

# Data Warehouse & Business Intelligence Assessment for Healthcare Organization

A health plan client located in the mid-west provides affordable and high quality healthcare for its customers across multiple States. The client needed a comprehensive Data Warehouse (DW) assessment to evaluate their current status and capacity with respect to their environment, business intelligence flexibility, and business user's confidence in the data-driven decision process.

## Challenge

1. Business users don't have self-service BI that can create reports and dashboards with a few clicks of a mouse.
2. Data Warehouse and Business Intelligence processes were limited and immature.
3. Lack of knowledge about best practices within the industry.
4. No dedicated team to execute DW/BI projects.
5. Executive support was lacking on DW and BI initiatives.
6. Not responsive enough to the healthcare market as per current industry requirements.
7. Need to modify and improve the Business Intelligence strategy to overcome these prevailing issues.

## Solutions Provided:

1. The expertise to develop a robust, sustainable, reliable and scalable Business Intelligence program.
2. The ability to improve and enhance business definitions, measures, and Key Performance Indicators (KPIs) with data restructuring, data governance, and a redesigned ETL process.
3. The capability to deliver value in a timely and consistent manner.
4. Utilized industry best practices and DW/BI skills to enable flexibility in designing ETL and Reporting processes.
5. Project management to support:
  - a. Project Oversight
  - b. Data Governance
  - c. Dedicated IT professionals
  - d. Effective communication
  - e. High-Level / Detail-Level documentation
  - f. Monitoring of daily data warehouse operations

## Results

7. Actively engaged executive leadership
8. Improved Data Quality and confidence by addressing the root causes.
9. Outsourcing non-core technical competencies
10. Empowered the IT team to enhance DW/BI skills, industry best practices to support their business teams.

11. A well-managed project architecture that created a solid foundation and enhanced Business Intelligence analytics.
12. Efficient and effective project planning & management
13. Support for agile development and continuous improvement

## Summary

The client was able to understand, through CDS' assessment and road map process, that their business users were currently unable to use their available data (KPIs data) to the maximum potential. They had trouble validating and reconciling data across multiple databases, their processes were unresponsive and not scalable, and the required updates were not easily traceable. The company's reporting tools (Ad-hoc SQL & SSRS) needed more technical expertise than what the business users possessed. These challenges created frustration in the form of time delays and reduced confidence in data-driven decisions.

The healthcare client required a holistic view of their patients, which would include summarized claim data, patient encounters documented, and data aggregated by key factors. The company had to provide proactive health management, effortless internal access to provider and cost data, and similar analytics in order to improve current operations. They also needed their data warehouse to provide data to make them aware of the emerging healthcare market trends to create new grants and encourage growth.

CDS assisted the client in understanding and accepting that it needed better analytics and a more comprehensive business intelligence solution. The client was aware that its existing DW structure required multiple enhancements, while maintaining its current platform.

CDS provided support for business users and give them consultation on best practices. In addition, CDS provided support for IT resources to upgrade their BI/DW environment which included re-designing the data structure, optimize ETL process and enhance reporting. CDS aligned their data warehouse design with the client's business processes, which benefited the client to leverage more of the business intelligence solution. This included a comprehensive road map that indicated key milestones and expert BI/DW resources.



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