



**Data-informed Care  
Transformation: Five  
Success Stories**

# Contents

Introduction .....	01
Achieving Self-Service Analytics with Rapid Response Analytics .....	02
Opportunity Analysis Permits Successful Execution of At-Risk Contracts .....	06
Increased Visibility into Value-Based Performance Results in \$2.1M in Additional Pay for Performance .....	11
Rapid Response Analytics Solution Enables Quick, Accurate Identification of Patients .....	16
Analytics Enables Value-Based Care Transformation .....	21





To provide the highest quality, most appropriate, and most cost-effective care for patients, healthcare organizations must transform around value-based care. Making the associated clinical, operational, and financial changes will require a data- and analytics-powered strategic toolset. Organizations will adapt and thrive when they combine data and strategy to focus population health efforts on the most impactful initiatives, based on populations and contracts. Within this vital shift to value-based contracts, good performance against quality measures is central to success. Yet, while governmental and commercial-payer measures aim to improve patient outcomes via emphasis on preventive and evidence-based care, these measures have also proved to be an administrative burden for many organizations. In response, systems must simultaneously raise their performance against specific measures while streamlining the effort required to calculate and report it.

From negotiating at-risk contracts to improving quality measures, population health initiatives require a flexible, adaptable data analytics platform. Here is how the most successful organizations are tackling these quality-related problems.

# Achieving Self-Service Analytics with Rapid Response Analytics



Billings Clinic had its data located within multiple different source systems, which limited access to the data and decreased trust in the data. The available tools were difficult for non-analysts to use and understand, creating resistance to self-service analytics. To breakdown data silos, ensure a gold standard for metrics, and optimize its analytics use, Billings Clinic deployed a data platform and analytics application across its organization.

## Featured Outcomes

- One source of truth for its data and elimination of data silos.
- Analysts are now able to spend most of their time analyzing, rather than preparing data.
- 95 percent relative increase in the number of users accessing the analytics application.

## Using Analytics To Its Full Potential

Data analytics has been categorized as the most significant revolution in healthcare in the past

decade.<sup>1</sup> But, despite the incredible power of data to transform healthcare, few organizations are using analytics to its full potential.<sup>2</sup> Data analysts spend a disproportionate amount of time preparing data for analysis versus actually analyzing data for new insights: 80 percent of their time in preparation and only 20 percent in analysis.<sup>3</sup>

Billings Clinic, Montana's largest healthcare organization, is a physician-led, integrated multispecialty group practice that includes hospitals and affiliates throughout Montana and Wyoming. The organization consistently earns national recognition for excellent performance in patient quality, safety, and service.

## Data Silos, Inefficient Infrastructure Block Progress

Billings Clinic understood that data, and the advanced capabilities to analyze and visualize data, was essential to its future, and critical for supporting the organization's efforts to optimize population health. The health system identified the need for timely, consistent, accurate, easily accessible data to understand performance and improve outcomes for the patients it serves.

Despite recognizing the value of data, Billings Clinic was using a legacy data warehouse and analytics tools that limited its effectiveness. Rather than using their skills to analyze data and generate new insights, the organization's analysts were spending the bulk of their time (up to 80 percent) pulling, cleansing, manipulating, and formatting data. The analytics team simply couldn't answer all questions, as it would take