

Healthcare Insurance Healthcare Informatics Solution Brief

//WE LISTEN

Large Healthcare Insurance organizations have a large number of members, often numbering in the millions. These payers amass a huge amount of data that can be used for a wide variety of applications, such as improving quality of care, analyzing and managing health care costs and improving the efficiency of the healthcare system.

JCB Partners was selected by a leading healthcare insurer in 2009 to work on a series of efforts to provide an analytical solution with the goal of improving the overall quality of care across its membership in the United States. The scope of the project was very large, with millions of members across dozens of states. In addition to the pure size of the project, the constraints under which the project had to be delivered added significantly to its complexity. The solution had to be delivered under strict security controls and guidelines set forth by healthcare regulatory agencies, given the sensitive nature of the membership's personal information.

With these security concerns continuously at the forefront, the organization embarked upon a path of iterative solution development to extract more value out of its data assets and provide a higher level of service to its member organizations. The project necessitated not only absolute security, but also significant usability requirements for business users, including a flexible query time component. JCB created a solution that allowed for a high level of query flexibility for the end user while keeping the security requirements intact.

//WE SOLVE

JCB Partners first developed an ad-hoc model for data analysis that would begin to provide users with secured access to data for initial research and query. This model allowed analysts to ask the specific questions needed to drive greater business results and to accept the data returned with a high degree of confidence.

In parallel, our client's leadership worked to define a series of analytical deliverables which would be used in a variety of analytical applications, including:

- Care Cost Management, such as avoiding unnecessary hospitalizations
- Quality Care Management, including best practices with regards to treatment of juvenile diabetes
- Comparison of geographic business unit metrics against the national average

Denver

1050 17th Street,
Suite 1710
Denver, CO 80265
Ph: 303.623.1522
Fax: 303.623.1531

Chicago

161 North Clark,
47th Floor
Chicago, IL 60601
Ph: 312.523.2134
Fax: 303.623.1531

San Francisco

301 Nimitz Avenue
Redwood City, CA
94061
Ph: 650.995.7359
Fax: 303.623.1531

request.info@jcbpartners.com

//WE DELIVER

At JCB, we think strategically, from start to finish, determining the most effective and sustainable way to utilize technology and resources to drive business forward. We start small, helping companies in healthcare and across many other industries realize results quickly while establishing and embracing a Culture of Analytics™. As we accelerate systematically, we continue to assess the larger picture and apply knowledge and progress logically.

//TECHNICAL REVIEW

The solution is built on an IBM stack of hardware and applications. The Data Warehouse platform is an IBM DB2 solution using the Balanced Configuration Unit architecture. The Business Intelligence solution was deployed on IBM-Cognos version 8.3 using IBM WebSphere as its application server. All operating system platforms are 64-bit AIX UNIX across the Information Technology stack.

