ANNE ARUNDEL IMPROVES HEALTHCARE DECISION-MAKING BY "CONSUMERIZING" DATA WITH THE COLLIBRA PLATFORM

About Anne Arundel Medical Center

Anne Arundel Medical Center (AAMC), a regional health system headquartered in Annapolis, Md., serves an area of more than one million people.

Founded in 1902, the health system employs more than 1,000 medical staff members, 3,900 employees and 750 volunteers. AAMC includes a not-for-profit hospital, a medical group, imaging services, a substance use treatment center, and other health enterprises. In addition to its main 57-acre Annapolis campus, AAMC has outpatient pavilions in five additional locations in the Maryland area.

The Situation: Drowning in Data

Like many hospital systems, AAMC has been investing resources to make information available to employees, with a goal to enable better decision-making for both patients and the organization. Having implemented the Epic electronic medical record (EMR) system for patient care and billing, AAMC also uses multiple tools for reporting and leveraging information collected as part of normal patient care and hospital operations. Depending on an employee's role in the organization, they might have access to reports from Qlik Dashboards, Epic Radar and Workbench, PeopleSoft ERP, and custom SQL-based reports.

AAMC analysts actively created new reports using these different environments and technologies. However, AAMC employees often found it challenging to find the data they needed. Information was housed across these reporting tools. And, it was difficult to locate the data they needed because of limitations in these tools' descriptions or the metadata describing the reports' content. AAMC also identified significant "technical debt" that had accrued over the years as report documentation was often skipped in favor of focusing more resources on meeting the demand for additional reports.

In fact, this demand for additional reports was in large part a reflection of the difficulty of locating the correct reports and data. When users were unable to quickly and easily find the data they needed, they would frequently request a new report to meet their information needs. Too often, these requests would result in reports being created that were virtually identical to existing reports. This created further organizational challenges and confusion due to different, but similar reports.

AAMC determined it needed a data governance solution that would enable employees to quickly locate and understand the available data, and make smart decisions about how it could and should be used.

The Approach: "Consumerizing" the Use of Data in the Enterprise

The AAMC team began addressing these underlying problems by considering how employees use information in their personal lives. The team quickly recognized that sites like Amazon and Google not only offer easy-to-use search capabilities that span multiple information silos, but also provide relevant, curated metadata.

In contrast, the process of identifying relevant information resources at work was often difficult, as there was no consolidated source or directory across the multiple reporting tools and environments, and often the information needed to effectively determine the suitability of a given report or data set was lacking.

By considering data and search from a consumer's perspective, AAMC also realized that consumers prefer the sort of one-stop-shop approach they get from Amazon. AAMC business users needed efficiency in their healthcare analytics and a way to easily "shop" for the data they need in their work lives, all from one central location, without needing to go through a technical intermediary.

The Solution: Collibra Helps AAMC Create a Unified User Experience

AAMC turned to Collibra to help them create an "Amazon-ification of data" environment that leverages data governance to put complete and trusted data into the hands of the business users who needed it.

AAMC leveraged Collibra, in particular the data governance platform's Business Glossary and Report Catalog functionality, to create a front-end solution called Data Bay. Accessible from within Epic, on a web browser or on a mobile device, Data Bay serves as a single source to organize and shine a light on AAMC's vast quantities of data, using natural language search to identify potential reports that may meet a user's information needs, regardless of the tools or technologies used to create those reports.

The Data Bay report catalog, built on Collibra, contains not only common attributes such as report name and descriptions, but also definitions and metrics used in the report. Unlike the report catalogs provided by AAMC's EMR and other vendors that limit access to certain employees, AAMC's data catalog removes sensitive HIPAA Protected Health Information (PHI) from the metadata to enable users to view report summaries and request rights to access, ensuring that security and privacy regulations are met.

"At AAMC, we decided that the best way to empower our clinical and business leaders was to make it easy and intuitive for everyone to access the data they need so they can make the best possible decisions. With Data Bay built on Collibra, getting answers is often as easy as simply asking the question. Our users are loving it, too! All of our medical and nursing directors and most of our leadership team have begun getting their hands on the data they need through Data Bay."

With Data Bay, business users can benefit from Google-like “quick answers” on a range of topics (e.g., entering a common term such as “ED Throughput” will return all reports that may contain relevant content and data how to optimize emergency department throughput), with the ability to drill into the source material. This capability solves AAMC’s long-standing issue of users not being able to quickly identify and access the right information they needed for their jobs.

With Data Bay, AAMC has created a unified user experience for accessing a breadth of reporting information across Epic and the health system’s other reporting tools, all driven off the Collibra report catalog, data dictionary and other functionality in the Collibra Business Glossary.

AAMC was able to eliminate maintenance on more than 1,000 duplicate or deprecated reports, improving both efficiency and achieving cost savings. Additionally, adoption of Data Bay has extended up through the health system’s leadership team, including AAMC’s Chief Operating Officer, Chief Medical Officer, Chief Nursing Officer, and medical directors, who all use the product regularly – further testament to the business value sparked by the data governance initiative.

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