

CASE STUDY

Health Care System

Client Profile

A not-for-profit United States health care system with 11,000 providers and nearly 39,000 employees in four states including Illinois, Missouri, Oklahoma, and Wisconsin.



CASE STUDY

Health Care System

Infoverity Solution

Provider and Location Master

BUSINESS NEEDS

- Master Provider and Location domains to improve data quality and de-duplicate records
- Establish Location relationships to improve Location hierarchy
- An enhanced data governance program to establish enterprise standards and definitions
- Deliver complete, accurate data to Provider Finder application, Dexcare

CHALLENGES

- Integration of 10 data sources across 2 domains (Provider and Location)
- Disparate and siloed Provider and Location information
- Legacy systems and outdated ETL processes including a marketing team that manually overrides data on existing “Provider Finder” website
- Clear understanding of the Provider definition and Location definition

RESULTS

- An enhanced, single view of all Provider and Location data across client’s entities
- A refined “Provider Finder” website through an established Provider to Location hierarchy
- Trusted Location information through improved data quality; eliminating the need for marketing team to manually override incorrect/incomplete data
- Established rules and processes for maintaining high data quality