How to Improve Quality of Care, Costs, and Compliance
With Intelligence, Integrity, and Integration
What Our Customers Say

“We implemented our data-cleansing engine using the iWay Integration and Integrity products. We also standardized our presentation layer and analytics workbench on WebFOCUS. Information Builders provided a complete solution for preparing and presenting essential data for clinical research.”

Scott Skellenger
Vice President and Chief Information Officer
Raintree Oncology

“Butler Health System has gained a significant return on its WebFOCUS investment because it has improved outcomes, increased operational efficiency, and will generate more revenue due to increased patient volumes.”

Dr. Thomas McGill
CIO, Vice President for Quality and Safety
Butler Health System

“Information Builders offered very comprehensive functionality. It allows us to see complete patient demographics and histories, remediate questionable records by manually reviewing and linking them, and closely monitor data lineage.”

Tom Janssen
Manager of Enterprise Data Warehousing and BI
Memorial Health System

“We used WebFOCUS to determine how we could save money. It enabled us to visualize the data from our databases so we could quickly and accurately understand where issues reside in our processes.”

Peter Papadakos
Director of Decision Support and Analytics
Quinte Health Care
Healthcare organizations are struggling to balance and prioritize their goals and objectives as they pursue new value-based business models and the triple aim initiative. On one hand, they must improve patient outcomes and enhance the quality of care by becoming more patient-centric than ever before. On the other, they must control operating costs and maximize reimbursements in order to operate a sustainable, profitable enterprise – all while complying with increasingly rigid and constantly evolving regulatory requirements.

One thing is certain: environmental pressures will continue to change. Information and knowledge are the only reliable assets for maintaining the necessary agility to optimize plans and initiatives. The best way to ensure that information and knowledge become appreciating assets is via an integrated platform that provides built-in integration, data integrity, and business intelligence (BI) capabilities.

Information Builders 3i Health Solutions enable healthcare organizations to translate strategy into meaningful operational goals, processes, and initiatives, so that clinicians and administrators are aligned and understand their roles in executing the strategy. These solutions address traditional areas related to operational efficiency, financial management, and clinical outcomes as well as new initiatives related to clinical integration, population health, and patient engagement.

The best way to navigate the choppy waters of healthcare reform is to leverage the massive amount of data collected throughout the patient lifecycle. Information Builders 3i Health Solutions help providers accomplish that, by making transparent, trusted, and timely information available on demand across the continuum of care.

With Information Builders solutions, healthcare organizations can:
- Optimize the quality of care by enabling physicians and nursing staff to monitor patient histories, outcomes, and clinical operations
- Obtain greater insight into administrative and financial operations to improve cost control, revenue cycle management, and planning
- Increase visibility into asset utilization for more precise resource allocation
- Improve the accuracy and consistency of patient data and medical histories across multiple systems and facilities
- Improve patient flow by, for example, reducing ED wait times with real-time visibility into all interdependent resources to remove bottlenecks
- Identify at-risk populations to prevent readmissions and create more effective care plans
- Alert care teams to gaps in care, for example, missed visits and preventative screenings
- Improve patient satisfaction by analyzing not only survey scores but also survey comments and social media
- Adhere to governmental regulations based on HIPAA, PHIN, and industry standards such as HL7
- Obtain a single view of the patient to reduce costs and provide better care
Business Intelligence for Healthcare

Care teams can drill down by various parameters to view patient panels in various ways. This Active Technology report shows diabetic patients who exhibit multiple risk factors based on most recent A1C, LDL, and blood pressure readings.

The WebFOCUS BI platform from Information Builders provides a single environment that spans the roles and requirements of all healthcare users. Everyone – from hospital executives, administrators, and service line managers to practitioners and clinicians – has the tools they need to tap into enterprise information and use it to improve clinical and financial operations.

