



Informatica®



Hackensack
Meridian Health

Creating Connected Healthcare Experiences:

Hackensack Meridian Health Masters
and Catalogs Patient Data

*"This is truly a life-saving initiative for us.
Informatica enables the entire continuum of care,
allowing us to take care of our patients and their
families the best way we can."*

Dharam Padhaya

Principal Architect, Data Science and Analytics,
Hackensack Meridian Health



Goals

Address rapid growth through mergers and acquisitions (M&A) by reconciling patient data from multiple electronic medical records (EMR) systems

Identify services provided to patients throughout a network of 23 hospitals to demonstrate the continuity of care

Empower employees to locate the patient data they need faster and understand exactly where it came from

Solution

Master patient data from many EMR systems (Especially EPIC-Clarity) and numerous physician credentialing systems using Informatica Multidomain MDM

Route mastered data back to disparate EMR systems so that they all display a consistent view of the patient and a complete record of their care

Use Informatica Enterprise Data Catalog to automatically catalog metadata from 15+ data sources, including Epic EMR, and track its lineage

Results

Reduced the total number of patient records by 49 percent, from 6.5 million to 3.2 million

Enhances outcomes by connecting siloed patient encounter data across duplicates including the entire episode of care for each patient, doctors seen, lab tests, hospital procedures, and follow-up visits

Provides scale and speed in discovering, understanding, and validating millions of data assets regardless of where that data resides

Business Requirements:

- Master multiple data domains, including patients, providers, and locations
- Enhance healthcare analytics capabilities to improve preventative care
- View relationships among patient data to gain insights into population health

About Hackensack Meridian Health

Hackensack Meridian Health is a leading not-for-profit health care organization that is one of the most comprehensive and truly integrated health care networks in New Jersey, offering a complete range of medical services, innovative research, and life-enhancing care. Hackensack Meridian Health comprises 23 hospitals, including academic medical centers, children's hospitals, community hospitals, and rehabilitation hospitals. It also has more than 450 physician practices and patient care locations including surgery centers, home health services, long-term care and assisted living communities, ambulance services, lifesaving air medical transportation, fitness and wellness centers, rehabilitation centers, and urgent care facilities.



Informatica Success Story: Hackensack Meridian Health

A distinguished leader in healthcare philanthropy, earning national recognition for its charitable foundations, Hackensack Meridian Health is the largest health system in New Jersey. With approximately 36,000 team members and more than 7,000 physicians, Hackensack Meridian Health is committed to the health and well-being of the communities it serves.

With a mission of creating and sustaining healthy and vibrant communities and making high-quality health care more accessible, convenient, and affordable, Hackensack Meridian Health has grown through mergers and acquisitions. Each time it acquires a new healthcare provider, it inherits a new electronic medical record (EMR) system along with different physician credentialing systems. Although the goal is to get all hospitals onto a centralized EMR system, Hackensack Meridian Health needed a way to reconcile patient data to move to a standardized system, as well as fill a gap in the interim by creating a trusted source of patient data that would enable better continuity of care throughout its network of existing EMR systems.

Instead of building point-to-point, application-specific data feeds, Hackensack Meridian Health wanted to master and catalog its patient data across its facilities and services to identify and view the entire episode of care—the set of services provided to treat a clinical condition—for each patient. This involved bringing in data not only from multiple EMRs, but also medical imaging systems, financial systems, data warehouses, and databases.

"Our primary goal is to take care of the patient," says Dharam Padhaya, Principal Architect, Data Science and Analytics, Hackensack Meridian Health. As a health network with 17 hospitals and more than 500 patient care locations, we are committed to full integration throughout the system. With multiple EMRs, we wanted to take a proactive approach to data management so we can identify each patient across the network, recognize prior and ongoing treatments, and provide the best possible outcomes and deliver value.

An End-to-End View of Patient Care

A long-time Informatica PowerCenter user, Hackensack Meridian Health chose Informatica MDM to consolidate its silos of patient data into a centralized repository. To accelerate time to value, it engaged Infoverity, an experienced Informatica partner, to manage the deployment.

