

# Data Management for Healthcare

Improved patient outcomes

Smarter data management

## Example Use Case

### Problem

A hospital uses a Patient Administration System (provided by an external systems provider). The PAS is the key repository for patient data and is used (among numerous other requirements) for registering all patients and allocating a Unit Record number.

The PAS is considered a key driver of business and it was acknowledged that there was a lack of any data quality checking. The PAS data needed to be analysed for quality, identified errors rectified, preventative strategies implemented to minimise future errors, and monitoring of data going forward.

### Situation

Experian were asked to identify data quality issues within the PAS, rectify these issues where appropriate and make recommendations as to how these issues could be prevented – focusing on patient demographic information.

Key data integrity issues to address include data consistency and logic across the PAS modules, correct date and time stamping, valid and logical referral sources and reference table consistency, along with a verification process for email addresses.

Data reports outlining error rates and benchmarked levels, and recommendations for the implementation and incorporation of business rules are required.

### Solution

An Experian Consultant worked with Customer Health technical resource to install and configure Pandora for use within the Health Data Quality team alongside our matching and address cleansing capabilities.

Using Pandora and reference data, Customer Health data structure was analysed in its current state. From the results of the profiling stage, Experian Consultants worked with Customer Health to prioritise transformations within the data.

Experian Technical Consultants then worked with the data quality team to utilise the Analyse, Improve and Control methodology to create dashboards on key named data entities. The dashboards will support multiple versions of the data, allowing Customer Health to see how the quality of captured data is changing over time. Experian will support Customer Health on how best to represent, interrogate and present this data on an on-going basis.

### Why Experian?

- Looking for a DQ leader to assess and make recommendations to data quality.
- Collaborative tool which can be used by multiple departments (info services, BI, reporting etc).
- Want to partner with a specialist DQ provider (e.g. Gartner)



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