

# How a State Hospital Association Transformed Its Informatics Program to Provide Its Members with Amazing Value

Customer Success Story



## The Challenge:

*The Illinois Hospital Association is one of the top health care associations in the nation.*

For over 25 years, their informatics division, COMPdata, has provided timely data and information, extensive report generation and data analysis tools, and mapping and graphics capabilities to over 600 hospitals and health systems, state hospital associations, surgical centers, and state data agencies.

IHA needed an easier way to interpret and visualize their data. To face this challenge, IHA needed to enhance their analytical offering by including custom calculations, forecasting, filtering and other dashboard functionality. **COMPdata customers were working with tabular reports that offered limited interactivity, no customization, no mobility and limited collaborative features.**

**“We were challenged by moving to a platform that provides more powerful visualization with dynamic reporting and analytics capabilities. We chose Tableau as that software and Mikan Associates has been a true partner in designing and developing that solution for us.”**

Ken Jay Vice President, Informatics

## The Solution:

To help IHA achieve their goals, we improved their data management strategy, implemented the leading Business Intelligence and Analytics Platform and simplified security with a unified identity management solution.

COMPdata was lacking the ability to compare Average Length of Stay (ALOS) by diagnosis codes for a host of visits. Users would have to look at every single diagnosis code – unable to see the distribution. By avoiding replication of data and streamlining multiple reports into a single dashboard, IHA and its members are now able to easily visualize ALOS through a bubble chart for thousands of diagnoses.

Member hospitals were lacking the ability to visualize how they compared to other hospitals within the radius of a couple miles. Now, members can type in a zip code and within seconds visualize on a physical map how their hospital metrics compares to their neighbor. Hospitals can immediately visualize what visits are avoiding their hospital.

IHA business processes were at the heart of designing a data model to better fit their data needs. Having a better data management strategy allows IHA to be more agile and innovate faster on their business solutions.

### The Delivery

In about 8 weeks, the association had their new data warehouse and nine new dashboards. We worked with them shoulder-to-shoulder to make sure the dashboards included the data they needed, or wanted.

*"This engagement... resulted in a project that was completed on time, a trained internal staff with supporting reference documentation, and a... team that is ready to take on... implementation..."*

*Ken Jay Vice President,  
Informatics*

The Association will be providing these dashboards as out of the box reports that their customers can customize to their unique business needs as well as share within their organizations. They are using the reports for market analysis, case trend analysis, analyzing chronic conditions and other previously underutilized analyses.

### The Result

Thanks to our solution, IHA members will now be able to take a deeper dive into their data. For example, members will no longer need to switch back and forth between a handful of reports to piece together a complete picture of their diagnosis data. That's because we've provided a single dashboard with over a million different combinations to slice and dice their information.

The dashboards that were created enable IHA to generate visualizations that members and staff can understand, regardless of their prior technical knowledge.

As a result of this project, hospital administrators now have powerful visualizations for analyzing the impact that admission trends have on funding. Armed with this information, hospital administrators and medical staff can develop strategies to reduce readmissions for preventable illnesses and conditions.

### Do You Want to Get More Out of Your Healthcare Data?

For healthcare organizations, data can provide them with a wealth of insights on how to run more efficiently, effectively, and provide better care to patients.

**Contact Mikan Associates today to learn how we can help you derive the greatest possible value from your digital information. Call us at 1-888-902-1970 for a free 30-minute consultation.**



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Establishing the connection between analytics and objectives