- Advanced analytics, such as data visualization, location analytics, and enterprise search help to uncover ways to optimize asset utilization, improve profit margins, eliminate operational bottlenecks, and enhance care quality
- Predictive analytics leverage historical data to enable accurate forecasting so providers can proactively combat infections and readmissions; better schedule staff and resources; and detect and prevent claims fraud, prescription drug abuse, and other illegal activities
- A robust performance management framework (PMF) enables close tracking of key performance indicators (KPIs) across the continuum of care to get an immediate understanding of financial positions, achievement of improvement goals, and more
- Social media analytics make it easy to analyze patient sentiment and satisfaction from text-based formats such as e-mails, blogs, and posts on social media sites such as Facebook, Twitter, and LinkedIn
- InfoApps™ are highly interactive, purpose-built BI apps that enable business users to rapidly answer important questions or address critical issues
Customer Success With Business Intelligence

**Butler Health System** – This Pennsylvania-based healthcare network wanted to replace its existing reporting tools to make better use of its health records. WebFOCUS has put data analysis directly into the hands of business and clinical users, supporting an infection surveillance system and providing BI content in the areas of orthopedics and quality control. Since deploying WebFOCUS, Butler has improved patient care, reduced costs, increased operational efficiency, and enhanced revenue due to higher patient volumes. The organization will achieve a projected, cumulative five-year net benefit of $2,989,071, with a return on investment of 459 percent and a payback period of seven months.

**Cambridge Memorial Hospital** – This 130-bed facility in Ontario relies on WebFOCUS to carefully monitor expected case volumes, costs, and a variety of quality metrics. Scorecards and dashboards display quality metrics, such as length of stay and surgical wait-time volumes. With WebFOCUS, Cambridge is seeing better quality of patient care, quicker service, and greater accountability for key metrics required by the Province, as well as better insight into employee overtime and sick time charges, and improved budget tracking and scheduling. They have also eliminated hundreds of hours of tedious manual reporting each month.

**Covidien UK** – Efficient delivery of information to more than 300 sales reps in the field was a top priority for this leading provider of innovative healthcare products. With WebFOCUS, those reps now have instant access to up-to-the minute information about 12,000 offerings, making them more productive while reducing total cost of ownership.

**Diakonessenhuis** – One of the top 10 Dutch hospitals leverages Information Builders intuitive BI technology to give medical specialists and managers, as well as patients, the ability to satisfy their own reporting needs. Important information is now right at managers’ fingertips, while employees have efficient access to the process-based and logistical data they need. Patients are also better informed about waiting lists.

**Dialysis Clinic, Inc.** – A heterogeneous IT environment running on a diverse set of legacy systems made it difficult for managers at Dialysis Clinic to obtain financial information. WebFOCUS allowed the organization to build a cohesive ad hoc reporting environment with 400 reports about payroll, accounting, and budgets. Through enhanced analysis, Dialysis Clinic can now control costs more effectively.

**Halifax Health** – When the largest healthcare provider in eastern Florida wanted a general-purpose BI environment for business users, it chose WebFOCUS. Self-service dashboards, reports, and InfoApps for clinicians and administrators provide insight into financials, clinical operations, and productivity, while addressing regulatory reporting requirements. Staff can now collaborate and provide knowledgeable care, without having to make special requests for patient health records.
**Renown Health** – WebFOCUS has empowered Northern Nevada’s largest and only locally owned, not-for-profit integrated health network with the ability to give its administrators, department managers, and other company leaders rapid access to statistical and financial information. Through dashboards and reports, users can monitor the performance and productivity of departments and personnel, and better understand the many factors that impact hospital efficiency and contribute to the bottom line. WebFOCUS is helping Renown to enforce department accountability, control staff positions, comply with state regulations, and negotiate with physicians and provider groups.
Integration and Data Integrity for Healthcare

Information Builders 3i Healthcare Solutions offer an integrated approach to healthcare analytics, combining rich integration and data integrity processes (Omni-Patient) with fully scalable BI (WebFOCUS).

iWay integration and data integrity solutions allow organizations – from providers and healthcare networks to insurance companies and vendors – to work efficiently with all partners in the healthcare value chain by delivering real-time interoperability and robust content delivery, streamline business processes, and preserve IT investments. iWay’s unique approach allows healthcare organizations to readily provide for, and adapt to, new technologies.

