

“With Diver 6.2, we can provide users with one place to access key information. This will make it easier for users to get what they need themselves to make informed decisions, which will be a huge cost and time savings for us. Essentially, Diver 6.2 is bringing us to another realm of self-service reporting.”

-Amato Amarain, Vice President of Decision Support and Financial Planning at Continuum Health Partners

# 6.2

## Automated report generation and centralized information access improves enterprise decision-making

New York City is one of the most competitive healthcare markets in the world with more than 70 hospitals and 14,000 physicians servicing an area of little more than 305 square miles. With real estate at a premium and a population in excess of 8.3 million people, healthcare organizations like Continuum Health Partners must remain agile by using BI technology to assist in the delivery of cost-effective, high quality patient care to best service the needs of the community. Continuum Health Partners decided one way to accomplish this goal would be to provide hospital administrators and service-line managers with centralized, web-based access to the information being gathered by the organization's Decision Support Group in order to make more timely data-driven decisions. Jill Embler, Continuum's Corporate Director

of Financial Planning explains the challenge, “We experience some of the highest patient volumes and treat some of the largest concentrations of underserved patients in the country. We need the ability to quickly get information to our users so they can make informed decisions that have an impact on reimbursements without sacrificing quality care is critical. Investing in the right BI technology, like Diver, will allow us to allocate our resources in the most effective way possible, which will help us operate more efficiently and stay competitive.”

Continuum is a relatively new BI customer having purchased BI's integrated business intelligence suite, The Diver Solution™, in 2009. Still in the early stages of deployment, Continuum has already received tremendous ▶

### Insight at-a-glance

**Industry**  
Healthcare

**Customer Since** - 2009

**Employees** - 15,048

### Company Description

Continuum Health Partners is the parent company of a New York City based nonprofit hospital system that is comprised of five historically distinguished hospitals: Beth Israel Medical Center, St. Luke's - Roosevelt Hospital, Long Island College Hospital, and The New York Eye and Ear Infirmary. With 2,710 beds, more than 126,000 in-patient discharges a year, and approximately 1.2 million ambulatory visits system-wide Continuum operates in one of the most competitive healthcare markets in the world by providing high quality patient care and specialty services to the New York metropolitan area.

### Headquarters

New York, NY

### Website

<http://www.wehealnewyork.org>

### Information Delivery Goals:

Automate the report creation and delivery process to provide service line managers and administrators with rapid access to information specific to their role

Create a self-service reporting environment by providing users with a web-based tool to satisfy ad hoc report requests

Deploy a BI solution capable of integrating large volumes of data from disparate systems into a single dashboard, reporting, and analytics framework

### Key Benefits

Free up time spent aggregating and formatting reports and provide the Decision Support group with the ability to analyze data to proactively identify trends that impact organizational performance

Provide executives and administrators with actionable information in a web-based format ensuring better resource allocation decisions are made in a timely manner

React more quickly to shifting market factors such as changes in government reimbursement rates by decreasing 'time-to-information' for decision-makers

“The product handled our volume of data so quickly and never at any point in time were DI consultants daunted by what we were asking for. DI worked with us to get what we wanted right away – even during the evaluation process and we hadn’t even bought anything yet.”

-Jill Emblar, Corporate Director of Financial Planning

value from using DI’s newest version, 6.2, to start the process of creating a centralized information delivery system that fosters self-service reporting capabilities for an array of users. Users accessing the system will span the spectrum - from analysts in the Decision Support group responsible for creating various report views to hospital administrators that simply access DI’s web-based portal interface, DivePort, to view updated reports on patient volume, physician activity, case mix index, payor mix or discharge trends. Prior to selecting Diver, members of the Decision Support Group had to spend a lot of time developing and manually formatting reports from information extracted from the organization’s mainframe health information system that taps into Continuum’s billing and medical records data. Diver is now used to collect and aggregate data from the mainframe system as well as budget information that is housed in multiple disparate Excel spreadsheets. Emblar explains the benefit to this new approach, “Our department is responsible for sending out about 100 standard reports per month - that doesn’t even take into account the multiple ad hoc requests we get on a daily and sometimes hourly basis. On a normal day some of our budget reports take us over an hour-and-a-half to put together because we develop one for each site. This new process will be a huge plus for us because we can see that the time savings is going to be measurable. Everything will be automated and the process won’t break down if one of us isn’t here - the reports will still get published and will be immediately made available to our users.”

Version 6.2 has incorporated new features that focus on creating a more intuitive interface for end-users so they can easily navigate through organizational data to rap-

idly find the information they need to make better decisions.

Navigation has been simplified and improved with sidebar, breadcrumb and dynamic scrolling features so dashboards, report views and other similar data can be easily organized, located and viewed within the portal. In addition, extensive use of AJAX technology boost the responsiveness and refresh times of all of DI’s web-based clients for improved performance. “From a technical perspective, response time for our users was absolutely critical,” says Amato Amarain, Vice President of Decision Support and Financial Planning at Continuum. “We can’t have someone waiting for a page to load or to access another layer of reports. With Diver, response time has been phenomenal. We have hundreds of thousands of data elements in our system so we couldn’t afford to embark on something that wasn’t going to respond quickly.”

While response time was weighted heavily on Continuum’s list of requirements for a BI tool, another key attribute that contributed to Continuum’s successful deployment of version 6.2 was ease of use - both from an administrative and end-user perspective. Version 6.2 focuses on improving web-based delivery methods, facilitating user adoption by improving the end-user experience. Details behind the data are automatically available to the end-user using DI’s One-Click Command Center without the need for additional report requests, development time and complex scripting skills. This feature will allow Continuum’s managers and administrators to make timely, informed decisions on how to best leverage to resources available to them. “We are fortunate to have a talented group of people in this department, but if you’re a regular person and I told you that if you needed information you were going to have to get it from our mainframe system - you would run from the room! It’s a great system,

but you need programming experience to get the information you need and an end-user just doesn’t have that,” explains Emblar. “We were tasked with figuring out an easy way to deliver information to our users to improve time-to-information for them and Diver is really what is going to enable us to do that.”

In addition to the time-savings realized by the end-user community, members of Continuum’s Decision Support group will also experience a similar benefit. Once report generation and delivery are automated and end-users are trained to access DI’s integrated BI portal, DivePort, for all their information needs, Continuum expects that the volume of ad hoc report requests to substantially slow. This will allow the Decision Support team to spend less time involved in the logistics of creating and delivering reports and more time on strategic analysis of trends that impact performance so they can better anticipate user needs. “This has had a tremendous impact on the morale of the department,” states Amarain. “We want to improve how we do business here - that’s our goal - and we can see that with Diver this goal is capable of becoming a reality.”

In the future Continuum plans to harness the powerful data integration capabilities present in The Diver Solution to connect more of the health system’s disparate data sources. In particular, Continuum plans to integrate more clinical data outside of what is found in the patient’s medical record. “Quality is tightly linked to financial outcomes so the ability to bring in more clinical data will help us achieve an even higher level of efficiency,” says Emblar. “We have so many systems and so often you buy a system, but then you have to buy another tool to get at your data. Diver is going to give us the ability to bring it all together, no matter where the data is housed and that capability will be very powerful and highly valuable to us.”

