

HCL HELPED A LEADING EMR PROVIDER ESTABLISH A NEW LINE OF BUSINESS WITH REVENUES OF \$100 MILLION



THE CLIENT

The client is one of the largest public companies in US focused exclusively on healthcare information technology. Headquartered in Chicago, the client offers healthcare providers across the care continuum a complete portfolio of clinical, financial, population health management, transaction and managed IT services and other solutions. The client does business in eleven countries with industry leading client base of 180,000 physicians across approximately 45,000 ambulatory facilities, 2,500 hospitals and 13,000 post-acute organizations.



CHALLENGES FACED BY CUSTOMER

The customer wanted to leverage the existing data and monetize it by selling it to other predictive modeling and on-demand BI type companies. The client also wanted to identify use cases where CROs, Payers, Pharma companies could benefit from the modeling. However the client was facing the following challenges while attaining the above objectives:

- Heavy usage of existing data stores housing clinical (EMR), claims (RCM and clearinghouse systems) and Rx systems
- Non-integrated and siloed datamarts
- Non-normalized of data stores with better referential integrity
- Lack of uniform data refresh cycles (some data is monthly, some weekly etc.)
- Non-standardized data warehousing practices and architecture
- Data quality issues



HCL'S APPROACH & SOLUTION

HCL understood that the client needed a Data platform that is scalable and adaptable, combines clinical, claims and prescription data, and allows extending their current capability in telling a 'Patient Story'. The client also wanted to create a longitudinal patient record that gives the complete view of the patient so as to predict the patient behaviors and financial impact of health issues.

HCL created an architectural solution to support the existing processes. HCL also implemented a data warehousing solution which combined data from 11 categories such as Allergies, Meds, Orders, Results, etc. As a part of the solution the following activities were performed:

- Solution development for accepting data from multiple source systems
- Enforcing Data Encryption/Masking for PHI data
- ETL mapping to extract the data from CDW database
- Data transformation based on business rules and storing of data in ODS database
- Auditing the views of PHI information
- Creation of Data marts
- Providing data extracts to the customers
- Development of reports and dashboards based on user requirements
- Supporting future growth and improving the product offering



BENEFITS

As a result of HCL's comprehensive solution the client achieved the following benefits:

- Enablement of a \$100 Million new on-demand BI and Predictive Modeling business unit at the client organization
- Warehousing of the Clinical, payment and prescription records of 42 million patients
- 35 TB Clinical, Claims, Rx Data were made accessible in a structured and centralized format which is expected to grow up to 70 TB in 5 years



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