

Laying the Groundwork to Improve Quality of Care For Health Insurance Policyholders

Leveraging data to provide better outcomes for patients, providers, and partners in health insurance

ARCHITECTURE

DATA

INSURANCE

INTRODUCTION

The national health insurance client, headquartered in Columbia, South Carolina, wanted to improve the quality of care for its patients. Recognizing that better data was the key to providing better outcomes for not only patients but providers and partners as well, an internal client team was dispatched to jumpstart an initiative focused on improving the client’s ability to process and analyze large amounts of data. As the largest mainframe shop in the country, this made the project a challenging task.

“Better data was the key to providing better outcomes for not only patients but providers and partners as well.”

CHALLENGE

The client’s biggest challenge was centered around the problem in tracking quality of care. The World Health Organization defines quality of care as “the extent to which health care services provided to individuals and patient populations improve desired health outcomes.” Tracking this could be tricky, especially across multiple datasets. The client was working with a complete IBM stack that ran databases and web servers for their different products. All of these different applications were dependent on a sole server.

When presented with the problem of **quality care**, challenges consisted of:

ACTIVITY

- **Trace:** a patient’s ID across multiple datasets
- **Standardize:** medical terminology across all data systems to streamline processing
- **Combine:** individual patient data across all client systems
- **Depart:** from the mainframe application to separate servers that ran more efficiently
- **Alleviate:** security risks in transferring large amounts of sensitive patient data

What is the best way to track quality of care?



By tracking patient IDs, standardizing medical terms, and combining patient data, the client could measure and ensure quality of care.

Thomas McLure, Client Solutions Principal



APPROACH

The client needed to build a non-host system to track quality care. Over the following nine months, Level’s mission was to evaluate software needs, hardware specifications, and identify the best ways to integrate the quality care data to a non-host system. Level assisted with the design and architectural needs with a focus on driving strategy and data execution.

As a larger **quality care initiative**, the client’s internal data team teamed up with Level to:

ACTIVITY

- **Solve:** for server and database needs that would set the client up for sustained success
- **Complete:** an ETL (extract, transform, load) data integration
- **Combine:** quality of care metrics within the client’s existing claims system located on the mainframe

RESULTS

The healthcare client was able to build a non-mainframe system. With some help, this client could navigate these modern technologies, as well as understanding how to onboard these systems and get teams up to speed in retraining efforts. The data model the client bought required a lot of customization, and these data solutions included:

- ETL implementation
- Data integration and modeling
- Data ingestion and cleansing
- HIPAA compliance
- Master data management
- Reference data management

With the revamped data system completed, Level then helped the insurer with a broader strategy initiative.

Visit us to learn more about Insurance Modernization.
www.levvel.io