



Trusting the Data:

Large Distributed Healthcare System Taps Into a Single Source of Truth for Provider and Location Data

Learn how a large distributed healthcare system helped staff regain trust in their provider and location data and gave their team the power to pursue powerful outcomes related to referral management, market analysis, and patient retention. It's also the story of how Clearsense purpose-built a data-driven solution that aggregated, governed, and presented a single, rich data set for end-user consumption.

BY THE NUMBERS

- Leading health care system with 4K+ providers
- 11 Hospitals, 150+ clinic locations
- One of the largest faith-based, non-profit health systems in the US
- Recently integrated health system to total more than 300 care sites

DATA SOURCES

- Provider Credentialing System
- Marketing department's provider database
- Patient Access team's excel spreadsheet
- Healthcare system network rosters

THE CHALLENGE

Like most healthcare organizations, managing continuous provider and location information changes can be overwhelming. Maintaining a holistic, accurate view of the data in one system is a full-time job in and of itself. Introducing 5, 10, or 20 additional parallel data sources across multiple locations results in near impossible maintenance.

That said, this data powers day-to-day operations by informing clinicians, patient access staff, marketing, patients, and other key stakeholder groups. Healthcare organizations can't afford to provide incorrect information to key stakeholders, nor should they miss out on the opportunity to fully leverage this information to optimize future decision-making.

Our client needed a solution that could:



Provide staff with immediate, customized access to a single source of truth for reference purposes.



Provide complete trust in the consolidated provider and location data set's accuracy via initial governance and iterative updates.



Empower stakeholders with powerful data-driven outcome potential, such as patient leakage reduction and referral workflow optimization.

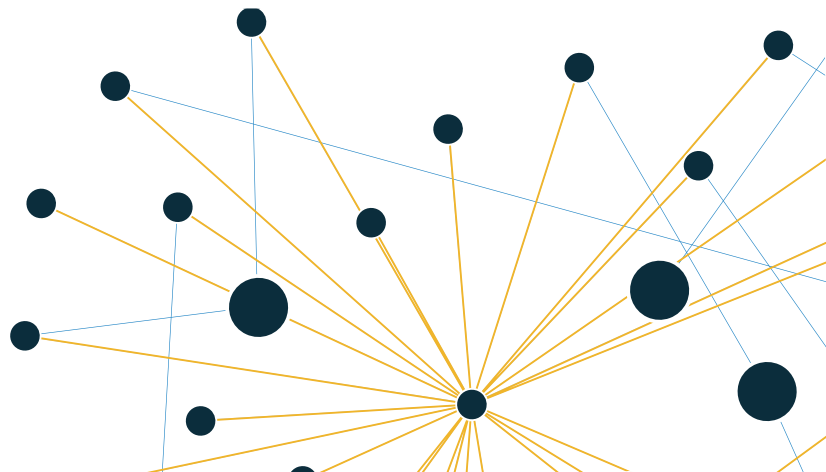
THE SOLUTION

CLEARSENSE DELIVERS A PURPOSE BUILT SINGLE SOURCE OF TRUTH

The Clearsense team started by facilitating discovery sessions with client stakeholders to inventory existing systems, workflows, and pain points. The fundamental issue quickly became clear; individual stakeholder groups maintained personalized sources of information, knew that these sources were out-of-date, but did not know how to reconcile or address the overarching problem. After the Clearsense team inventoried the data landscape and understood current-state data usage, they turned their focus to the desired end-state for stakeholders - a single source of truth with a custom, role-based user interface. Beyond creating this single source, Clearsense provided supplementary analysis and tools that would put this healthcare system in a position to maximize the value of its provider and location data.

Clearsense began aggregating data from the identified sources, mapping that data, and laying out a plan for data governance that would lead to a trusted, accurate set of information. Clearsense's blend of technology and services eliminated much of the manual data analysis that our client would typically need to perform, queuing up key decisions and discrepancies for the project team to address.

Alongside data aggregation and governance, Clearsense made it simple for this healthcare system's staff to visualize and analyze all data in a customized UI and reference tool. This includes comprehensive provider demographics and the ability to perform complex analytical queries when appropriate. To close the loop with downstream systems and ensure the cleansed data does not become "dirty" again, Clearsense enabled connections to several downstream applications, including the client's public website.



THE OUTCOMES

When marketing teams, patient access teams, and other key stakeholders need provider and location data, they have a single source of information. More importantly, they finally trust that this data is correct because they understand where the data comes from and have confidence that the Clearsense technology is providing a consolidated, comprehensive view.

Armed with easy access to accurate data, our client saw an immediate lift in resource efficiency and the overall peace of mind stakeholders gain through data confidence. This data flows to critical downstream locations, such as the public-facing website and nationwide databases. When patients call the healthcare organization asking for an appointment or verifying provider information, they have everything they need to search for the correct information and confidently answer their patients.

In addition, the client's Data Analyst team can now utilize dashboard-level summaries of their data and use these views to spot market trends that impact business decisions.

Use of this tool has enabled us to have more timely access to our provider information in a way that we haven't seen before. The new system improves efficiency, provides better information to support patient access and increases the confidence of our key stakeholders. We couldn't be more pleased with the result.

- VP STRATEGY, GROWTH & BUSINESS DEVELOPMENT



GET TO KNOW US

Committed to leading transformation in healthcare, ClearSense® creates a data journey, all the way from number to key insight. Cloud-based, AI-enabled, and HITRUST-certified, the platform of data solutions ensure data governance, implementation, and analytics are rapidly mainstreamed while remaining scalable and secure. Driving faster outcomes in clinical, financial, and operational environments, ClearSense is powering the innovation of tomorrow—right now. Learn more at Clearsense.com.

THE CLEARSENSE PROMISE

OUR MISSION

Our mission is to unlock the full potential of healthcare data by delivering flexible solutions that empower data confidence and enable data-driven decision-making to achieve better outcomes.

OUR VISION

We have created a holistic data environment with processes to cleanse, normalize, harmonize, and integrate better data with tools to make it more manageable, accessible, and valuable. We are unlocking the potential of data from patient care decisions, business operations, financial routines, and research.

Are You Ready to See Your Data More Clearly?



Clearsense.com



904.364.5629

WHY CHOOSE CLEARSENSE?



One Platform, One Partner

One partner with an advanced end-to-end platform that empowers executives, business owners, clinicians, IT, and data scientists.



Data First Approach

Eliminates assumptions and replaces them with a single source of trusted data. Put trusted data into action without barriers or fear.



Healthcare Focused

We are 100% focused on the healthcare industry, which means we understand your data challenges and opportunities.



Security

Multi-cloud, HITRUST certified, HIPAA and SOC 2 compliant with SSO Integration. Role-based security controls at the application and data levels. We treat security with the highest level of importance.



Data Quality & Trustworthiness

Data governance advisory services wrapped around AI technologies and processes ensure the highest level of data trustworthiness.

Your Data. **Protected.**



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