

# Austin Regional Clinic (ARC) Embarks on an Analytics-driven Transformation Journey

## Journey Impact

- Self-service Analytics for Executives and Nurse Navigators for faster, better-informed decisions
- Role-based Analytics Medical Home Team focused on Population Health needs
- NEW Data Warehouse (DWH) and Analytics Platform
- Phased Agile approach to Project Management
- QA processes embedded in every delivery
- Improved Patient identification and matching
- Strong Data Architecture and Analytics foundation for future

The Medical Home department at ARC embarked on a transformational update involving people, process, technology, and data. With a new and improved Data Warehouse (DWH) and an Analytics Platform (Tableau), a trained staff with updated skills, ARC has laid a strong foundation for improving clinical, operational, and financial outcomes.

## ABOUT ARC

Established in 1980, Austin Regional Clinic (ARC) serves 450,000+ patients and has been consistently voted amongst Top Places to work in Austin. It is also part of an ACO (Seton Health Alliance) involving Seton Hospital. In 2016 alone, its 1800+ providers and staff serviced an astounding million plus patient visits across 21 locations.

Despite being the largest primary-care based clinic in Central Texas, ARC is laser focused on delivering coordinated, comprehensive, accessible health care to individuals and families, with sensitivity to the cost of that care.

## CHALLENGES

The lack of an organized DWH environment resulted in long turnaround time for Analytical requests. Claims data from payers came in different formats across Access, XLS, PDF, SQL Server, Email etc. Each management request had to be “hand coded”. Subsequently, the results of queries were delivered in PDF and Excel which made “ad-hoc, what-if analysis” extremely difficult.

Due to constant backlog, lack of relevant data, and analytics training, it became difficult to derive meaningful outcomes in a timely manner. The consumers of these reports lacked proper visibility or access to underlying data, reducing certainty in planning. As a result, they spent 80% of time in gathering, and aggregating of data, and not much time in analysis. Additionally, EMR implementation resulted in more robust clinical data, but still needed to be aggregated into the DWH.

## DATA AND ANALYTICS TRANSFORMATION

After several years of managing their value based contracts in multiple databases, ARC engaged Analytics Advisory Group (AAG) to improve Population Health Data and Analytics.



The journey started with assessing ARC’s “Current State” of Data and Analytics. A transformation strategy was laid out, resting on the pillars of People, Process, Technology, and Data.

**People**

Staffing Model  
Role-based Competencies & Skill Sets  
Consumers-Producers-Administrators  
Training – Tools & Processes

**Technology**

Tool selection & usage  
SQL, SQL Server, C#  
Patient Identification & Matching  
Tableau Analytics Platform

**Process**

Development Life Cycle  
Project Management  
Requirements gathering & handshake  
Quality Assurance  
User Training  
“Consumer-driven” Mindset

**Data**

Source Formats from Payer Claims  
Data Architecture & Governance  
Data Quality  
Data Integration - Claims & EMR (Epic)  
Data Warehouse & Dimensional Modeling  
Data Visualization & Analysis

**BENEFITS & VALUE**

ARC and AAG partnered together to accomplish:

- **Self-service reporting** - Management reports running in self-service mode in seconds (versus day’s turnaround time) – enabling lot more time for Analysis!
- **Well defined Governance & Organization Structure** - Analytics Architecture, Platform, Processes, Templates, and well-defined PM & Analytics roles have enabled right governance structure for success
- **Better predictability** - Data-driven culture & communication within teams, across teams, and management, and agile project management resulting in better predictability of delivery
- **Increased productivity & alignment** - Developers trained and matched with skills aligned to their roles. Excellent collaboration between teams and communication with Management
- **Better negotiating leverage** - Leveraging Data & Analytics for timely contracts negotiations and renewals
- **Strong Foundation for future** - Enabled new Payors & Health Plans to be integrated seamlessly to provide actionable insights

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*“Thank you for helping our team learn, reorganize, and improve.”*

– VP, Population Health and Clinical Quality

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*“Was able to understand conceptually and helped put things in perspective. Very helpful.”*

– Chief Medical Information Officer

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**Analytics Advisory Group**

Analytics Advisory Group improves business outcomes for clinics, hospitals, care providers, and ACOs by providing advisory, consulting, and training services anchored in Analytics. To find out how we can better serve your needs, please visit

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