



State Health Care
Network

Navigating Value-Based Care:

State Health Care Network Masters Provider Data
to Enhance Patient Care and Manage Risk

“Accurate data is critical to keeping patients healthy, and Informatica is instrumental in supporting our transition to value-based care.”

Director of Enterprise Data Intelligence
State Health Care Network



Goals

Minimize patient re-admissions to help improve patient outcomes, reduce cost of care, and better manage the business risks of value-based care

Improve the quality of patient data to help avoid missed communications and provide better customer service and patient care

Integrate and deliver provider and patient data quickly, efficiently, and cost-effectively to enhance regulatory reporting, while minimizing audits

Solution

Enrich patient records with provider data using Informatica Master Data Management (MDM) to capture data from 10 different systems

Run automated quality checks on patient and provider data using Informatica Data Quality

Use Informatica PowerCenter to pull patient and provider data together for analysis and reporting without hand coding

Results

Reduction in re-admissions, improving patient experiences while reducing costs and business risks associated with value-based care

Keeps patient data complete and up-to-date, helping the State Health Care Network provide timely communications and exemplary customer service

Enables timely and accurate regulatory reporting, helping the healthcare system avoid audits and stay focused on patient care

Business Requirements:

- Categorize external healthcare providers and their relationships
- Master multiple healthcare data domains

About the State Health Care Network

With more than 19,000 employees, this State Health Care Network is Connecticut's most comprehensive health care network, offering the highest standards of care for cancer, heart and vascular services, neuroscience, orthopedics, and urology.



Informatica Success Story: State Health Care Network

This State Health Care Network is a fully integrated health system that includes two teaching hospitals, an acute-care hospital and trauma center, an array of senior care services, and an accountable care organization. Between its emergency department and primary care facilities, the State Health Care Network sees approximately 900,000 patient visits per year, or more than 2,400 per day on average.

Like many healthcare systems, the State Health Care Network is navigating rapid change. Rising healthcare costs in the United States have led to payment reform, changing the way insurers and the government pay healthcare providers. In an attempt to limit payment increases, value-based models of care are slowly replacing the traditional fee-for-service reimbursement model. While value-based models have the potential to improve the quality of patient care by rewarding providers for improving patients' overall health, they also introduce a new element of risk. If a patient is re-admitted, for example, in most cases the hospital assumes responsibility and will not get paid.

"Under value-based care, our responsibility is not just to treat the problem that a patient came in with, but to keep them healthy even as they interact with other healthcare providers," says the Director of Enterprise Data Intelligence at the State Health Care Network. "Having a clear view of provider data is critical not only for understanding the factors behind longer hospital stays and re-admissions that can increase the cost of care, but also in keeping patient and provider satisfaction high."

Delivering trusted patient and provider data faster

Until recently, data at the State Health Care Network existed in silos and in a wide variety of formats, spread across diverse internal systems including accounts payable, human resources, purchasing, payroll, and inventory. Pulling data together for analysis and reporting was complex and costly, usually involving time-intensive hand coding. Employees did online searches and scoured databases trying to figure out if the information they had on providers was correct.

To enhance regulatory reporting and keep employees focused on patient care, the State Health Care Network began using Informatica PowerCenter to integrate and deliver data quickly, efficiently, and cost-effectively, without hand coding. The organization also runs automated quality checks on patient and provider data using Informatica Data Quality to enable better communications and service.

"Informatica PowerCenter is definitely paying for itself in terms of time savings," says the Director of Enterprise Data Intelligence. "Any time there is a data transformation issue, something that we have to solve, we go to Informatica first."



"Informatica MDM gives us a trusted view of the providers that interact with our patients, even if they're not affiliated with the State Health Care Network. We've created a well of pure, clean provider data."

Director of Enterprise Data Intelligence

State Health Care Network

However, gaining visibility into provider data required a Master Data Management (MDM) approach. After evaluating several solutions, the State Health Care Network selected Informatica Multidomain MDM to capture data from 10 different sources: 5 internal systems, 4 external provider systems, and a subscription-based data source.

"We wanted a true multidomain MDM solution that we could use to master our provider data and then move on to other domains such as suppliers, locations, and employees," says the Director of Enterprise Data Intelligence. "Informatica offered us a great product and a great partnership, with strong knowledge of the healthcare industry."

Enhancing patients' overall health

Using Informatica to deduplicate and combine data into a master data record for each provider, the State Health Care Network enriches patient records with trusted, actionable information and categorizes its relationships with external providers. Caregivers can use that information to identify factors that might contribute to re-admittance or longer stays, and communicate that information back to external providers to help improve patients' overall health. If training needs to be extended to providers, they can quickly identify the need and offer whatever resources are necessary.

"Informatica MDM gives us a trusted view of the providers that interact with our patients, even if they're not affiliated with the State Health Care Network," says the Director of Enterprise Data Intelligence. "We've created a well of pure, clean provider data, including contact information and admitting rights. Providers no longer call us and say 'hey, our data is wrong, what's going on?'"

Since beginning its MDM initiative, the State Health Care Network has already seen a drop in re-admissions, enhancing patient experiences while reducing the costs and business risks associated with value-based care. Patient and provider satisfaction have increased significantly, while employees spend much less time managing the data.

"With Informatica MDM, we are better able to understand who the next care provider is when we transition a patient out of an acute care setting or out of the emergency department," says the Director of Enterprise Data Intelligence. "That provider is now responsible for the patient's care, so the accuracy of that information and the ability to get that information out to the provider quickly are very important for the continued care of the patient."





Inside The Solution:

- Informatica Multidomain MDM
- Informatica Data Quality
- Informatica PowerCenter

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Reducing business risk and costs

By keeping patient data complete and up-to-date, the State Health Care Network can send timely information to patients about their health and continue to provide exemplary customer service. The Informatica solution also enables accurate regulatory reporting with less manual work, helping the healthcare system avoid audits while keeping employees focused on patient care. “Informatica support has stayed with us the whole time. They’re always willing to get on a call with us to help resolve issues or enhance our experience with a new feature. They’ve been very helpful,” says the Director of Enterprise Data Intelligence. Next, they plan to use Informatica MDM to master supplier data to identify duplicate suppliers and reduce its procurement costs for medical supplies.

“Accurate data is critical to keeping patients healthy, and Informatica is instrumental in supporting our transition to value-based care,” says the Director of Enterprise Data Intelligence. “It’s helping us manage business risk, reduce costs, and improve our communications with external providers.”

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