EDGEWATER
RANZAL

Company Information

Southcoast Health is a not-for-profit, community based health delivery system with multiple access points, offering an integrated continuum of health services throughout Southeastern Massachusetts and East Bay, Rhode Island. It includes three hospitals that make up Southcoast Hospitals Group. Southcoast provides advanced clinical services, such as open heart surgery, angioplasty and heart rhythm services, comprehensive cancer care, neurosurgery, weight loss surgery, orthopedic surgery, advanced imaging services, and is the only provider of maternity services in the region.

Client's Needs

Southcoast Health recognized a need for a solution that would enable business users to analyze data from two separate electronic medical records (EMR) systems without the need for formalized reporting in order to alleviate the need for support from the IT group. Secondly, they needed a viable Business Intelligence (BI) solution to track CHART Grant compliance based on a predefined set of key performance indicators (KPIs). Finally, they wanted a way to gain insight into unstructured text from provider notes and assessments.

Benefits Realized

As a result of the implementation of Oracle Endeca Information Discovery, Southcoast Health gained the ability to monitor CHART Grant compliance for its defined "high-utilizer" patient populations. New insight into previously untapped unstructured report text offers analysts the ability to track admissions to and discharges from Skilled Nursing Facilities (SNF), as well as the ability to track the patient population defined as "Homeless" which was not possible with the previously mentioned EMR systems. Performance snapshots can now be compared with key performance indicators and thresholds, and reduced report requests for the Informatics group allows more time to be dedicated to prioritized initiatives and organizational support.

Edgewater Ranzal's Solution

After demonstrating the capabilities of Oracle Endeca Information Discovery (OEID) via Edgewater Ranzal's prebuilt healthcare solution, a 12-week OEID Accelerator Program was proposed that involved an agile development lifecycle with iterative review reflecting a pre-built Ranzal Population Navigator healthcare solution. Following a design phase and gathering of requirements with key project stakeholders, solution success criteria were defined and development was completed over several iterative sessions.

In just a few months, Edgewater Ranzal team members worked to:

- Install OEID Suite on an Oracle database appliance

- Accelerate the implementation of Ranzal's prebuilt healthcare solution

- Merge data from 2 major EMR systems

- Conduct a roadmap discussion at the conclusion of the project

- Provide knowledge transfer to enable the Informatics support team to continue development and troubleshoot the solution