- A comprehensive **integration framework** combines data from diverse back-office healthcare resources like McKesson, Cerner, EPIC, Lawson, and Meditech, to unify patient information across systems and facilities
- Robust **B2B solutions** enhance collaboration with labs, insurance companies, and other third parties by streamlining claims and other electronic transactions, such as X12 and EDIFACT
- End-to-end **data quality management** solutions proactively protect systems from invalid or corrupt data to ensure optimum integrity of patient, financial, and other information among all sources
- Powerful **master data management** enables the creation of Master Patient Indexes (MPIs) to improve patient care by unifying an individual’s patient data and historical care information into a single, complete record
Customer Success With Integration and Data Integrity

**Brant Community Healthcare System** – Integrity and integration solutions, combined with robust BI, have empowered Brant to eliminate cumbersome manual reporting processes, and make complete, accurate information from diverse systems available to clinical and administrative stakeholders. Information from MEDITECH and other sources is consolidated, cleansed, and made available to administrators and business personnel, operational staff, nurses, doctors, and other users, who can analyze emergency room activities, personnel-related issues, and more. Patient and clinical operations are now much easier to track, empowering staff across the organization to make better decisions.

**HealthEdge** – This enterprise software company provides solutions to healthcare payers. With iWay Software, HealthEdge was able to extend and enhance its offering, providing robust and flexible connections to and from its software. This not only meets the needs of the healthcare marketplace more efficiently, but also reduces integration and implementation efforts.

**LifeWatch** – This leading national ambulatory health monitoring services company needed to comply with governmental requirements to support new electronic data interchange (EDI) standards for medical claims processing, or face fines and payment delays. iWay integration solutions are helping the company to manage claims processing with more than 10 different claims clearinghouses, each with its own unique trading partner agreements. As a result, LifeWatch dramatically reduced manual efforts for hundreds of thousands of annual claims, achieving compliance with new HIPAA standards.

**Memorial Health System** – Information Builders’ data integrity solutions allowed Memorial Health System to create a unified information repository, while BI tools support a reporting strategy that eliminates inconsistencies caused by disparate EHR systems, as well as disconnected spreadsheets, databases, and dashboards. Leveraging advanced master data management technology, Memorial created a single view of patients, providers, and other key business entities, and then enabled deep reporting and analysis of that information. Improved accessibility to complete and consistent information will enhance patient care, cost control, and compliance.

**Mount Sinai Medical Center** – This New York City-based facility wanted to achieve meaningful use by ensuring the consistency and completeness of patient information housed across four separate databases. Powerful data quality management, patient data synchronization, and integration technologies were employed to eliminate redundancies, inaccuracies, and duplications. As a result, Mount Sinai has empowered staff at all facilities with a single view of each patient, regardless of the location at which they are treated, which improves care quality and reduces costs. The organization can more effectively meet compliance mandates and achieve meaningful use.

**Quinte Health Care** – To cut $10 million from its operating budget to balance changes in government funding, Quinte purchased iWay integration solutions to rebuild its data warehouse. BI tools were also implemented to access the data and deliver it in the form of user-friendly reports and KPIs, to measure key processes and analyze critical trends to improve patient outcomes. More than 300 people, from nurses to executives, access the new reports to help them improve quality across the enterprise, which is helping to slash operating expenses.
Raintree Oncology – The nation’s leading community oncology alliance leveraged integrity, integration, and intelligence technologies to create an aggregated data management and analytic platform. The new solution allows members and customers to develop and evaluate care pathways that improve patient care and outcomes while reducing costs. An aggregated data set, which provides critical data elements on utilization of oral, injectable, and infusible oncology medications, along with access to claims adjudication, pharmacy dispense data, and selected lab data, represents the nation’s largest footprint of community oncology information. This evolving data warehouse and the related analytics enable researchers to follow the complete patient journey from time of diagnosis to the present day.
Information Builders helps organizations transform data into business value. Our solutions for business intelligence (BI) and analytics, integration, and data integrity enable smarter decision-making, strengthen customer relationships, and drive growth. WebFOCUS, iWay, and Omni products work together to seamlessly cover all your information needs.

**Intelligence**
The WebFOCUS BI and analytics platform delivers rich, consumable, interactive information to the widest range of users.

**Integrity**
The iWay Data Quality Suite and Master Data Management Suite enable profiling, analysis, merging, managing, and cleansing of data from any source – structured or unstructured. Omni applications enable a single, complete strategic and operational view of key business services.

