, the healthcare provider is entering the next phase of its EMR journey with the deployment of the Epic EMR platform. Epic will take Ochsner's experience with EMRs to the next level, integrating multiple fragmented systems across the organization and ultimately streamlining patient care, improving patient outcomes, and empowering patients to be more involved in their healthcare.

The migration of data from the homegrown EMR system (and an associated Siemens Envision inpatient EMR) was a critical aspect of the Epic deployment. And once the terms data migration and data integration entered the dialog, it wasn't long before the name Informatica was on everyone's lips.

"We based a lot of our decisions about which technology partners to use on advice from Gartner," explains Jonathan Stevenson, enterprise information architect, Ochsner. "It was apparent from the Gartner 'Magic Quadrant' and other research that the Informatica Platform offers best-of-breed data migration, integration, data quality, and other important data management processes all wrapped up in one consolidated solution. The Informatica Platform is everyone's favorite data integration platform."

## Informatica Platform Underpins Epic

Ochsner is using the Informatica Platform to migrate data from mission critical applications into Epic. The organization is also one of the very first healthcare delivery systems to integrate data from a homegrown legacy electronic medical record into Epic. "We had more than 20 years of data sitting in our legacy EMR system and we needed to decide which domains to take across to Epic. We agreed to integrate patient, provider, employee, medication, allergy, and past procedures data, along with more than two years of results data," says Stevenson.

The healthcare provider has an aggressive timeline for implementation. The first site went live in December 2011 (North Shore) and the Ochsner team will launch Epic across the main campus and the majority of other facilities in 2012, finishing with the Baton Rouge region in the first half of 2013. He comments, "As patients move from region to region, both on the ambulatory side and on the inpatient side, and go across town to see a different type of specialist, the Informatica Platform will group all their healthcare data together and help Ochsner deliver better patient care."

Every detail related to healthcare will be quickly and easily accessible to the Ochsner healthcare team, and the care team will have improved access to information about drug-to-drug and drug-to-food allergies so they can make sure the medicines they recommend to patients are the best possible choice. For example, if patients tell their primary care physician about a newly discovered allergy, once the physician enters that allergy into Epic, any Ochsner physician the patient sees will know about this allergy as soon as the record is accessed—whether the patient is in one of Ochsner's health centers, medical centers, or emergency rooms.

The integration of data within the Epic EMR system also supports Ochsner's broader health information exchange (HIE) strategy. Physicians who are neither affiliated nor employed by Ochsner can see what is going on with their patients who have been admitted to Ochsner facilities. Physicians can also choose how they want to be notified of updates in their patients' status—for example, receiving an email to inform them that a patient has been admitted to an Ochsner emergency room or that a lab result is now available. This frees physicians from having to go through Ochsner's information systems department to determine their patients' status.

## Business Intelligence Across the Organization

The Informatica Platform will also underpin Ochsner's business analytics infrastructure. The team has to date integrated more than 22 systems—from human resources to patient care—into a single instance of the Oracle database to provide a single, shared view of critical data for business intelligence across the organization. The initial focus will be on several major subject areas, including capacity management, labor management, provider performance management, generic prescribing, and therapeutic substitutions.

With capacity management, for example, the Informatica technology will integrate provider schedules with other subject areas, such as how many patients on a schedule also have chronic conditions. "Doctors can review their critical metrics from access to performance, and make decisions based on hard data. It all comes down to a much more efficient and effective approach to healthcare management," says Stevenson.

## High-Quality Data with the Informatica Platform

Remarkably, the scope of the Informatica Platform doesn't end there. Stevenson and his team are embarking on a data quality initiative using the Informatica Platform that will help identify where data quality issues lie, fix the inaccuracies, and support accurate, high-quality healthcare data. The Informatica Data Quality™ component of the Informatica Platform (as part of a future blended master data management strategy) will find and fix data quality issues across the entire lifecycle of healthcare, including on-boarding employees, managing registrations, and supporting patient fitness programs. "Improved data quality is the first step toward a broad master data management strategy, which will ensure an enhanced, seamless experience—not just for our patients and employees, but also our community physicians and other stakeholders," he says.

There's more. Ochsner plans to use the Informatica Platform to mask medical record information from the production environment, in support of secure, compliant testing and development. According to Stevenson, "The Informatica Platform is a remarkably efficient 'soup to nuts' solution: one unified solution delivering everything from enterprise data integration and data quality to data masking and partner integration."

When Ochsner decided to implement Epic, the organization called upon Informatica Professional Services<sup>SM</sup> to provide the knowledge transfer on data integration processes, data quality, and data masking. The Informatica Velocity<sup>SM</sup> integration methodology has guided Stevenson's team in implementing the enterprise data management infrastructure, including enterprise strategy and project-level best practices, together with a library of tools, resource materials, and templates to eliminate rework and redesign and to accelerate project delivery. "Without the Informatica Platform, Ochsner would never have been able to create this EMR or health information exchange," Stevenson concludes.

## Learn More

Learn more about the Informatica Platform. Visit us at [www.informatica.com](http://www.informatica.com) or call +1 650-385-5000 (1-800-653-3871 in the United States).

## About Informatica

Informatica Corporation (NASDAQ: INFA) is the world's number one independent provider of data integration software. Organizations around the world rely on Informatica to gain a competitive advantage with timely, relevant and trustworthy data for their top business imperatives. Worldwide, over 4,630 enterprises depend on Informatica for data integration, data quality and big data solutions to access, integrate and trust their information assets residing on premise and in the Cloud. For more information, call +1 650-385-5000 (1-800-653-3871 in the U.S.), or visit [www.informatica.com](http://www.informatica.com).



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