

Improving Patient Care with Instant Visibility into Health Claims Data



Using Data to Drive Quality

The US healthcare industry is under a lot of pressure to be more data-driven. In recent years, the federal government has implemented new regulations that require more than just digitizing patient and billing information. Medical facilities and clinicians are now required to track specific metrics, make information available to special groups, and show they are operating more efficiently while simultaneously improving patient outcomes.

Information is Business

For Availity, a prominent health tech services provider, delivering insights is business. Processing millions of clinical records each day, this organization synthesizes and shares hospital data, patient records, and billing and insurance information in real time between health plans and their provider networks nationwide. Availity's client services team analyzes this data and provides customers with critical insights. Customers rely on this information to effectively address operational issues and drive efficiencies within their own medical practices.

But as the company grew and consumed more data, the team had difficulty delivering the fast, accurate insights their customers relied on. They depended on the BI team to create reports and dashboards for them in Cognos. And the growing influx of data left the BI team spending hours each week building and maintaining cubes to improve performance. This lag in time to insight was holding the client services team back from providing the level of service they wanted to deliver.

Highlights

**20 Users**

Client Services, Sales, Marketing

**1 TB Data**

Patient Records, Hospital, Billing, & Insurance Info

**3 Sources**

Oracle Database SQL Server, Web Transactions

**2,700 Hospitals**

Availity's data insights help medical providers across the United States improve quality of care.



Governed Data Discovery at Scale

Demand for Better Visibility

The head of data management and analytics at Availity recognized the organization needed a BI solution that could handle the increasing volumes of data they were bringing on every day. He needed a BI solution that could quickly aggregate large volumes of detailed data coming in from Oracle, SQL Server, and web transactions. It was important that as the organization grew, their BI solution would scale with them and require minimal effort without compromising performance.

Furthermore, he wanted to provide the client services team with self-service analytics so they could easily analyze data, and quickly deliver the insights their customers relied on.

Taking a Holistic Approach

Availity chose ThoughtSpot to streamline their data pipeline. Now with Relational Search technology, the BI team is automating their data pipeline, helping them keep up with growing demands. They are using ThoughtSpot to blend all of their customers' data so that internal teams can easily report across data from a single location. Because ThoughtSpot makes it easy to manage security, the BI team can quickly provide internal teams with access to the data they need, when they need it.

With ThoughtSpot's easy to use interface, now anyone can build their own reports in minutes. With access to all of their customers' data in a single place, the client services team now has a complete view of the customers they support. They can go beyond static reports, ask the next question, and even search across other customers' information to discover industry wide trends. They are delivering key insights, such as identifying the most common medical billing errors that cost the most, and providing customers with comprehensive feedback when delivering these analyses.

"ThoughtSpot allows us to aggregate on the fly and not pigeonhole users into pre-determined drill paths."

- JEFF CURRIER,
SENIOR MANAGER,
DATA MANAGEMENT & ANALYTICS

