

Hospital System Achieves Data Management Transformation

The Client

TriHealth is a large hospital system in Cincinnati that includes hospitals, physician groups, ambulatory care facilities and patient care facilities.

What the Client Wanted

An audit was needed of its tools and technology systems and a recommendation for a viable data management solution. They needed to improve the ability of their knowledge workers to quickly get useable, timely information from different data systems in order to make decisions on key day-to-day financial and administrative operations.

Challenges

The client needed to gain consensus on their data definitions in order to achieve successful utilization of the data among its diverse user community. The information needed to be compiled into useable formats from different systems and provide all of the information that the knowledge workers needed to make better business decisions.

The Solution

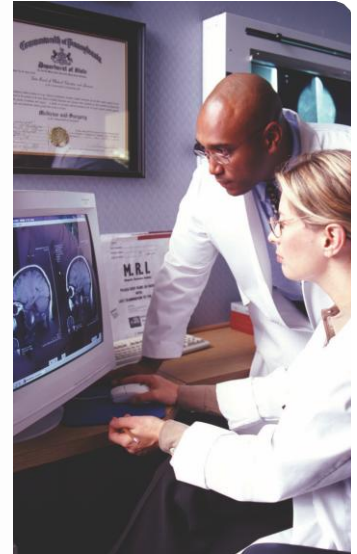
LÛCRUM focused on two critical factors that needed to be identified: the specific information the knowledge workers needed and the processes they go through to get and use the information. An extensive audit of the client's current IT tools and infrastructure was conducted. Once this information was compiled, LÛCRUM hosted a two-day Alignment session to facilitate communication among individuals from many areas within TriHealth who use the data systems, establish the vision for the data warehouse, and align stakeholders around this vision. LÛCRUM worked with the client's IT team to develop business objectives and goals for a data warehouse that would meet identified business needs and achieve rapid adoption among employees.

Development and Implementation

LÛCRUM helped participants feel invested so that they shared their challenges and day-to-day needs and bridged the gap between business leaders and IT professionals to be certain that the technology solution was aligned with business needs. The initial assessment and strategic planning was completed in two months and the data warehouse roadmap was completed in four months. Implementation of the data warehouse/data management solution is a work in progress (a multi-year project).

Benefits

- Statistics and reports generated in a timely manner
- Easy-to-use reports and analysis functions
- Information integrated across the enterprise
- Consistent data terms and meanings across the enterprise
- Unquestionable integrity of the data
- Ability of departments to have at their fingertips the resources needed to accomplish everyday and long-term goal



“LÛCRUM offers solid expertise in technology. They also provided insight and constructive approaches to improve our business in ways that we were not seeing. And, LÛCRUM’s unique approach energized our business leaders around a common vision for information management. This was critical, since their support is key to the success of our data management efforts.”

Joe Kessler,
Vice President of Finance,
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