"We chose to augment our team with experts from Infoverity, and they turned out to be a very effective partner for us," says Padhaya. "They helped us understand all the features of Informatica MDM that we can take advantage of and allowed us to realize value much faster. We mastered our entire patient domain in just four months, consolidating 6.5 million records down to 3.2 million."



"Informatica Enterprise Data Catalog is helping our digital transformation succeed because it allows employees to locate the data they need faster and understand exactly where it came from. The return on investment is very high."

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Principal Architect, Data Science and Analytics, Hackensack Meridian Health

Once patient data from disparate EMR systems and physician credentialing systems are standardized, deduplicated, and subjected to embedded data quality checks in Informatica MDM, it is routed back to all of the EMR systems, enabling them to display an identical and consistent view of each patient across the network.

"Mastering our patient domain with Informatica MDM allows us to identify and view the entire episode of care for a patient," says Padhaya. "We can see all the doctors that a patient went to, what they had done, which lab tests and hospital procedures they had, and what their follow-ups were."

With a unique view of each patient and a complete record of their care, Hackensack Meridian Health can track patients and view relationships among patient data to gain insights into individuals requiring wellness visits or who might be at risk for certain conditions, as well as population health trends. Informatica MDM also helps make data accessible for analytics; for example, the health system can identify services needed by a certain patient population, such as within a specific zip code, and expand the services it provides in that area.

Cataloging Data for Digital Transformation

In addition to mastering data, Hackensack Meridian Health wanted to build an AI-powered data catalog to better understand where data resides, who owns it, whether the data is certified, and whether it contains sensitive information. It wanted an automated solution that would enable easy data discovery, without draining precious time and resources, as well as integrating with their governance, Axon Data Governance.

"An enterprise data catalog is an essential component of any digital transformation, especially in healthcare during a pandemic," says Padhaya. "In order to build new data services to improve patient care, we need to understand lineage, dependencies, and terms at a granular level, and rapidly discover and profile the data."

To scan, classify, and organize millions of data assets from more than 15 systems, including Epic EMR, Hackensack Meridian Health deployed Informatica Enterprise Data Catalog, which provides complete tracking of data movement and end-to-end visibility into the lineage.

"Informatica Enterprise Data Catalog and Informatica Axon Data Governance are helping our digital transformation succeed because they allow employees to locate the data, they need faster and understand exactly where it came from," says Padhaya. "The return on investment is very high because we can easily visualize how data flows through various healthcare and financial systems without investing a lot of time."





Inside The Solution:

- Informatica Axon Data Governance
- Informatica Enterprise Data Catalog
- Informatica Multidomain MDM
- Informatica Data Quality
- Informatica PowerCenter

Responding Faster to Patient Needs

Moving forward, Hackensack Meridian Health will use Informatica MDM to master provider and location domains, making it easier to manage its provider population alongside patient needs. By linking and mastering providers, locations, and patients in a single system, Hackensack Meridian Health will be able to deliver care wherever it is needed, and by the right practitioner.

“Our main goal is to provide information to each of the physician practices and their patients, and to have that attribution running so they know exactly who their patients are,” says Padhaya. “Informatica MDM is helping us get to that place.”

For instance, if busy hospital emergency room staff enter incorrect patient data into the EMR, embedded data quality rules correct the data so that a patient can be associated with an existing record instead of creating a new patient record in the system. The solution also provides a stronger foundation for healthcare analytics to improve preventative care and uncover opportunities to provide better care for patients and populations with chronic conditions.

“This is truly a life-saving initiative for us,” says Padhaya. “Informatica helps enable the entire continuum of care, allowing us to take care of our patients and their families the best way we can.”

Digital transformation is changing our world. As the leader in enterprise cloud data management, we’re prepared to help you intelligently lead the way. To provide you with the foresight to become more agile, realize new growth opportunities or even invent new things. We invite you to explore all that Informatica has to offer—and unleash the power of data to drive your next intelligent disruption. Not just once, but again and again.

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