



Multi-Hospital
Health System

Enhancing Patient Outcomes:

Bringing Automation to Medical
and Wellbeing Services



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Director of Enterprise Information Management
Multi-Hospital Health System

Goals	Solution	Results
Creating transparent physician relationships and improve quality of care delivered to patient	Consolidate legacy data sources using Informatica Intelligent Data Integration	Allows enterprise data to be used for the creation of new patient services
Establish a more efficient data governance program and enhance marketing capabilities	Create a single source of data truth with Informatica Intelligent Master Data Management	Helps unify an organization that has grown through multiple mergers and acquisitions
Improved business agility during mergers and acquisitions to drive rapid growth	Automate data governance procedures using Informatica Axon Data Governance	Frees the information management team to support other areas of the business

Business Requirements:

- Use data to support medical research and the development of new services for patients
- Help ensure that the data governance program will be effective across an organization that continues to grow
- Design a data platform that can scale to data and application complexities with further acquisitions

About the Multi-Hospital Health System

The Multi-Hospital Health System serves patients and communities across central Pennsylvania. Today, the organization serves more than 1,100 physicians at 63 office locations and is a regional leader in hospitals and health care centers.

Central Pennsylvania citizens of all ages rely on this world-renowned Multi-Hospital Health System for their health care and day-to-day wellbeing. The organization prides itself on offering patients the widest choice of services, therapies, and treatments for virtually any health issue.

They have grown steadily by acquiring local medical institutions and specialist organizations, helping to enhance its health care capabilities and extending the range of services it offers to patients. The additional breadth is also accelerating the deployment of telemedicine and internet-based services for patients who prefer to receive medical advice or treatment at home, or on an outpatient basis.

Seizing the opportunity to consolidate

A result of the Multi-Hospital Health System's growth by acquisition, the number of disparate IT and patient data systems that have been added to its IT network—each with its own set of manual data tracking processes. However, the situation presented them with an opportunity to collaborate and initiate changes that would benefit the health system's long-term goals. The organization devised a five-year roadmap to consolidate data from its legacy systems onto a single, automated and powerful platform.

"You've got to think differently as a health care system," says the Director of Enterprise Information Management. "When you have multiple institutions, master data is vital for everything from collaboration and research, to tracking the performance and quality of patient services, and data governance. We needed a platform that could scale and evolve with us as we grew."

The Multi-Hospital Health System considered several options to help meet these objectives and selected Informatica over other solutions because of the breadth of its capabilities, including data integration, master data management, data governance, data quality, and big data.

"Informatica not only met our data requirements, but the team took the time to understand our organizational and business challenges," comments the Director of Enterprise Information Management. "There was enthusiasm for what we wanted to accomplish, and we see Informatica as a long-term partner on our data journey."

Creating a single source of data truth

As a first step, Informatica Intelligent Data Integration was deployed to consolidate the data from the Multi-Hospital Health System legacy applications and systems into a new, central data warehouse. Informatica Intelligent MDM, along with Informatica Data Quality, meanwhile, were used to create a master view of enterprise data that could be easily accessed by organizational users and academic researchers.



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Inside The Solution:

- Informatica Axon Data Governance
- Informatica Enterprise Data Catalog
- Informatica Intelligent Master Data Management



The Physician master list spanned the entire health system, including all entities and physician groups. “We share that data with other researchers. And because of the infrastructure we’ve put in place, our institution has won additional grant funding for additional research based on our ability to do that,” states the Director of Enterprise Information Management.

Data governance was another key requirement. They implemented Informatica Axon Data Governance to engage technical and business stakeholders and create a process for governing organizational data.

“When we first saw what Informatica Axon Data Governance could do, we knew it would be a game changer,” says the Director of Enterprise Information Management. “Whereas before, we managed governance manually through spreadsheets and SharePoint, with Axon Data Governance, we can automate and integrate enterprise data tracking and monitoring.”

Providing a foundation for future service development

In addition, Informatica Enterprise Data Catalog is being deployed to document our organization’s wealth of enterprise information, and to transform it into a comprehensive resource for end users.

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The future continues to look bright for the Multi-Hospital Health System. The next phase of their Multi-Domain MDM investment will be focused on mastering employee, patient, reference data, and asset and supply chain data.

They conclude: “It’s exciting to see the potential ahead. With Informatica, we’ve put in place the infrastructure to realize the value of the patient and research data we have, and as a result, I believe we’re on the brink of game-changing new capabilities that will help us improve outcomes for patients.”