**Integration**
The iWay Integration Suite is the most flexible and agile integration foundation available, providing interoperability between disparate systems and data for faster time to market on IT and business initiatives.
Intelligence, integrity, and integration solutions help our customers seamlessly navigate the full spectrum of information management for sharper insights and fact-based decision-making.

To learn more about how intelligence, integrity, and integration can improve healthcare costs, quality of care, and more, visit our online Healthcare Resource Center at informationbuilders.com/solutions/healthcare.
Worldwide Offices

Corporate Headquarters
Two Penn Plaza
New York, NY 10121-2898
(212) 736-4433
(800) 969-4636

United States
Atlanta, GA* (770) 395-9913
Boston, MA* (781) 224-7660
Channels (770) 677-9923
Chicago, IL* (830) 971-6700
Cincinnati, OH* (513) 891-2338
Dallas, TX* (972) 398-4100
Denver, CO* (303) 770-4440
Detroit, MI* (248) 641-8820
Federal Systems, D.C.* (703) 276-9006
Florham Park, NJ (973) 593-0022
Houston, TX* (713) 952-4800
Los Angeles, CA* (310) 615-0735
Minneapolis, MN* (651) 602-9100
New York, NY* (212) 736-4433
Philadelphia, PA* (215) 494-9699
San Jose, CA* (408) 453-7600
Seattle, WA (206) 624-9055
St. Louis, MO* (314) 519-1411, ext. 321
Tampa, FL (813) 639-4251
Washington, D.C.* (703) 276-9006

International
Australia* Melbourne 61-3-9631-7900
Sydney 61-2-8223-0600
Austria Raffisien Informatik Consulting GmbH
Wien 43-1-211-36-3344
Brazil São Paulo 55-11-3285-2716
Canada Calgary (403) 718-9828
Montreal* (514) 421-1555
Ottawa (416) 364-2760
Toronto* (416) 364-2760
Vancouver (604) 688-2499
China Beijing 86-10-5128-9680
Estonia InfoBuild Estonia OÜ
Tallinn 372-618-1585
Finland InfoBuild Oy
Espoo 358-207-580-840
France* Puteaux +33 (0)1-49-00-66-00
Germany Eschborn* 49-6196-775-76-0
Greece Applied Science Ltd.
Athens 30-210-699-8225
Guatemala IDS de Centroamerica
Guatemala City (502) 2412-4212
India* InfoBuild India
Chennai 91-44-4217082
Israel SRL Software Products Ltd.
Petah-Tikva 972-3-9787273
Italy Agrate Brianza 39-039-596620
Japan KK Ashisuto
Tokyo 81-3-5276-5863
Latvia InfoBuild Lithuania, UAB
Vilnius 370-5-268-3327
Lithuania InfoBuild Lithuania, UAB
Vilnius 370-5-268-3327
Mexico Mexico City 52-55-5062-0660
Middle East Innovative Corner Est.
Riyadh 966-1-2939007
Iraq ■ Lebanon ■ Oman ■ Saudi Arabia
United Arab Emirates (UAE) ■
Netherlands* Amstelveen 31 (0)20-4563333
Luxembourg ■
Nigeria InfoBuild Nigeria
Garki-Abuja 234-9-290-2621
Norway InfoBuild Norge AS c/o Okonor
Tynset 358-0-207-580-840
Portugal Lisboa 351-217-217-400
Singapore Automatic Identification Technology Ltd.
Singapore 65-69080191/92
South Africa InfoBuild (Pty) Ltd.
Johannesburg 27-11-510-0070
South Korea UVANSYS, Inc.
Seoul 82-2-832-0705
Southeast Asia
Singapore 60-172980912
Bangladesh ■ Brunei ■ Burma ■ Cambodia
Indonesia ■ Malaysia ■ Papua New Guinea
Thailand ■ The Philippines ■ Vietnam
Spain
Barcelona 34-93-452-63-85
Bilbao 34-94-400-88-05
Madrid* 34-91-710-22-75
Sweden InfoBuild AB
Stockholm 46-8-76-46-00
Switzerland
Dietlikon 41-44-839-49-49
Taiwan Galaxy Software Services, Inc.
Taipei (866) 2-2586-7890, ext. 114
United Kingdom*
Uxbridge Middlesex 0845-658-8484
Venezuela InfoServices Consulting
Caracas 58212-763-1653
* Training facilities are located at these offices.