Profisee Customer Success: 3rd Largest Non-Profit Healthcare System

How Profisee helped them achieve their Insight Driven Enterprise.

INDUSTRY
HEALTHCARE

MDM DOMAIN
PROVIDER
PATIENT

Comprising a diverse family of organizations and driven by a belief that health care is a human right, this health system serves patients everyday with the goal of improving the health of the communities, especially those who are poor and vulnerable. They are the 3rd largest non-profit health system in the U.S. with acute care hospitals, medical groups, a large health plan, and extended partnerships in more than 7 states.

US $1.6 BILLION
COMMUNITY BENEFIT

58,000
PROVIDERS & NURSES

111,000
CAREGIVERS

Master data management (MDM) is a comprehensive method of enabling an enterprise to link all of its critical data to a common point of reference.

CHALLENGES

Managing Many Data Sources & Producing One Source of Provider Data

- **Critical Provider data was fragmented** across the organization in a variety of different systems. Needed to partner with data owners to manage key attributes for all Providers across all systems.
- **Needed a centralized location** to manage all critical provider data.
- **Needed standardized values to drive analytics** including predictive modeling, and product/app development.
- Needed to **replace** the effort to **manually join data from more than 50 credentialing sources,** multiple reference source systems, and multiple EMRs.
- Needed to create a **simple way to supply data to downstream systems** for day-to-day operations for more than 25,000 active providers.
- Needed to **centralize the management of data quality** for key provider demographic information.

STRATEGY

Create Centralized Source of Master Data

- **Develop master data from provider data systems** to offer **daily updates** across the Health System.
- Develop standardized values for reporting and analytics including degrees, education, specialties, practice locations, and more.
- Develop **data quality monitoring for onboarding/credentialing** providers.

OUTCOMES

- **Data quality** for provider data increased to 98% completeness.
- **Created Provider Source of Truth** - single pipeline of provider data for the organization.
- Organizationally, the **MDM data is used by more than 200 teams and projects/programs** as the ongoing data source for Providers and Location data.
- Master Data Management (MDM) has become one of the **key strategies the executive team** uses to manage the business.