

Care Delivery & Disease Management

Top 3 Multi-Specialty Hospital system

Datavibes helped the hospital system :

- Implement a "distributed care" delivery model
- Implement the Balanced Scorecard for all around growth
- Reduce the medical-surgical length of stay by 6%
- Reduced the dispensing error rates by 85%

Company Profile

The client is a university affiliated multi-specialty hospital system with over 7000 beds in 11 hospitals and 20 countries. The hospital has achieved consistently high patient satisfaction scores for in-facility care. In addition hospital has made significant progress in off-facility preventative care and disease management.

Business Needs

When Datavibes was introduced to the hospital management team, it appeared that they had set conflicting objectives for themselves, The hospital management was on an interesting quest. "How do we reduce the hospitalization rates and improve patient care and profitability"

Datavibes was hired to develop a data sharing platform that would enable the hospital to focus more on preventative care and collaboration among various health facilities

The hospital was looking to:

- Roll out a best practices care model
- Reduce the patient readmission rate to the industry min ~ 7%
- Better collaborate with the research agencies on outcomes data.

I2I... Transforming information to insight

Datavibes has helped the company develop key analytics for:

- Increased net margins at a faster rate than the net patient care
- Patient flow, specialty access, mortality, reliability and patient-centeredness
- Performance improvement in patient mortality, stay, and reliability

Solutions approach

Datavibes was engaged by the IT team to develop Balanced Scorecards to track data on things like patient falls, hospital acquired infections and patient mortality.

The team wanted extensive root cause analysis capabilities to look at the data at the lowest level of detail, understand statistical relations, variances and care improvement opportunities.

The leadership team at the hospital extended the Business Intelligence and Analytics to make patient centeredness the core theme organizational changes. Senior leaders were made responsible for care improvement, quality and outcomes improvement, high-risk measures improvement for anesthesia, new-out-of-OR etc.

Datavibes helped the hospital implement a data integration and analysis application that pulls data from over 35 sources into a single repository so as to track efficiency, effectiveness, and safety metrics. The Scorecard also presents comparison data from various benchmarking partners and trade associations. It also shares its quality data through various state and National websites like CMS, the Leapfrog Group and state government agencies.

Datavibes deployed the applications for:

- Identifying progress across various key patient care data, like length of stay, care steps, satisfaction, attendant care and comfort, flow, mortality etc.
- Developed key financial and inter-related quality data measures
- Helped develop over 50 scorecards

The following technologies were used for the project:

- Oracle Database
- SAS Performance Management