Charter Solutions, Inc. Transforms Health Care Company Insights

"Thank you profusely for the efforts that you all have put forth during this project. Charter Solutions has shown [us] a better way to build complex dashboard tools in a quicker and more efficient manner."

CLIENT
SUCCESS PROFILE

Industry: Healthcare
Location: USA
Company Size: $13 Billion
Solution: 10 months
Technologies Used: Tableau, SQL Server, DB2, On Prem/Cloud-portable solution

". . . put a plan of action in place that included some immediate quick wins …"

INTRODUCTION

A leader and key business sponsor of a large healthcare organization in the US recently shared these words of appreciation after a successful implementation of a consolidated data platform and large series of integrated analytics dashboards for one of its core business units. For multiple years, this organization had been struggling to obtain detailed and accurate insights into patient care, trends, and demographics.

Initially intended to be a pilot effort, the Charter team's leadership and innovative approach demonstrated how industry leading analytics approaches can be used to deliver high quality results in a short amount of time. Starting with the establishment of clear project goals, demonstrable results quickly followed that amazed the customer stakeholders causing organization leaders to sit up and take notice.

CHALLENGE

A large customer's business unit accounting for over 40% of the organization's revenue had been struggling for years with obtaining analytic insights that were accurate, consistent and readily available. Numerous attempts were made to aggregate data for reporting and predictive analytics purposes, but none were successful. This need had become critical as the business unit was expected to grow and improve outcomes but had no basis or metrics to plan, strategize and improve operations.

QUICK TO VALUE

There had been multiple past efforts within this organization's business unit to create a useful and trusted analytics environment. Our team concluded that showing immediate value on what could be done in a short period of time was critical to establish confidence with organization leadership. Following a short initial assessment, Charter's team put a plan of action in place that included some immediate quick wins to prove the outcome this time would be different from previous efforts. The plan embraced agile concepts at its core, focusing on frequent and demonstrable results delivery.

THE SOLUTION

▶   Charter interviewed approximately 40 key business leaders and stakeholders across this large business unit to identify specific analytic capability needs from a business strategy and priority perspective. This activity was key to formulating the short- and long-term plan for these efforts.

▶   Charter then developed a business and technical implementation roadmap which detailed the transformation path from the current state to future state along with the efforts necessary for realization.

▶   Charter led the efforts to implement the plans, working closely with the individual business teams in an agile fashion, addressing the highest value areas first to

demonstrate immediate value. Working in this fashion, a project that was anticipated to be 3 years in duration was compressed to 15 months, saving significant time and money. The true value, however, was enabling the business units to make better, more informed decisions based on real data, taking the guesswork out of operations and setting the path for future growth.

IMPLEMENTATION

The Charter team took a hybrid approach on process implementation and technology solutioning that best fit the client within the expected and committed timeframes. This involved incorporating certain concepts within best practices and industry delivery models and architecture the best fit the organizational structure and culture of the client. This was done in an iterative approach that was able to consistently show both the value and power of analytics that generated additional detailed feature lists that cultivated a partnership in the development of a solution that best fit both the immediate and long-term needs. Ongoing demonstrations of these iterative updates provided an opportunity for immediate feedback and increased innovation of thoughts and ideas to consistently improve the product.

END RESULTS

Benefit Realization occurred within the first 3 months of roadmap execution. As the program continued, significant value was consistently delivered transforming how data was used to inform decision making. A few of the benefits included:

- ♦ Development of data "from the bottom up" allowing for drill down of summary data to increase trust in quality and verification
- ♦ Creation of interactive dashboards for user-controlled data filtering and immediate visual representations of business data
- ♦ Identified opportunities for operational process improvement to create more accurate data and reporting

Every company, every client is different in terms of need, culture, best practices and expectations. Charter Solutions is consistently committed to deliver value that best fits the needs of our clients and partners with the intent to exceed those expectations. *It's the Charter Way.*

ABOUT CHARTER SOLUTIONS

Charter Solutions delivers business and technology consulting services that help companies we partner with harness the power of data, analytics, the cloud, and application development to improve business outcomes. Our multi-industry experience allows us to uncover new solutions and guide clients to the best-fit application of technology to meet their goals.

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