

Health Care Analytics & Data Management: Optimization of Data Loading & Reporting Tools

The Challenge

The client owned a suite of products (both solutions and platforms) covering patient engagement, population health management, care analytics, digital marketing and consumer engagement. These products were designed to work with large volumes of health care data and exchange large loads of data with other applications. However, technical challenges prevented the client from resolving data management issues and optimizing data exchanges for a few of the products.

Our Approach

We resolved data management and data optimization problems. These issues included long data exchange downtimes due to high data volume, which affected staff productivity levels; a need for smoother data management processes (inconsistent product data refresh timelines often caused a need for manual intervention); and a need for better processes regarding data exchange anomalies.

The emids Business Intelligence and Data Management practice is dedicated to solving challenges related to health care data management. The practice provides technology-enabled solutions and drives business operations efficiency. In this case, a specialized BIDM team was set up to analyze, solve and implement solutions to each of the specific challenges above across the three product lines. As a result, the team was able to:

- Optimize data loading processes by 30 percent for each customer implementation
- Enhance the platform by automating the data management process and instilling test automations, which improved turnaround times for data processing by over 40 percent
- Transform data process reporting to an online mode by automating

Value Addition for the Customer

- Use of accelerators and frameworks for quick problem understanding and resolution

Provider Capability

Healthcare Analytics and Data Management

Customer Profile

A product organization providing integrated digital consumer engagement platforms to providers, employers and payers

Services and Solutions Rendered

Optimized and automated data-loading processes for three health care management products