



## NVISIA and Presence Health Case Study: Business Intelligence for Healthcare

*"NVISIA not only brought innovative technology to the table, they brought innovative people that allowed us to develop a creative environment and foster fresh ideas."*

*-Carolyn Searle  
System Director Application Services,  
Presence Health*

### About Presence Health:

Presence Health was created in November 2011 through the merger of Provena Health and Resurrection Health Care as an Integrated Care Delivery System. Today, Presence Health is the largest Catholic health system based in Illinois. They offer more than 150 locations around the state including 12 hospitals, 27 long-term care and senior living facilities, dozens of physician offices and health centers, home care, hospice and behavioral health services.

### The Business Challenge:

Under the Affordable Care Act, Meaningful Use (MU) requires that hospitals and eligible healthcare professionals interested in qualifying for incentive payments, meet the criteria of Electronic Healthcare Records (EHR) by the end of 2014. However, in addition to meeting Meaningful Use attestation, Presence Health wanted to improve the health of its patient population, improve the patient experience and decrease the per capita cost of care delivery.

Presence Health needed a dynamic and collaborative partner to develop and implement a flexible and scalable business intelligence (BI) solution to effectively impact all three of these areas. Presence Health sought a solution that would integrate with its existing Meditech EHR system and provide trending information across the appropriate measures so that they could see patterns or problems as they develop.

From there, they needed a tool that provided the ability to drill down to patient encounter levels and monitor unit-specific and physician-specific performance. For example, Presence Health needed drill down capabilities that would allow the nurses to isolate specific physicians who were not using computerized provider order entry (CPOE).

Expanded availability of on-demand dashboards across teams was another key element needed to foster better communications. Presence Health sought to establish a solid process improvement plan that would engage frontline staff to address problem areas. This allowed the individuals who were working day-to-day with the workflows to see problems within their units and drill down to make the appropriate changes. This visibility was key to providing the data needed to make the necessary workflow or process changes.



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### Business Challenge

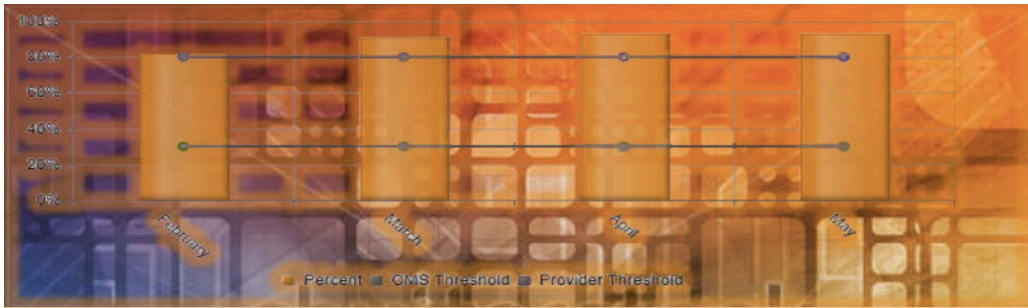
Presence Health needed a dynamic and collaborative partner to develop and implement a flexible and scalable business intelligence (BI) solution to meet the requirement of Meaningful Use and improve patient care.

### NVISIA Solution

NVISIA brought in a team with extensive knowledge of healthcare to work along side Presence Health staff and introduce NTrend, NVISIA's healthcare reporting tool. This was layered on top of Meditech's EHR to provide automated measure calculation, trending and drill down capabilities.

### Results

With NVISIA's help, Presence Health was able to meet Stage 1 attestation and lay the groundwork for a higher standard of patient care. NVISIA helped provide a long-term operational analytics tool that Presence Health continues to build on. Ultimately, this solution enables the organization to use data in a meaningful way to drive performance improvement.



## The Process:

NVISIA worked with Presence Health to create a Business Intelligence solution that went beyond satisfying Meaningful Use requirements. NVISIA brought in a team with extensive knowledge of healthcare and introduced NTrend, NVISIA's healthcare reporting tool, to layer on top of Meditech's EHR and provide automated measure calculation, trending and drill down capabilities. NVISIA collaborated with nurses, Meaningful Use coordinators and auditors to understand and solve issues that arose along the way. The process ensured a deep understanding of the hospital environment and the struggles faced from a workflow standpoint.

## The Results:

With NVISIA's help, Presence Health was able to meet Stage 1 attestation and lay the groundwork for a higher standard of patient care. By combining trending and drill down into one tool, Presence Health is now able to address issues from both a patient level and an organizational level. As a result of this collaborative environment, NVISIA was able to successfully deploy NTrend and map to Meditech's data repository with a high level of accuracy. Today, near real-time updates are delivered to NTrend from the EHR data repository to ensure users have access to the most up-to-date information.

*"Information technology on its own is not a silver bullet. The ability to link people, processes and systems as well as aggregate, analyze and share patient data is key to making our delivery system efficient and improve patient outcomes. NVISIA not only helped us comply with Meaningful Use requirements, but the collaboration enabled us to proactively address process improvement needs. Stage 1 of Meaningful Use ushered us into the era of electronic data collection, but it won't end there. We look forward to continuing to evolve with the solution and positively impact quality outcomes for our patients."*

- Bradley Howard  
Senior Vice President/Chief Medical  
Information Officer, Presence Health

## Future Outlook:

As the industry moves away from episode-based care, trending information will become even more important. By facilitating the integration of resources, Presence Health is better able to maximize available MU incentives and foster greater coordination of care. With the solution in place, healthcare staff is able to evolve trending capabilities and develop additional measures, including clinical quality measures outside the scope of Meaningful Use. Ultimately, this solution enables the organization to use data in a meaningful way to drive performance improvement.



### About NVISIA:

NVISIA is an enterprise software development partner with a 22-year history of developing highly integrated software platforms for market-leading corporations throughout the Midwest. NVISIA excels at creatively connecting people, process and technology to develop long-term business platforms that can be confidently maintained and extended by our clients' internal IT teams. NVISIA understands the challenges of bringing together business and IT teams to quickly deliver strategic platforms, while giving them comfort and confidence in technology that's new to their organizations.

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