Data-Driven Healthcare:

National Health Plan Redefines Patient Engagement with a Unified View

"Our caregivers are committed to providing convenient, accessible, and affordable healthcare for all. Informatica is helping us accomplish that mission by utilizing data more efficiently."

Director of Data Services
National Health Plan

Goals	Solution	Results
Create a single source of truth, enhancing patient care and safety by improving accessibility of information and identifying duplicate patient records	Establish a golden provider master record for all data assets with Informatica Master Data Management	Reduces duplicate patient records by 86% by integrating enterprise master patient index with other data sources
Enhance trust in data and support strategic healthcare initiatives with reliable analytics and data governance based on industry best practices	Automate data integration across systems such as provider credentialing and electronic medical records using Informatica PowerCenter	Helps enable population health and regional efforts that require sharing EMR data
Improve time to business value by enabling staff to spend more time analyzing and using patient data instead of extracting, merging, validating, and cleansing data	Use Informatica Data Quality to automate quality checks for clean, trusted patient data	Frees up stakeholders to analyze and use data strategically with standardized KPIs and automated reporting

Business Requirements:

- Integrate with 18+ sources containing 10 million patient records

- Keep up with 10% to 15% annual patient data growth

- Publish data quality metrics and metadata glossary

About National Health Plan

This National Health & Services Plan is a not-for-profit Catholic network of hospitals, care centers, health plans, physicians, clinics, home health care and affiliated services guided by a Mission of caring that began in the American West more than 160 years ago. As part of the integrated delivery system of a larger Health & Services Organization, they support health coverage to more than 375,000 members nationwide.

Informatica®

Informatica Success Story: National Health Plan

This National Health Plan is part of the integrated delivery system of a larger Health & Services Organization, providing health coverage to more than 375,000 members nationwide. Responding to the needs of the community by offering insurance for commercial groups, Medicare, Medicaid, individuals and families, this National Health Plan is one of the few providers with a five-star Medicare rating.

Following the passage of the Affordable Care Act (ACA), National Health experienced significant growth in the number of insureds under its two health plans, with membership growing 10 to 15 percent annually for the past five years. The daily patient volume put a strain on the complex IT ecosystem that National Health had developed over the years, in which multiple point-to-point solutions connected applications.

Simultaneously, National Health wanted to enhance patient care and safety by improving the accessibility of information and identifying duplicate patient records across its MEDITECH electronic medical records (EMR) and other systems. It also needed to support strategic initiatives within the health system with reliable analytics and data governance based on industry best practices. Enabling its data services team to spend more time analyzing and using data instead of extracting, merging, validating, and cleansing became a priority.

"We realized that as we grow and our business increases in complexity, we needed an approach to managing data that would be more sustainable," says the Director of Data Services at National Health Plan. "We had a need for good quality data for conducting business operations as well as reporting and analytics, so we set out to establish a formal, enterprise-wide data quality and data governance initiative."

Keeping data healthy and actionable

As new applications and vendors were introduced to address business needs, system complexity had increased substantially. The result was a data management challenge that would limit ongoing business success if it remained unsolved.

Historically, National Health relied on Microsoft SQL Server and connected its disparate systems with many manual, hand-coded integrations. Stored procedures and one-off SQL code made it difficult to maintain connectivity across applications over the long term, and reuse was difficult. When delivering a project or data set, the data services team had to track the lineage to ensure that the data was correct. National Health solved this challenge by using Informatica PowerCenter and Informatica Data Quality to create a metadata-driven integration architecture.

"After we deployed Informatica PowerCenter and Data Quality, we saw the rate of application development increase and become much more quality conscious," says the Director of Data Services. "For our business users, that means they get their results back sooner than in the past. For IT folks, that means easier maintenance. With Informatica, we gained both speed and trust."

With a wealth of data it needs to understand about members, locations, care providers, and products, National Health decided to use Informatica Master Data Management (MDM) to master multiple data domains, including Provider, Location, Member and Product.

"We looked into multiple vendors, but we wanted to partner with an industry leader in data integration and management," says the Director of Data Services. "We realized that if we chose Informatica for MDM as well as data integration and data quality, we could effectively execute all the projects and initiatives on our roadmap and quickly show value to the business."

Building a golden master record

National Health is now using Informatica MDM to establish a golden master provider record for all data sources. It also automated data integration across disparate systems, including its provider credentialing system and MEDITECH EMR, and used Informatica Data Quality to automate data quality checks.

"We are in the process of completing the project for master data management that will provide us with a single, integrated, golden copy of our master domains," says the Director of Data Services. "Informatica will eliminate a lot of the manual work of putting the data into the systems, as well as getting clean, consistent, and rich data to our business users."

Informatica MDM has also enabled National Health to publish a dashboard of data quality metrics to proactively identify and resolve problems pertaining to patient identification, duplicate provider IDs, and abandoned clinical records. It's also developing a metadata glossary for business users with field definitions and data lineage for metrics around re-admission rates, surgical procedures, and, more specifically, pressure ulcer progression as a test use case.

"Informatica solutions are market-tested and technologically mature, giving us the ability to integrate with other platforms much more easily," says the Director of Data Services. "In addition to MDM, the Informatica solutions we've implemented help us to do a lot more than move data from point A to point B. We can capture metadata, reuse it, and implement data quality and governance."

Inside The Solution:

- Informatica Multidomain MDM
- Informatica Data Quality
- Informatica PowerCenter

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Reducing duplicate records by 86 percent

Using Informatica MDM to integrate its enterprise master patient index with more than 18 sources containing 10 million patient records, National Health has already reduced duplicate records by 86 percent on its way to creating trusted data for the business to use. MDM will also help enable population health and regional efforts that require the sharing of EMR data. Meanwhile, it gives the data services team more time to analyze and use data strategically with standardized KPIs and automated reporting.

"We've seen a change in the mindset of IT employees as well as our business partners," says the Director of Data Services. "Before, we were creating a solution for each particular problem, and that solution not only reinforced creating data silos, it could not be reused. With Informatica, we can create solutions that are reusable, require less maintenance, and deliver a single source of truth with much greater awareness of data quality. The organization's level of trust in our data is increasing day by day."

Furthering a noble mission

With consistent and trusted data, National Health can continue its mission of serving the poor and vulnerable in the American West, a tradition it has maintained for more than 100 years.

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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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